

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 4, 2010

MEMORANDUM

What's Inside:

FACES
Enhancements

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 introduce several FACES changes. These system enhancements were submitted via a System Change Request form, routed through appropriate supervisory channels and approved by the FACES Change Control Board (CCB). Changes described below will be effective in FACES tomorrow.

Family Assessments

When a Family Assessment is concluded as "Family Assessment - Family Uncooperative (Child Safe) (L)", FACES required that staff choose services from the "Possible Services Needed" section on the Conclusion screen. Often, staff are unable to meet with the family to determine services needed due to the family being uncooperative. There was no appropriate option in the Services section to cover this situation.

A perhaps more appropriate choice has been added to the "Possible Services Needed" options for these situations. The option of 'Unable to Determine Service Needs with Family' will now be available. This option will **only** display if all individual conclusions indicate "Family Assessment - Family Uncooperative (Child Safe) (L)."

Additionally, the option of 'No Area of Services Identified' is no longer available when the individual conclusion indicates "Family Assessment - Family Uncooperative (Child Safe) (L)" because it has been determined that this is not an appropriate option.

Conclusion Summary

The number of characters allowed in the Conclusion Summary section of the Conclusion screen has been increased from 10,000 to 20,000. The change was made to allow inclusion of potentially lengthy, detailed conclusion summaries.

Visitation Documentation

This change allows users to enter a visit on the Visitation Documentation Log screen and apply it to other AC siblings on the same case number if needed. The following conditions must be met for this option to be available:

1. Each sibling must have an Active AC function under the same case number.
2. If the visit is with the mother, all the siblings must have an open Visitation Plan with the mother entered on the Visitation Plan screen. For example- if you enter a visitation plan and document a visit for sibling A with mom and sibling B does not have a visitation plan entered with mom, then the system will not offer you the option of applying the visit to sibling B.

If the above conditions are met, the user will be shown a box containing all of the qualifying siblings and will be allowed to indicate which siblings they wish to include in the visit. By doing this, it will complete a visitation documentation record for this visit under the chosen siblings AC function automatically. This change will save staff time as they will not have to enter the same visit multiple times under multiple siblings.

The second change to the screen allows users to 'Inactivate' a visit that was entered in error. At the bottom of the Visitation Documentation Log screen, users will see "Active" and then a 'Yes' and 'No' checkbox. To 'Inactivate' a visit, click the 'No' checkbox, enter the required 'Reason' and click Update at the bottom of the screen. When a visit is inactivated, staff will still be able to see it on the screen, but it will not display on case narrative or case record report and will not be considered a valid visit.

Note: If a worker enters a visit for a child and associates it to all siblings on a case, and then later chooses to inactivate the visit, they must inactivate it on each function separately. Inactivating on one case will not automatically inactivate it on the others.

DCN Required for Parents

The system will now require a DCN in Case Management when adding an individual to a case who has a role of Parent/Substitute or a relationship of 'Natural Parent' or 'Putative Father', regardless of role. Any existing individuals with these roles and/or relationships will also require a DCN the next time they are updated.

If you need to add an 'Unknown' parent to the case for TPR purposes and the name of the individual is 'Unknown, Unknown', FACES will bypass the edit and not require a DCN.

CANHU Updates

The following changes apply only to CA/N Hotline staff working in FACES Protocols.

An “Update Questions 9, 10 & 11” button has been added on New Call Information Worksheet to provide CANHU staff the means to update responses by returning to the Protocol Entry screen. Only Questions 9, 10, and 11 are available for update; all other fields are locked. Once updates are complete, CANHU staff can click the new Update button to save the changes and navigate back to the New Call Information Worksheet or the new Return button to navigate back to the New Call Information Worksheet without saving the changes. This ability to update exists until the call status changes to “Complete.” CANHU Supervisors do have authority to update answers for questions 9, 10 & 11 before and after the call status is complete.

A “System Down” link has also been added on the New Call Information Worksheet to provide CANHU staff the means to add, update or remove the information. When the System Down hyperlink is clicked, FACES navigates to the System Down Information screen where all fields are available for add/update. CANHU staff may add new or update existing System Down Information then click the “Proceed” button to save the information and return to the New Call Information Worksheet. To remove information, CANHU staff may click the “Remove System Down Information” to quickly remove information from all fields and return to the New Call Information Worksheet. A “Return” button is also available to navigate back to the New Call Information Worksheet without saving any changes. This ability to add, update and/or remove System Down Information exists until the call status changes to “Complete.” CANHU Supervisors do have authority to update the information before and after the call status is complete.

NECESSARY ACTION: <ol style="list-style-type: none">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