

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 24, 2014

What's Inside:

FACES

Enhancements for
NYTD, Case
Member, and
Closing Screens

M E M O R A N D U M

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES Enhancements for NYTD, Case Member, and Case
Closing Screens

DISCUSSION:

The purpose of this memorandum is to inform staff of enhancements to the NYTD Older Youth Survey Screen and process, NYTD Survey Online Response Tracking Screen, NYTD Older Youth Services and Financial Expenditures Screen, Case Member Screen, additional worker alerts and Function Closing Screen reminders.

NYTD Survey

- The NYTD Survey process has been modified to send a paper survey simultaneously with an email survey for youth with an email address listed on the contact screen. The survey will be sent to all youth and permanent contacts at age 17 on the day of the youth's 17th birthday. The survey will be sent to all youth and permanent contacts at age 19 and 21 on the first day of the reporting period. If there is not a response, the paper survey will continue to be issued to the youth and permanent contacts every 15 days for 17 year olds and every 30 days for 19 and 21 year olds until the youth participates or the end of the reporting period. This will assist with youth receiving a survey in a timely manner.
- An active button has been added which will automatically be checked once a survey is entered. If a survey is entered in error, the survey can be updated and inactive selected with the reason stated, thus invalidating the survey.
- A link to the Contact Screen has been added on the survey entry screen, allowing the youth's address to be updated while entering the survey, and return to the survey screen once the address has been updated.
- Two new checkboxes, "Paper Version" and "FACES Version" have been added to the top of the NYTD Survey screen. The "Paper Version" is to be selected if the survey is being entered after the youth has answered the questions on paper format. A third party is manually entering a survey completed by a youth that was returned in the mail or completed at the home to be entered in at the office

at a later time. Survey entry and question answering are occurring at different times when selecting the "Paper Version". "FACES Version" is to be selected if a youth is in the Children's Division office or on the phone and the worker is completing the survey directly in FACES with the youth available at the time of entry to answer each question. Entry and questioning are occurring simultaneously if selecting the "FACES version".

NYTD Survey Online Response Tracking Screen

Several enhancements have been made for usability:

- A search button has been added at the top of the screen to provide the ability to search by youth name or DCN.
- The case manager's name will be displayed as a link to the Worker screen.
- A note field has been added that displays the final date that the survey can be completed by the youth.
- The initial sort for the 17 year old cohort now displays youth who have not responded to the survey first, with the youth with the closest due date being listed at the top. The 19 and 21 year old cohorts initial sort display will be alphabetically by last name with those who have not completed the survey yet at the top.
- The screen can be sorted by region, case manager name, DCN, youth's name, and date of birth by clicking on each of the labels/links.
- The percentage of youth surveyed will now differentiate for the 19 and 21 year olds if a youth is in care or out of care by displaying two percentages giving an accurate account of youth survey participation rate.
- The date the survey was received is now a link to view the survey.
- The "View History" link next to the DCN will now display the current survey for the reporting period with the ability to return to the NYTD Survey Online Response Tracking screen.

NYTD Older Youth Services and Financial Expenditures Screen

- The NYTD Older Youth Services and Financial Expenditures Screen Monthly Report now displays in alphabetical order by a youth's last name, making it easier to locate a youth on the report.
- A cumulative report for individual services can now be printed; regardless of which agency serviced the youth. A date range of services can also be entered to print a specific time period for an individual youth.
- Additional information will be displayed on the report: The percentage of services provided in a quarter per agency, the number of youth who received at least one service per agency, and the percentage of services provided by an agency out of all service domains.

Worker Alerts

- A critical alert has been established that will notify the case manager that a youth's transition plan needs to be updated per the federal requirement within 90 days of turning 18 and 21.
- A case manager will receive an email when a youth on his/her caseload with an active AC function, legal status 1, turns 17 or 19. The email will be sent only on youth who are in the NYTD survey population as a reminder that the youth needs to complete the NYTD survey.

Case Member

- The Case Member Screen has been enhanced to display more clearly who permanent contacts for a youth are and if the youth is a permanent contact for another youth.

Function Closing Screen

- If a youth is age 17.5 or older at the time of case closing, an exit packet section will appear and require Yes/No checkboxes be answered along with the date the information was provided. The following will display:

Exit Packet for Youth 17.5 or Older:

- *NYTD Pamphlet provided
- *Chafee Aftercare Pamphlet provided
- *Consent to Access Administrative Data provided
- *Healthcare Treatment Decisions Information Sheet provided
- *MO HealthNet Pamphlet provided
- *Verification Letter provided
- *Available Community Resources Information provided
- *Missouri Reach Brochure provided
- *Re Entry into Placement provided
- *ETV Brochure provided

These changes will be effective in FACES on March 26, 2014.

NECESSARY ACTION	
<ol style="list-style-type: none"> Review this memorandum with all Children's Division staff. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Sally A. Gaines (573)522-6279 Sally.A.Gaines@dss.mo.gov	PROGRAM MANAGER Amy L. Martin (573)751-3171 Amy.L.Martin@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE Fostering Connections and Increasing Adoptions Act (2009) John F Chafee Foster Care Independence Act (1999)	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS N/A	

CHILD AND FAMILY SERVICES REVIEW (CFSR)

N/A

PROTECTIVE FACTORS

Parental Resilience: N/A

Social Connections: <http://www.dss.mo.gov/cd/info/cwmanual/philbase.pdf>

Knowledge of Parenting and Child Development: N/A

Concrete Support in Times of Need:

<http://www.dss.mo.gov/cd/info/cwmanual/philbase.pdf>

Social and Emotional Competence of Children: N/A

FACES REQUIREMENTS

NYTD Survey

NYTD Survey Online Response Tracking Screen

NYTD Older Youth Services and Financial Expenditures Screen

Worker Alerts

Case Member

Function Closing