

## **Chapter 9 Overview**

This chapter outlines the process for the requesting and responding to Field Support from Central Office. This policy is intended to serve as a resource for requesting Field Support when all other references and resources have been exhausted at the local and Regional level.

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### **Memoranda History:**

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### **9.1 Who May Request Field Support**

Any Children's Division (CD) staff may request Field Support by completing a CD-62 form and routing it through normal supervisory channels. [Forms and Instructions](#)

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## **9.2 Preparing And Submitting A Request For Field Support:**

1. The CD staff in need of Field Support should consult with his/her immediate supervisor and/or Circuit Manager for assistance.
2. The requesting CD staff should complete the CD-62 form, obtain approval from their Circuit Manager and forward it to the Regional Office for clarification.
3. In the event, that Field Support issue(s) are unable to be answered at the Regional level the completed CD-62 form should be submitted to Central Office via email to [CD051RFS@dss.mo.gov](mailto:CD051RFS@dss.mo.gov) (and copied to the requesting worker, supervisor and Circuit Manager) by the Regional Office. The completed CD-62 form may be faxed to 573-526-3971, if staff are unable to access email.

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### **9.3 Response Process To A Request For Field Support:**

1. Upon receipt of the CD-62 form in Central Office, the request will be reviewed and next steps determined through the Practice and Professional Development Unit Managers and Deputy Director.
2. The Deputy Director or Unit Manager Designee will then contact the requesting Regional Director or designee, identified on the CD-62, regarding their request within five (5) days.

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