

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

September 22, 2008

MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: JIM HARRISON, DEPUTY DIRECTOR

SUBJECT: DCN RECONCILIATION (SDUP) IN FACES

DISCUSSION:

The purpose of this memorandum is to inform staff about changes regarding the DCN reconciliation process (SDUP) when an individual is found to have more than one assigned DCN. A program has been created which will process SDUP updates completed in the DCN Common Area and will automatically update FACES with the correct/valid DCN. This process will be completed nightly and will create a history record in FACES on the Case Member screen. This change is effective Monday, September 22, 2008.

In most instances, when a duplicate DCN is found, CD staff will not be required to take any action. The correct DCN will be automatically updated for the identified individual and will be corrected on the FACES application screens. If staff attempt to update a case with an invalid DCN in which SDUP has occurred, an error message will appear indicating the invalid DCN has been SDUP and the correct/valid DCN will be displayed. Staff should complete the update using correction "valid" DCN provided in the message. When staff reviews their active case in FACES, the correct DCN will now be displayed.

In the event the system identifies an individual with two (2) different DCN in which two functions are open in FACES, the "Assigned Worker(s)" will receive an alert indicating the SDUP process is incomplete and staff will be expected to close one of the functions. The system will not be able to complete the SDUP process automatically when there is a function open under both the valid and invalid DCN. Following is an example of the alert to be sent to the "Assigned Worker(s)":

EXAMPLE OF ALERT:

Short Description: SDUP Incomplete for DCN # 50410225 Case # 20080440004

Long Description: DCN # 51526708 HAS BEEN SDUP TO DCN # 50410225. EACH DCN IS ASSOCIATED TO AN ACTIVE AC FUNCTION. ONLY ONE ACTIVE AC FUNCTION IS ALLOWED. TO COMPLETE THE SDUP PROCESS, CLOSE CASE # 20080440004 WITH DCN # 50410225 OR CASE # 20080440007 WITH DCN # 51526708.

Staff should take the following action in the event that an SDUP alert is received:

- Review the open case functions and determine which should be closed. Typically, staff should close the function attached to the DCN with the higher number; however, if the most current information or the bulk of the history is attached to the higher DCN, staff may choose to close the case with the lower DCN.
- Close the case function for the selected DCN.
- The next working day, after the nightly SDUP batch has processed, associate the case numbers as appropriate.

Staff may contact the FACES Help Desk with any questions related to the FACES SDUP process at 1-800-392-8725/option #3. All other questions should be submitted through normal supervisory channels.

JH/cg