

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 28, 2009

MEMORANDUM

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FACES ENHANCEMENTS

DISCUSSION:

The purpose of this memorandum is to inform staff of system enhancements in FACES. These system enhancements originated through the System Change Request process and through CQI. The FACES Change Control Board (CCB) reviewed and approved these enhancements. All enhancements outlined below are effective immediately.

Contact List

Concern: Phone number is a required field when adding contact information. If the individual had no phone number, users had to enter false data in order to satisfy the requirement.

Solution: This change adds a "No Phone" checkbox as an option. Users will be required to either enter a phone number or check the "No Phone" checkbox.

Concern: When adding new contact information, the system required the user to type the same address multiple times for household members.

Solution: This change adds a dropdown box of all existing addresses for the call/case. When adding a new individual, the user can simply select an existing address from the dropdown box to associate to the new individual, eliminating the need to type the same address multiple times on the same call/case.

Participant Characteristics

Concern: A School Liaison contact is required for victim child(ren) to complete the **Conclusion** even when there is no school-aged child(ren) or the child(ren) are home-schooled.

Solution: New checkboxes of 'Victim Child not in School Due to Age' and 'Home Schooling' have been added. When checked, the system will not require School Liaison contact.

AFCARS Adoption Section

Concern: The Children's Division submits AFCARS (Adoption and Foster Care Analysis and Reporting System) data bi-annually to our federal partners. When a child is adopted, statistics must be submitted in AFCARS. This data is collected directly from information entered in FACES. Currently, this data is captured in the Adoption AFCARS section located on **Alternative Care (AC) Information**. These fields only display when a child is legal status 5. At each bi-annual reporting period, required data is consistently missing.

Solution: To capture the adoption information more consistently, the Adoption AFCARS section was moved from **Alternative Care Client Information** to **Court Information**. Now, when a court hearing is entered and legal status 5 is selected for the child, the court hearing screen expands to display the new AFCARS Adoption Details section. The user must complete all the required fields before successfully adding the court hearing. This will ensure that the required AFCARS information is entered consistently in a timely manner.

Case Record Report

Concern: The Case Record Report, located on the General Functions Home Page, Online Reports, only allows users to view and print the entire case record, even if the user does not need all of the information.

Solution: The new Case Record Report provides the flexibility to select sections to view and select sections to print. For example, staff can choose to print only the Court Information section from a child's AC function, or only the Contact List and FST Information from both an AC function and an FCS function under the same case number. Allowing users to select specific sections of the Case Record Report to view and/or print provides more flexibility and usability. After selecting the desired functions and sections to print and clicking the 'Submit Case Record Report' button, a separate window is opened and the report displays each section separately. Selections are available to print either the current section/page they are viewing or all the selected sections. The option to print the entire case record report continues to be available.

Goal

Concern: The goal is established on **Family Support Team (FST) Meeting** in FACES when the worker selects the permanency plan for the child. When a child initially enters Alternative Care, it could be 24 to 72 hours before an FST Meeting is held to establish the goal, so for the time between the case opening and the first FST, the child has no goal. One of the findings from the AFCARS review was that we must report a goal for all children in Alternative Care even if it is "not yet established".

Solution: When an Alternative Care case is first made active in FACES, the goal field that displays on Alternative Care (AC) Information will be set to "Not Yet Established" until the first FST is held and the worker selects the appropriate Permanency plan for the child.

Individual

Concern: The fields of sex, race and approximate age or date of birth are required for all persons added to FACES, but that information is not always available.

Solution: The value of "Unknown" will automatically be set for these fields when adding individuals without a DCN. For role types of "Other" and "Significant Other," these default values are valid. For role types of "Parent/Substitute", "Child", "Child Caretaker", "Absent Parent", "Alleged Perpetrator", "Child/Concerned" or "Child/Other," the default value of "Unknown" is not valid, which will result in an error message requiring selection of appropriate, valid values.

Concern: Search types need to be added to be able to efficiently locate the correct individual.

Solution: New search types of "Professional Relationship Search" and "Title Search" have been added.

- Professional Relationship Search allows a search by name and Professional relationship. It also allows user to search under multiple professional relationships at one time and filter by county. The system will search for any individual by that name that has had that type of professional relationship on any case in the county selected.
- Title Search allows a search by name and Title. It also allows user to search for multiple titles at one time and filter by county. The system will search for any individual by that name that has had that title on any call in the county selected.

More options for selection in dropdown boxes have been added as follows:

PARTICIPANT CHARACTERISTICS

New Relationships

- Neighbor
- Friend
- Ex-Paramour
- Putative Father
- Ex-paramour's Family
- Aunt/Uncle/Cousin (also Great)

New Titles

- CSW (Children's Service Worker)
- CSS (Children's Service Supervisor)
- Circuit Manager
- DHSS Worker
- Forensic Interviewer
- DMH Contact
- Neighbor
- Friend
- Ex-Paramour
- Putative Father
- Ex-paramour's Family
- Aunt/Uncle/Cousin (also Great)

CASE MEMBER

New Personal Relationships

- Ex-paramour
- Aunt/Uncle/Cousin (also Great)
- Ex-paramour's Family

New Professional Relationships

- CSW (Children's Service Worker)
- CSS (Children's Service Supervisor)
- Circuit Manager
- DHSS Worker
- Forensic Interviewer

CONTACT COMMUNICATION LOG

New Point of Contact

- Court

New Purpose of Contact

- Case Consult with CD Staff

New Contact Types

- Sent Fax
- Received Fax

NECESSARY ACTION:

1. Review this memorandum with all Children's Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:

FACES Help Desk
1-800-392-8725, option #3

PROGRAM MANAGER:

Leanne Leason
(573) 526-0700
Leanne.D.Leason@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

N/A

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

N/A

RELATED STATUTE

N/A

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

N/A

CHILD AND FAMILY SERVICES REVIEW (CFSR)

N/A

PROTECTIVE FACTORS

N/A

FACES REQUIREMENTS

As outlined in memo