

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 27, 2009

MEMORANDUM

What's Inside:
Timely Updating
in FACES

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: TIMELY UPDATING OF THE ELECTRONIC CASE RECORD INTO FACES

DISCUSSION:

The purpose of this memorandum is to inform staff and supervisors of required time frames for updating the electronic record in FACES. **The electronic record in FACES is the official case record.** The timeliness of updating the electronic case record in FACES is an important aspect of the Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), Council on Accreditation (COA) Standards, as well as the Child and Family Services Review (CFSR). Documentation is reflective of case practice and the services provided to children and families. Staff are relied upon to update the electronic case record in FACES timely and accurately to capture the required information for federal reports and for best practice. Case managers must enter their own data into FACES.

SPECIFIC GUIDELINES FOR FAMILY-CENTERED OUT-OF-HOME CARE

Effective immediately, staff must enter case management updates into FACES as indicated below:

- If a child moves to a new placement, this information **must** be entered into FACES as soon as possible but no later than 2 business days after the change occurs.
- If a child has a change in legal status, this information **must** be entered into FACES as soon as possible but no later than 2 business days after the change occurs.
- If a child comes into care or exits care, this information **must** be entered into FACES as soon as possible but no later than 2 business days after the change occurs.

- For all other Family-Centered Out-of-Home Care activities, data entry should occur as soon as possible, but no later than 30 days after the event occurred.

Supervisors should also follow these time frames to ensure that they approve activities in FACES in a timely manner. It is important for supervisors to approve AC open and close dates in FACES as soon as possible, but no later than 30 days after the worker submits the closing as the case does not actually close until the supervisor approves the closing in FACES.

NECESSARY ACTION:	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. Review revised Child Welfare Manual chapters as indicated below. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT: Christy Collins (573) 751-9603 Christy.Collins@dss.mo.gov	PROGRAM MANAGER: Melody Yancey (573) 751-3171 Melody.Yancey@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: Section 4 Chapter 2.2 Placement Activities Section 4 Chapter 5.1 Placement in a Resource Family Section 4 Chapter 12.4 Placement Activities/Placement Support Section 4 Chapter 13.1 Subsequent Placements Within Children’s Division	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES Adoption and Foster Care Analysis and Reporting System (AFCARS) National Child Abuse and Neglect Data System	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS COA Standard for Data Entry	
CHILD AND FAMILY SERVICES REVIEW (CFSR) Timeliness of data affects CFSR data indicators	
PROTECTIVE FACTORS Parental Resilience-N/A Social Connections-N/A Knowledge of Parenting and Child Development-N/A Concrete Support in Times of Need-N/A Social and Emotional Competence of Children-N/A	

FACES REQUIREMENTS
[SACWIS Regulation](#)