

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

February 25, 2013

## M E M O R A N D U M

<p><b><u>What's Inside:</u></b>  Diligent Search  Tools: MACSS,  FAMIS, and  Parent Locator  Service</p>
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TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: ACCESSING INFORMATION FROM MISSOURI AUTOMATED CHILD SUPPORT SYSTEM, FAMILY ASSISTANCE MANAGEMENT INFORMATION SYSTEM DISPLAYED IN FACES AND FEDERAL PARENT LOCATOR SERVICE

## DISCUSSION:

The purpose of this memorandum is to inform staff of the following diligent search tools; Federal Parent Locator Search, and information available in FACES from Child Support and Family Support Division. When completing an assessment or working an alternative care case, prior history searches can aid in locating parents and relatives whose whereabouts are unknown.

The first step to family engagement is often making the effort to locate the parents. Involving both parents contributes to successful case planning in various ways:

- Provides insight on family's needs and strengths
- Increases a child's well being, including building confidence
- Identifies additional avenues for placement if needed

Reasonable efforts to reunify should not only focus on the parent the child was removed from, but should also include locating and involving the other parent and relatives. Early identification of parents is critical to service planning and permanency. Relatives are also a potential resource for the child. Children's Division staff should not only complete diligent searches at the beginning of an intervention but also periodically as long as the case remains open. Staff should use the Permanency Planning Review Team Meeting schedule, which occurs at a minimum twice per year, to serve as a reminder to complete a diligent search and document the efforts in the case narrative.

During the Child and Family Services Review, inconsistent practice of engaging parents in case planning was noted. As a result, one action step in Missouri's Program Improvement Plan is to enhance community collaboration to improve family

engagement. Another action step is to provide staff with an avenue to obtain information from the Parent Locator Service. The Missouri Automated Child Support System (MACSS) and the Family Assistance Management Information System (FAMIS), both of which provide information to FACES, and the Federal Parent Locator Service are tools available through other agencies which can assist staff in locating parents and relatives.

### Missouri Automated Child Support System (MACSS)

To access the MACSS information displayed in FACES, staff should enter the parent's name, DCN, or social security number on the Call/Case Prior History search screen.

**Missouri Department of Social Services**  
Children's Division  
Call/Case Prior History Search

References:  
[Child Welfare Manual](#)      [CR Forms](#)  
[FACES Home Page](#)      [General Functions Home Page](#)

For Prior Check Only

Select Search Type (Please Select One):  
 DCN Search  
 SSR Search  
 Name Search  
 Address Search

\*Call/Case Function: All Functions  
 \*DCN: 64275372

[Search]

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Staff should select the DSS search button located at the bottom right corner of the screen for Family Assistance Management Information and Child Support Information.

DCN Search  
 \*Call/Case Function: All Functions  
 \*DCN: 64275372

SSR Search  
 Name Search  
 Address Search

[Search]

DCN Search Results				
Last Name: WASHINGTON	First Name: MARTHA	Middle Name:	Date of Birth: 03/18/1968	Suffix:
Sex: Female	Race: White			SSN:

View All Call/Case Functions

CAW Hotline Unit (CAWRH) Information - No Call / Case Information found  
 Investigation/Assessment (IA) Information - No Call / Case Information found  
 Family Centered Services (FCS) Information  
 Intensive In-Home Services (IIS) Information - No Call / Case Information found  
 Alternative Care (AC) Information - No Call / Case Information found  
 Eligibility (ELIG) Information - No Call / Case Information found  
 Family Reunion Services (FRS) Information - No Call / Case Information found  
 Interstate Compact on Placement of Children (ICPC) Information - No Call / Case Information found  
 Child Welfare Foster Care Independence Program (CFCIP) Aftercare Information - No Call / Case Information found

New Search      **DSS Search**

After selecting the DSS search button the following information will display if person has information from MACSS and/or FAMIS on the screen:

- MACSS Case Information
- Case number
- Program Type
- Begin Date

The heading will also display a plus (+) sign to the left. Clicking the plus (+) sign will expand the view to show the summary information. When a user selects the plus (+) sign, MACSS Individual Information displays on the screen which includes the following information:

- Participant
- Social Security Number
- Date of Birth
- DCN
- Sex
- Name
- Race

If the user selects the plus (+) sign next to the participant label, the following information will also be displayed.

- Role
- Relation
- Begin Date
- Status
- Address information
- Employer information

### Family Assistance Management Information System (FAMIS)

To access the FAMIS information displayed in FACES, staff should enter the parent/relative's name, DCN or social security number on the Call/Case Prior History screen. Staff should select the DSS search button located at the bottom right corner of the screen.

