

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 13, 2013

What's Inside:New Personal
Home Page
and changes to
Worker Alerts

M E M O R A N D U M

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

FROM: CANDACE SHIVELY, DIRECTOR

SUBJECT: NEW PERSONAL HOMEPAGE AND CHANGES TO WORKER
ALERTS

DISCUSSION:

As a result of recommendations from the Pre-SACWIS review in 2011 and approved requests through the Change Control Board (CCB), all current Worker Alerts in FACES have been evaluated by field staff via their CCB representative to determine business need and functionality. In addition, a new Personal Home Page has been created for specific users which will display worker alerts deemed as "Critical", as well as other helpful information.

Worker Alerts:

As a result of the alert evaluation, 161 worker alert types will be eliminated from use in FACES. Thorough analysis was done on the remaining 166 alerts to ensure they are functioning properly. A complete list of all [Worker Alerts](#) eliminated, kept or determined as "Critical" can be found on the FACES Information Page.

Additionally, the following changes were made to the overall functionality of the remaining alerts in FACES:

1. All alerts not deemed as "Critical" will now be Informational Alerts and can be deleted by the user.
2. Alerts associated to a call or case will be automatically deleted 30 days after the call is concluded and approved or the case is closed. Exceptions are alerts related to forms, FRS/IIS three and six month follow-up and self alerts.
3. All alerts more than 365 days old will be automatically deleted regardless of call/case status.

To support these enhancements, changes have been made to the Worker Alert screen to allow for additional filtering and search capability.

1. Users will be able to mark multiple alerts to be deleted at one time.
2. Case name, vendor name or DCN name will now display on the alert.

3. Users will be able to search alerts based on DCN.
4. Supervisors will be able to search for alerts submitted by specific workers.

Upon implementation of this enhancement, a one-time clean-up batch job will be run to delete any alerts that have either expired based on the conditions outlined above or were never deleted correctly due to a system error. FAMIS technical staff continue to work on correcting issues with child care alerts. The clean-up batch job mentioned above will delete all existing child care alerts as of this implementation, but will need to be run again once the final child care fix is completed. The anticipated date for the fix to child care alerts is May 26, 2013.

Personal Home Page

Upon signing into FACES, Case Management, Investigation & Assessment and Eligibility, staff will be immediately taken to their Personal Home Page. The Personal Home Page will contain "Critical" alerts which possibly warrant immediate attention. The alerts will be display only and will link to the related screen in FACES. "Critical" alerts will display not only on the Personal Home Page, but on the Worker Alert screen as well.

In addition to "Critical" alerts, the following information will display for each functional area and refresh each time the user returns to their Personal Home Page. The information listed is based on the user signed in and their current assigned caseload:

Case Management and Investigation & Assessment staff:

1. A list of DCN's/Case names for any Legal Status 1 child who has **not** had an Actual "Worker w/ Child" visit in the current month (if any exist).
2. A display of overall Worker Visit statistics unique to the user signed on (if appropriate).
3. Based on the users associated county offices, a list of staff scheduled to be "On-Call" for the upcoming weekend.
4. A caseload listing of active, assigned I/A calls and/or active FCS and AC cases (legal status 1 only). Each name on the list will link to the appropriate Monitoring screen.
5. If the user signed on is a Level 1 approver and if any Level 1 approvals are pending for any of the counties in which the user is associated, a notification will display. The notification will link to the Approval Work List.

Eligibility staff:

1. A list of all "Initial" Determinations from the user's Determination List in FACES.

The Personal Home Page will also provide a link to the FACES Home Page and a link to FACES Information for access to FACES Reference materials and FAQ's.

Worker Alerts can be used as an effective tool for both workers and supervisors to manage tasks which may need additional action or attention. Staff should monitor their worker alerts daily for these reminders.

These changes are effective May 15, 2013.

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 Ron Sharr 573-526-0694 Ronald.J.Sharr@dss.mo.gov	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	
FACES REQUIREMENTS	
As noted in memo	