

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

May 29, 2012

<p><b>What's Inside:</b> Introduction of the Individual Conclusion Screen in FACES</p>
--

**MEMORANDUM**

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: INTRODUCTION OF THE INDIVIDUAL CONCLUSION SCREEN IN FACES

DISCUSSION:

The purpose of this memorandum is to introduce the new Individual Conclusion screen for use with Child Abuse/Neglect (CA/N) Investigations in FACES, and inform staff that revisions have been made to the Child Welfare Manual related to its use. The Individual Conclusion screen will be utilized by staff and administration to accomplish several different functions. They include:

- To enter preliminary dispositions (e.g., Preponderance of Evidence, Unsubstantiated, Unsubstantiated-Preventive Services Indicated, etc.) for every allegation of child abuse or neglect provided by the reporter to the Child Abuse and Neglect Hotline Unit (CANHU), which resulted in a "reporter description" code in FACES;
- To enter additional worker findings, as needed; and preliminary dispositions for each additional worker finding added;
- To review all findings and dispositions specific to a CA/N Investigation on one screen at one time; and,
- To process Administrative Reviews, CANRB Reviews and/or De Novo Judicial Reviews following the completion of the adjoining Appeal screens.

Revisions to the appearance and functionality of the Appeal screens have been made. The primary changes include:

- The ability to complete the Administrative Review Process specific to each finding of child abuse or neglect per victim child per alleged perpetrator;

- The ability to parcel out specific findings of child abuse or neglect that may be ineligible for review, due to pending criminal charges, court adjudication, etc.; and,
- The ability to utilize an “Apply All” determination to streamline the Administrative Review Process when possible.

Staff will no longer use the Participant Characteristics screen to document findings and/or individual conclusions associated with CA/N Investigations, or in conjunction with amending preliminary findings upon appeal. CA/N Investigations will no longer include an overall case conclusion on the Conclusion screen. Staff will need to return to the Individual Conclusion screen following the completion of the Appeal screens in order to update the individual conclusions and severity, as needed.

There are a few reasons for the development of an Individual Conclusion screen and the intended functionality built within it. Among them include, but are not limited to, the following:

- To adhere to a federal requirement to provide an individual conclusion for each allegation that results in a “reporter description” code on CA/N Investigations as well as each additional finding added during the investigation;
- To alleviate potential due process issues during the Administrative Review process that result from utilizing an overall conclusion status in matters with one or more court adjudicated allegations, regardless of the level of finding associated to other allegations or alleged perpetrators;
- To provide staff and administrators a more streamlined process through the use of a single screen to enter preliminary findings, review all findings entered, and/or process Administrative Reviews. This includes the addition of quick links at the top of the Individual Conclusion screen to other related screens and the ability to apply a finding to all allegations at one time during the entry or preliminary findings or at the time of Administrative Review (i.e. once a conclusion is selected from a drop-down list, selecting the “Apply All” button will populate all of the conclusion boxes on the screen with the selected conclusion).

Family Assessments will no longer require individual determinations of service need (e.g., Services Needed, Services Not Needed, Services Linked to Initial 30 Days, etc.) to be entered on the Participant Characteristics screen. However, Family Assessments will continue to utilize an overall determination of service need, which will be documented on the Conclusion screen.

The revisions discussed in this memorandum will only have an effect on new CA/N Investigations and Family Assessments received after implementation and on those CA/N Investigations and Family Assessments that were not approved by the supervisor at the time of implementation. All CA/N Investigations and Family Assessments that were approved prior to implementation will display in the previous format. This applies to the appeal process and adjoining screens as well. Any appeal started prior to implementation will be completed in the previous format. Any appeals entered after implementation will utilize the new format.

Updates are forthcoming to the [FACES Reference Manual - Investigation and Family Assessment Home Page](#) to provide staff with screen shots specific to the Individual Conclusion, Appeal and Conclusion screens. A FACES Step by Step, specific to CA/N Investigations and Family Assessment, is also being developed and will be forthcoming.

<b>NECESSARY ACTIONS:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Scott B. Montgomery, MSW, PDS 573-526-5408 <a href="mailto:Scott.B.Montgomery@dss.mo.gov">Scott.B.Montgomery@dss.mo.gov</a>	<b>PROGRAM MANAGER</b> Dena Driver 573-522-8024 <a href="mailto:Dena.D.Driver@dss.mo.gov">Dena.D.Driver@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> <a href="#">2.4.1.8 Reaching a Conclusion</a> <a href="#">2.4.5.1 Administrative Review Process</a> <a href="#">2.4.5.2 The Child Abuse/Neglect Review Board (CANRB)</a> <a href="#">2.4.5.3 De Novo Judicial Review</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> <a href="#">FACES Reference Manual - Investigation and Family Assessment Home Page</a>	
<b>RELATED STATUTE</b> <a href="#">RSMo 210.145</a> , <a href="#">RSMo 210.152</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 –N/A</b> Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
<b>FACES REQUIREMENTS</b> N/A	