

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 29, 2010

MEMORANDUM

What's Inside:

Faces Forms Changes

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FACES FORMS CHANGES

DISCUSSION:

The purpose of this memorandum is to inform all FACES users of changes in the process of producing Children's Division (CD) Forms/Letters from FACES. With this change, all FACES letters will display the current approved Department letterhead. This FACES change becomes effective May 10, 2010.

The following changes to the process of updating; saving and printing CD Forms/Letters from FACES is a result of a finding by our federal partners during a SACWIS site visit. The finding stated that for any form/letter produced by FACES, it should "lock down" the data that pre-fills from FACES. Therefore, if any changes need to be made to the FACES pre-filled data, the user must be required to first correct the data in FACES. This memo outlines changes that have been made to meet this federal SACWIS requirement.

When a form or letter is selected for printing, either through Manual Activities, or by clicking the "Print" button at the bottom of the FACES screen, the form/letter will no longer display in Microsoft Word. It will now display in a separate Internet Explorer (IE) window. When displayed, all areas that contain pre-populated FACES data will be white and all areas open for direct user entry will be highlighted in yellow.

MISSOURI DEPARTMENT OF SOCIAL SERVICES
CHILDREN'S DIVISION
RESIDENTIAL TREATMENT REFERRAL

LEVEL: LVL04

SECTION A

CHILD'S NAME (LAST, FIRST, MIDDLE): FIELDS, SALLY
BIRTHDATE: 05/01/2003
CHILD'S OCC: 70010613
DATE: 11/09/2009

NAME OF MEDICAID MANAGED CARE ORGANIZATION: [Blank]
MANAGED CARE ORGANIZATION TELEPHONE NUMBER: (201) 204-9947x6666

CASEMANAGER COUNTY: Cole
CASEMANAGER NAME: John Dear Tractor
CASEMANAGER ADDRESS: 105 Howerton Street Suite 245
Jefferson City MO 65109-9999
TELEPHONE NUMBER: (416) 878-5217x

WORKER I.D. NO: 34935
SUPERVISOR SIGNATURE: [Blank]
SUPERVISOR'S TELEPHONE NUMBER: (416) 878-5217x

RCST COORDINATOR'S NAME: [Blank]
RCST ADDRESS: [Blank]
RCST TELEPHONE NUMBER: [Blank]

LEGAL CUSTODIAN JOINT CUSTODY: CD BIRTH PARENT ADOPTIVE PARENT MRDD DMH- CPS DMH- JUVENILE COURT OTHER (SPECIFY)

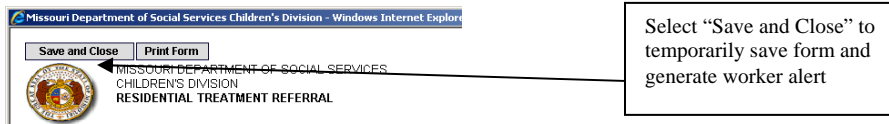
YES NO
FUNDING SOURCE: CD PSYCH DIVISION PARENT ADOPTION SUBSIDY MRDD DMH- CPS DMH- JUVENILE COURT SSI OTHER (SPECIFY)

All areas in 'white' are pre-populated from FACES and cannot be altered directly on the form. If the user needs to correct the data, the form IE window must be closed, the data must be appropriately corrected in FACES, then select the form for printing again.

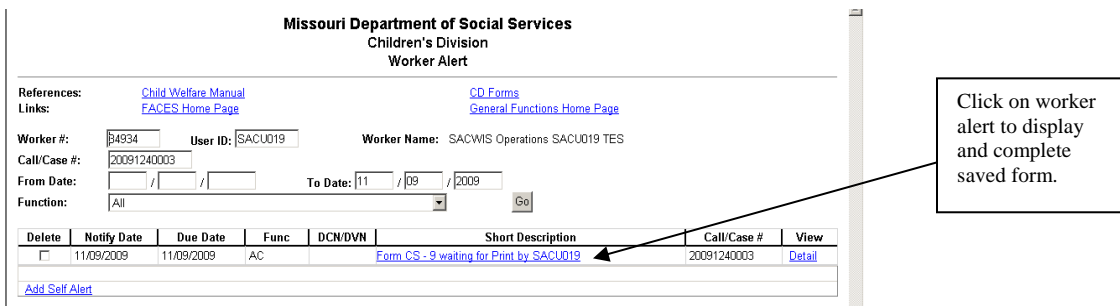
All fields that are highlighted in yellow do not contain pre-populated data from FACES, and therefore are open for user entry directly on the form/letter.

Saving and Printing Forms/Letters

To save a partially completed form to finish at a later date, click the "Save and Close" button available at the top of the screen. This will save whatever data has been entered on the form. A worker alert will be generated to the user who saved the form.

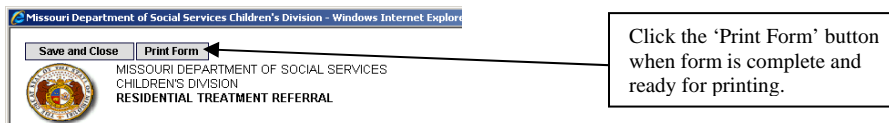


To display the saved form, click on the link from the worker alert screen. The partially completed form will display and be ready for additional data entry in the available fields.



Forms can be saved as many times as needed prior to printing. Please note that if you exit out of a form without clicking "Save and Close", any data manually entered will not be saved.

Once the form/letter is ready for print, click the "Print Form" button at the top of the screen.



Once printed, the "Save and Close" button will no longer be available. The only options will be "Print Form" or "Close". The form can be printed again if needed before closing. If the "Close" button is selected, it will exit out of the screen and the form will not be able for print. To reproduce the form/letter, the user must select and complete the form again.

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	