

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

October 22, 2008

MEMORANDUM

**What's Inside:**

FACES  
Implementation

TO: CHILDREN'S DIVISION STAFF  
FROM: JAMES C. HARRISON, ACTING DIRECTOR  
SUBJECT: FACES IMPLEMENTATION

DISCUSSION:

Beginning at midnight on Friday, October 24, 2008, FACES, and the IIS legacy system will be made unavailable in order to implement the following new FACES functionality: Eligibility (Release 2), IIS Referral, DSS Search, and Prior Check Search.

It is anticipated that FACES will be made available again no later than 6:30 PM, Saturday, October 25, 2008. A statewide email will be sent when FACES is available for use. Information on how to handle hotline calls during this time will be forthcoming through email. The new FACES functionality includes the following changes:

**ELIGIBILITY**

This release of Eligibility functionality increases the level of automation by providing a batch process which automatically determines eligibility based on information available in FACES. This batch will process on the third Monday of each month, beginning November 17, 2008. The role of the Eligibility Specialist will change from being responsible for the actual calculation and determination to being responsible for quality assurance of the entry of data necessary for an accurate automated determination decision. To avoid erroneous automated determinations, it is critical that timely, accurate data entry occurs routinely, and that all appropriate documentation (e.g., referral forms, court documents, etc.) be submitted to Eligibility Specialists in a timely manner.

Case Managers are responsible for entering accurate information into FACES in a timely manner to facilitate the automated determination process. Once an eligibility

determination has been completed, Case Managers will no longer be able to update Fund Category on AC Information. Two FACES transactions have been added for the purpose of completing the on-line Title IV-E/FFP Referral as follows:

**Title IV-E/FFP Information** – Accessed from either the button on **AC Information** or the link on **AC Monitoring**, this transaction is a collection of the information included on the paper Title IV-E/FFP Referral (i.e., Child's Living Arrangements, Citizenship, SSI and Temporary or Public Assistance information). Complete a new Title IV-E/FFP Referral by clicking the *Add IV-E/FFP Information* button or update existing information by clicking the *Update IV-E/FFP Redetermination* information button, complete appropriate data entry, then click the *Add* or *Update* button, respectively, at the bottom of the screen.

**Individual Income and Resource** – Accessed from the **Title IV-E/FFP Information** screen for any Removal Home member who has Income/Resource checked "Yes" by clicking on that member's name, which is a link to the **Individual Income and Resource** transaction. Add information by first selecting and displaying the appropriate income/resource type, entering the information, then clicking *Add* at the bottom of the screen. Update by clicking on the name of the desired income/resource in the summary listing, completing data entry, then clicking the *Update* button at the bottom of the screen.

Training of new FACES Eligibility transactions and functionality is being conducted with Eligibility Specialists the week of October 20-24, 2008.

### **INTENSIVE IN-HOME SERVICES (IIS)**

This FACES implementation introduces the new IIS functionality to complete an IIS Referral from **Safety Assessment** or from **Case Intake**. Formerly, an "IIS Referral Completed" activity was available from the **Manual Activities List**, however with this implementation, this option will no longer be available. In processing an Investigation or Family Assessment, staff will be required to complete the IIS Referral prior to concluding the report if a Safety Assessment of "Unsafe" is entered for any child on the report.

To complete a required IIS Referral, click on the *Case Intake* button in the "IIS Screening Information" section of the **Safety Assessment** screen or click on **Case Intake** directly from the home page, complete appropriate data entry, and then click the *Add* button at the bottom of the screen. All other FACES IIS functionality remains unchanged from when it was implemented with the FACES Case Management component in August 2007.

## DSS SEARCH

The new **DSS Search** functionality provides the ability to view available MACSS and FAMIS information directly from FACES. This search is only available for members with a DCN. Search results include case and individual information.

**DSS Search** is accessed from **Call/Case Prior History Search** screen. After executing the FACES search, a *DSS Search* button appears in the results section. Click the *DSS Search* button to retrieve current available MACSS and FAMIS Information; if no MACSS/FAMIS information is available, a "No Information Found" message appears.

## PRIOR CHECK

The new **Prior Check** functionality provides the ability to filter search results based on the type of requestor (e.g., STAT, JO, etc.). By selecting the appropriate Prior Check Requestor, FACES automatically limits the search results to only those allowed for release to the specified requestor type.

The Prior Check functionality is available on the **Call/Case Prior History Search** screen. After selecting the requestor, simply execute the standard FACES search. The results will display as usual, less the unauthorized results for the specified requestor type.

For further detailed information of the new FACES functionality, please see the [FACES Reference](#) material available on the intranet.

JCH/LH/slr

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| <b>NECESSARY ACTION</b><br><br><ol style="list-style-type: none"><li>1. Review this memorandum with all Children's Division staff.</li><li>2. All questions and comments should be handled through normal supervisory channels.</li><li>3. For technical assistance call 1-800-392-8725 (ITSD Help Desk) and select Option #3 to be routed to FACES Application Support.</li></ol> |  |
| <b>PDS CONTACT</b><br>Linda Halbert<br>573-526-4516<br><a href="mailto:Linda.L.Halbert@dss.mo.gov">Linda.L.Halbert@dss.mo.gov</a>  | <b>PROGRAM MANAGER</b><br>Susan Savage<br>573-751-4920<br><a href="mailto:Susan.K.Savage@dss.mo.gov">Susan.K.Savage@dss.mo.gov</a> |
| <b>CHILD WELFARE MANUAL REVISIONS</b><br>N/A   |  |
| <b>FORMS AND INSTRUCTIONS</b><br>N/A   |  |

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| <b>REFERENCE DOCUMENTS AND RESOURCES</b><br>N/A  |
| <b>RELATED STATUTE</b><br>N/A  |
| <b>ADMINISTRATIVE RULE</b><br>N/A  |
| <b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b><br>N/A   |
| <b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b><br>N/A  |
| <b>PROTECTIVE FACTORS</b> (Link applicable factors and enter N/A if not applicable.)<br>Parental Resilience – N/A<br>Social Connections – N/A<br>Knowledge of Parenting and Child Development – N/A<br>Concrete Support in Times of Need – N/A<br>Social and Emotional Competence of Children: - N/A |
| <b>FACES REQUIREMENTS</b><br><a href="#">FACES Reference</a>   |