FAMIS Case Information will display on screen as shown below.

\*DCN: 64275371  
 SSR Search  
 Search  
**DCN Search Results**  
 DCN: 64275371 Last: WASHINGTON First: GEORGE Middle: Suffix:  
 Sex: Male Race: White Date of Birth: 01/01/2012 SSN:  
**MACSS Case Information**  
 -- No MACSS Case Information found --  
**FAMIS Case Information**  
 Case # 0001589583 Begin Date 07/23/2012  
 Household Address Line 1: 800 WESTWOOD DR APT 10  
 Household Address Line 2:  
 Household City: SEDALIA State: MO Zip Code: 65301 - 2182  
 Program type: MA Begin Date: 07/23/2012 End Date:  
 Payee DCN: 64275372 Payee Name: MARTHA WASHINGTON  
 # in the Assistance Group: 1 # in Included and Active: 1  
**FAMIS Individual Information**  

Relationship	DCN	Name	DOB	Sex	Status
Mother	64275372	MARTHA WASHINGTON	10/18/1969	Female	Active

 Program type: FS Begin Date: 07/23/2012 End Date:  
 Payee DCN: 64275372 Payee Name: MARTHA WASHINGTON  
 # in the Assistance Group: 1 # in Included and Active: 1  
**FAMIS Individual Information**  

Relationship	DCN	Name	DOB	Sex	Status
Mother	64275372	MARTHA WASHINGTON	10/18/1969	Female	Active

 Return

## Federal and State Parent Locator Search, for Alternative Care Cases only

The Family Support Division Central Locate Unit (CLU) provides the Children's Division with the Federal Parent Locator Service (FPLS) which also includes a state search. The service allows sharing of certain information about parents and relatives of children who are in alternative care. The CLU uses the State Parent Locator Service which contains information from motor vehicles, utility companies, and Department of Corrections, among others. The CLU also uses the Federal Parent Locator Service which is a national location system designed to assist states in locating noncustodial parents, putative fathers, relatives and custodial parties.

Staff should request a Federal Parent Locator Search (for alternative care cases only) after a DSS search is completed and no MACSS information was found as indicated by the following message on the FACES screen:

MACSS Case Information  
-- No MACSS Case Information found --

To complete a Federal Parent Locator Search staff must complete the form CSE-250, Judicial Request for Location Services, located on E-Forms. The instructions document for the appropriate completion of the CS-250 form by Children's Division staff is also available on E-Forms. Staff must provide as much information as possible on the form. The CLU will determine which locator services are appropriate based on the request. The CLU will provide Children's Division staff with location information as the information becomes available and close the location request. CLU will search for location information for one hundred and eighty days (180). If no information is available by that time, CLU will terminate location action and a notice will be sent to the authorized person who made the request.

By collaborating with other agencies through the exchange of information, the Children's Division will improve identification of parents and relatives who may temporarily or permanently provide services or care to a child, enhance case planning, and increase child support collections. These collaborations will improve outcomes for the children and families the division serves each and every day.

### 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

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<p><b>CHILD WELFARE MANUAL REVISIONS</b>  <a href="#">Section 4 Chapter 4 Attachment A</a></p>
<p><b>FORMS AND INSTRUCTIONS</b>  <a href="#">CSE-250, Judicial Request For Location Services</a></p>
<p><b>REFERENCE DOCUMENTS AND RESOURCES</b>  <a href="#">Prior History Search PowerPoint</a></p>
<p><b>RELATED STATUTE</b>  <a href="#">MO Statute Section 210.150</a>  <a href="#">42 U.S.C 653</a>  <a href="#">42 U.S.C 663</a></p>
<p><b>ADMINISTRATIVE RULE</b>  N/A</p>
<p><b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b>  N/A</p>
<p><b>CHILD AND FAMILY SERVICES REVIEW (CFSR)/ PROGRAM IMPROVEMENT PLAN</b>  PIP Action Step 3.5 Enhance community collaboration to improve family engagement  PIP Action Step 4.4 Assess staff's capacity to obtain information from the Parent Locator Services.  <a href="http://dss.mo.gov/cd/cfsr/pip/second-round-pip.pdf">http://dss.mo.gov/cd/cfsr/pip/second-round-pip.pdf</a></p>
<p><b>PROTECTIVE FACTORS</b>  Parental Resilience N/A  Social Connections N/A  Knowledge of Parenting and Child Development N/A  Concrete Support in Times of Need N/A  Social and Emotional Competence of Children N/A</p>
<p><b>FACES REQUIREMENTS</b>  N/A</p>