

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

July 18, 2014

**What's Inside:**I/A FACES  
Enhancements**MEMORANDUM**

TO: REGIONAL DIRECTORS, FIELD SUPPORT MANAGERS,  
CIRCUIT MANAGERS, AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES ENHANCEMENTS-INVESTIGATION/FAMILY  
ASSESSMENT

DISCUSSION:

The purpose of this memo is to inform staff of FACES changes within the Investigation/Assessment function. Changes regarding the Child Abuse/Neglect Hotline Unit (CANHU) have also been included in this memo. These enhancements are the result of system change requests from the Continuous Quality Improvement (CQI) process, and Change Control Board (CCB) in conjunction with Child Abuse/Neglect (CA/N) focus groups and SACWIS Review findings. A [PowerPoint](#) has been developed to address further in-depth enhancements to the Conclusion screen as well as the Safety Assessment.

**Child Abuse Neglect Hotline Unit (CANHU)**

- When a CA/N report or referral is submitted to the assigned county, the system will automatically assign the report/referral to the primary worker listed for the selected office for the time frame the call is submitted.
- When the report/referral is received at the county office, staff will access the report using the Report/Referral Status Log. Staff will click the Accept button and navigate to the CA/N Report and Referral Assignment screen where they will be able to reassign the report/referral as necessary.

**Conclusion (reference PowerPoint)**

- When the "Add" or "Update" button is clicked, staff will receive an informational message indicating what information must be completed prior to submitting the concluded report/referral for supervisory approval. By clicking the "OK" button at the bottom of this pop-up message, staff will be able to enter information on the Conclusion screen. Users will receive this message each time the "Add" or "Update" button is clicked. All indicated information *must* be completed prior to submitting the concluded report/referral for supervisory approval.

- Staff may click on the “Add” or “Update” button and save any changes/updates they have made to the Conclusion screen. Information may be added or updated until the report/referral is submitted for approval.
- The Conclusion Date field will auto-populate with today’s date when staff submit the concluded report/referral. This field will be display only. In the event the report/referral is rejected by the supervisor, the new, current date will be auto-populated when the report/referral is resubmitted.
- A “First Steps” button will display at the bottom of the Conclusion screen after supervisor approval. This button will display in the same location as other current form buttons. This button will be available for reports with children who meet the following criteria:
  - 1) The report is an investigation
  - 2) The victim child is under the age of three (3)
  - 3) The individual conclusion for the victim child is ‘Preponderance of Evidence’
- When the “First Steps” button is clicked, the system will generate a ‘First Steps Referral Letter’. The letter will be auto-populated with necessary information from FACES. The generated letter will *not* include an address and field will be blank. Staff will be able to print and save this letter.

#### **Individual Conclusion (reference PowerPoint)**

- The Individual Conclusion screen will include a new code for allegations which have previously been resolved on a different call. This new code will display in the dropdown lists for both reporter descriptions and worker findings.
- The system will duplicate all current functionality associated with the “Unable to Locate” code for the new “Already Investigated” code including but not limited to:
  - 1) CS-21s will not be generated for any conclusion with this code
  - 2) Allegations with this code will not be gathered for reporting purposes
  - 3) Bypassing most actions required to complete and submit for approval

#### **Safety Assessment (reference PowerPoint)**

- The following fields on the Safety Assessment *will be removed and no longer display*:
  - 1) “Initial Contact Outcome Measure” section
  - 2) “Earliest Date/Time Any Child Victim Safety Assured” title, date and time field
  - 3) “Contact Made By” title and dropdown list
- Staff are required to document initial contact and whether safety was assured on the Contact Communication Log screen for victim child(ren). If this is not done, staff *will not* be able to add a Safety Assessment. If no contact is identified, staff will receive the following error message when the Add Safety Assessment button

is clicked: “An earliest date/time of contact with victim child is required in the communication log in order to add a safety assessment. Please add the appropriate entry into the log”.

- At the time the report is concluded, the system will check to ensure all children on the report have been identified on the Safety Assessment.
- FACES will not require a Safety Assessment at the time of conclusion if all children are deceased.
- Supervisory staff will have the ability to change the signature dates on the Safety Assessment when needed.

### **Response Priority/Track Assignment**

- Once a call has been concluded and approved, only staff with supervisory permission and above (Children’s Service Specialists, Circuit Managers, etc) will have the ability to make corrections on this screen as needed.

### **Duplicate Call**

- The system will allow staff with supervisory permission to duplicate Referrals of the same type (N, P, and F referrals). Newborn Crisis Assessment (A) referrals *cannot* be duplicated. Duplication functionality for referrals will be the same as the duplicate call functionality for CA/N reports.
- The system will allow staff with supervisory permission to add/update information on the Duplicate Call screen.
- The system *will not* allow duplication of an investigation to an assessment.

### **Critical Alert**

- A critical alert will be generated to the assigned FCS or AC worker if any household members involved in their open case are associated with a new, active CA/N investigation or assessment. This alert will be informational only and will display on their Personal Home Page and Worker Alert screen.

### **CAN1/REF1**

- The system will display a bolded, red message in the top header of the CAN1/REF1 Report screen to indicate a household member’s DCN is involved in another *active* CA/N investigation or assessment. If a household member’s DCN is identified in multiple *active* CA/N investigations or assessments, each new report call number will display in the header.

### **Call/Case Prior History**

- A new column titled “Conclusion” will display on the Call/Case Prior History Search screen in the Investigation/Assessment (I/A) Information section. This new display column will allow staff to quickly view the conclusion determinations for each Report/Referral call number displayed from the prior history search without having to click on each call number separately to view such information on the Call/Case Prior History Search Detail screen.

These changes will be effective on July 17, 2014 after 6:30 PM. The PowerPoint detailing changes to Conclusion, Individual Conclusion, Safety Assessment screens, and the process to document telephone contact with multidisciplinary team members may also be found on the FACES Information page.

<b>NECESSARY ACTIONS:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Scott B. Montgomery, MSW 573-526-5408 <a href="mailto:Scott.B.Montgomery@dss.mo.gov">Scott.B.Montgomery@dss.mo.gov</a>	<b>UNIT MANAGER</b> Christy Collins, MS 573-751-9603 <a href="mailto:Christy.Collins@dss.mo.gov">Christy.Collins@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> <a href="#">2.2 Attachment C Duplicate Reports</a> <a href="#">2.3.2 Review of Reports</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCE</b> N/A	
<b>RELATED STATUTE</b> <a href="#">Chapter 210 RSMo.</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 Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
<b>FACES REQUIREMENTS</b> As stated in this memorandum.	