

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 10, 2013

MEMORANDUM

**What's Inside:**

FACES Follow-up  
Training

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

FROM: CANDACE SHIVELY, DIRECTOR

SUBJECT: FACES FOLLOW-UP TRAINING

DISCUSSION:

The purpose of this memorandum is to introduce a process by which Supervisors, Circuit Managers and Contractors can request FACES Training as a follow-up to Initial Computer Systems Training. This training is not meant as a replacement for initial Computer Systems Training nor is it meant for new front line staff who have not yet been through BASIC or initial Computer Training.

FACES Follow-Up Training will be available beginning July 15, 2013. However, supervisors may begin submitting FACES Training Request forms immediately.

To request follow-up training, supervisor level or above can complete the [FACES Training Request form](#). The FACES Training Request form can be located on the [FACES Information Page](#). The following information needs to be provided on the form:

- **Circuit(s)/County(s)/Contracted Agency requesting training-** We encourage smaller county offices and/or circuits to combine staff for training requests.
- **Requesting supervisor-** Training requests may only be made by a supervisor level or above.
- **Contact information for requesting supervisor-** Provide a contact email and phone number.
- **Specific location of training-** Provide the exact address and conference room or computer lab location in which the training can be held. The FACES trainers will bring their own laptop, in-focus machine and other equipment needed to conduct the training. The requesting county/contractor must provide the location and the room must have network access.
- **Proposed training dates-** Provide at least two suggested dates/times which would work best for staff. It is not guaranteed that these dates/times will be available. The FACES Training staff will work with the requestor to determine the best date possible. Requests must be at least two weeks in advance. A FACES

Training Outlook calendar is available for inquiry only to CD staff. This may assist supervisors with proposing possible training dates.

- **Type of FACES training requested-** Each training session will be held for three or four hours, depending on the need. The first two hours will be for a system demo in the areas of need and the last hour or more will be used to answer questions or provide additional FACES assistance. The requestor may request training in more than one functional area such as:
  - Case Management
  - Investigation & Assessment (I/A)
  - Supervisory training on the role of a supervisor in FACES
  - Financial
  - Resources
  - Other – if this is selected, the requestor must clearly define the training needs of their staff in the space provided
- **What are the top three specific FACES issues needing to be addressed in the functional areas selected?** The requestor should outline more specifically what the training needs are within each functional area(s) selected. For example, if they select Case Management, they may specify a need for training on how to open a CYAC child in FACES. This will assist the FACES trainers in developing a training specific to staff needs.
- **Signatures-** FACES Training Request forms MUST have both the supervisor and the Circuit Manager/Contractor Program Manager signature.
- **List of specific staff who will be attending training:** List name, title and base county/contracted agency for each staff member expected to attend the training. A final list will be required right before the training session. *There must be a minimum of five (5) participants. At least one supervisor MUST attend each FACES training session.*

To request FACES follow-up training – please submit request forms to [Michele.A.Ainsworth@dss.mo.gov](mailto:Michele.A.Ainsworth@dss.mo.gov)

Sign in sheets from the FACES training will be submitted to the Statewide Training Unit for In-Service training credit hours for those who attended the entire session. If a FACES Training session must be cancelled, please provide as much notice as possible but at least 48 hours notice to the scheduled FACES Trainer.

**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:**  
FACES Help Desk  
1-800-392-8725, option #3

**PROGRAM MANAGER:**  
Leanne Leason  
(573) 526-0700  
[Leanne.D.Leason@dss.mo.gov](mailto:Leanne.D.Leason@dss.mo.gov)

<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