

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 27, 2014

What's Inside:FACES
enhancements
to relationships
and contacts

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 – RELATIONSHIPS AND CONTACTS

DISCUSSION:

The purpose of this memo is to inform staff of changes and enhancements being made to the FACES system. These enhancements are the result of a system change requested, processed, and prioritized by the [Change Control Board](#). These changes will reduce duplication and improve data accuracy. These changes will help define relationships in FACES and add improvements to contact entry.

Relationships

- When a person is added to FACES for the first time, staff can select Add Relationship and relationships to other case members can be added and saved.
- When DCN numbers are associated to a call case #, any previously saved relationships will be auto populated.
- The auto population will always display the most recent relationships, based on the system date stamp. If the user is updating case member relationship information, the previous individual to individual relationship will be system date/time stamped and saved.
- At the point a Call/Case # has been approved for closure, all relationships added or updated on the Case Members page will be saved. Relationships will be able to be updated or corrected on closed cases if necessary. The relationship that will display is the most recent relationship as of the approval date.

Contact Communication Log

- Contacts can be searched by a begin or end date, point of contact, contact type and purpose.
- There will be an option to check a box that will auto populate the current date increasing the ease of real time entry. Manual entry is also still available.
- When entering a contact, multiple purposes can now be selected for one contact. A contact will allow up to four purposes per entry.

- When a contact is entered either as in person or by phone with legal, law enforcement, medical or school personnel, a checkbox will display. This yes/no checkbox will indicate whether or not safety was assured by a multidisciplinary team member.
- More possible functions will be added to choose from when entering contacts. Any open function associated with all individuals involved in the case will be listed, allowing workers to enter one contact for families that have more than one case, such as cases with multiple parents having FCS cases. Only cases relevant to the contact should be chosen.

These changes will be effective on May 28, 2014. A PowerPoint detailing these changes can be found on the [FACES Information](#) page.

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 Keri Talken 573-522-5062 Keri.Talken@dss.mo.gov	PROGRAM MANAGER Amy Martin 573-526-8040 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	
N/A	
ADMINISTRATIVE RULE	
N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS	
N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR)	
N/A	
PROTECTIVE FACTORS (Link applicable factors and enter N/A if not applicable.) 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

FACES REQUIREMENTS

As noted in the memorandum.