

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

November 28, 2011

MEMORANDUM**What's Inside:****FACES Pre-SACWIS Review**

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

FROM: CANDACE SHIVELY, DIRECTOR

SUBJECT: FACES PRE-SACWIS REVIEW

DISCUSSION:

In March 2011, a federal review of Missouri's State Automated Child Information System (SACWIS), better known as FACES, was held. The purpose of the review was to assess Missouri's progress towards completing a comprehensive SACWIS system which supports the state's child welfare practices and policies. Although the visit was not part of a formal review, the observations and recommendations outlined in the report will assist Missouri in preparing for the formal SACWIS review in the spring of 2013.

For the first two days of the review, three federal partners met with the FACES team and ITSD staff in Central Office for a demonstration of system functionality. The third day was spent on site visits to Jackson County, Miller County and Crittenton Children's Center. During the site visits, interviews were conducted with staff at all levels about FACES system functionality.

At the end of the third day, an Exit Conference call was held to outline both strengths and identified areas of improvement. Some of the strengths noted were:

- Staff could see the overall value of having an electronic system
- Retrieving information about transient families was more timely
- Approval process for payments and case management updates was much more streamlined
- Eligibility and Financial systems were noted as "one of the strongest" the federal team had seen during a pre-SACWIS review

Missouri received a final Pre-SACWIS Report from the review. The report outlines areas of "observation" in which the federal team felt improvements could be made. Below is a summary of the general "observations" noted in the final report.

**Navigation** – Some examples noted were:

- Staff have to copy and paste the DCN or case ID when moving from screen to screen among various functions in FACES.
- Investigation supervisors noted that because of the size limit on pick lists they are unable to view all of the investigators on one list. As a result they are using a work around of incorrectly associating some staff to smaller offices in order to be able to select them and make assignments.
- When entering a license, resource staff must page through a list of names one at a time.
- When researching the status of a contract for a resource, the user must know the DVN, but when searching on the resource screens users may search on the vendor name. Contract staff expressed a desire to have the ability to search on name instead of the duplicative process of looking up the DVN and then searching on it.
- Contacts can be labeled to apply to both AC and FCS cases, but monthly summaries and court information must be entered twice to record it for both case types.

**Ancillary Systems** – The review team noted a number of ancillary systems being used to support SACWIS related functions, which is problematic under current SACWIS rules. There should not be duplicate data entry into other, parallel systems (whether electronic or manual). Some examples included:

- Staff enter information into Word first and then copy it into FACES due to issues such as lack of spell check or text editing capability in FACES text fields.
- Investigation staff were using Excel spreadsheets to track ongoing workload and due dates.
- Resource staff keep paper foster parent lists with key information on families and licensing due dates rather than utilizing search screens and alerts in FACES.
- Licensing staff keep paper quarterly review lists to track due dates for review of resource providers and dates the reviews were completed, duplicating information in FACES.

### **Training and Communication**

- Refresher training should be available for staff who need additional assistance or who are transferring to a new job and need to learn new system functionality to support that work.
- Better communication is needed on the status or timing of requests for enhancements or system fixes.

FACES staff have reviewed all of the recommendations from the final Pre-SACWIS report and is committed to resolving issues noted by field staff and the federal reviewers during the on-site visits. A list of [FACES Priorities for FY2012](#) is posted on the FACES Information page. Several of the system changes scheduled for this fiscal year are a direct result of the Pre-SACWIS Review.

Many thanks to all who participated in the Pre-SACWIS Review, including local staff who participated in the site visits. It took a tremendous amount of preparation to make the

review truly productive. Missouri's federal partners expressed appreciation for a successful visit.

<b>NECESSARY ACTION:</b>  1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to:	
<b>PDS CONTACT:</b> FACES Help Desk 1-800-392-8725, option #3	<b>PROGRAM MANAGER:</b> Leanne Leason (573) 526-0700 <a href="mailto:Leanne.D.Leason@dss.mo.gov">Leanne.D.Leason@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> N/A	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> N/A	
<b>ADMINISTRATIVE RULE</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A	
<b>PROTECTIVE FACTORS</b> N/A	
<b>FACES REQUIREMENTS</b> N/A	