

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 16, 2015

<b>What's Inside:</b> <b>FACES</b> <b>Enhancements</b> <b>for FCCM and</b> <b>Specialized</b> <b>Care Referrals</b>
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## M E M O R A N D U M

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES Enhancements for Foster Care Case Management  
(FCCM) and Specialized Care Referrals

## DISCUSSION:

The purpose of this memorandum is to inform staff of enhancements to FACES which will create a referral process for the assignment of cases to the FCCM contract and the Specialized Care contract. This enhancement will provide users with the ability to add a new referral, as well as track existing referrals.

On the FACES *Case Management* homepage there will be two additional links below the Case Intake link. These two links are labeled *Foster Care Case Management Contract Referral* and *Specialized Care Contract Referral* and will take the user to the corresponding referral screens.

**FCCM Referrals**

Entering case information into the *Foster Care Case Management Referral* link will replace the manual paper process for assigning new referrals to contractors. CD Oversight Staff will enter referral information into FACES during business hours for the FCCM contract.

**Specialized Care Referrals**

All referrals for Specialized Care will be completed in FACES. This does not replace the documentation necessary when a Specialized Care referral is made as only the referral form is incorporated into FACES at this time. The [Specialized Care Management Referral Checklist](#) and required documentation should be sent via email to the appropriate party (i.e., Children's Service Supervisor, designated Specialized Care Regional Liaison, CMO Administrator, and contractor) next in the referral process. In this referral process, the Children Service Worker, initiates new referrals by selecting *Add New Referral*. Based on the child DCN entered, certain fields will pre-populate from data already in FACES whereas other fields will require manual data entry.

## **Referral Entry**

After selecting the *Foster Care Case Management* or *Specialized Care Contract Referral* link from the *Case Management* home page, the user can enter filter criteria and view a list of existing referrals, update an existing referral, or add a new referral.

During the process of filling out the form, the user can select the *Save Without Submitting* button at any time to save his/her work. When the referral is ready to be submitted, the user must select the *Save and Submit* button. Once submitted, worker alerts will generate for review and approval or denial along each step of the referral process. At the time the contractor acknowledges receipt of the referral, the referral will close. The record of the referral, at the time of acceptance, will become the official referral record.

## **Worker/Office Association**

Upon implementation of the Foster Care Case Management and Specialized Care Referral, additional worker functions will be available in the *Office Worker Association* screen. Worker functions for Oversight Specialists, Regional Liaisons, and contractor staff must be updated to ensure they receive the appropriate alerts and have the necessary review and approval or denial capability.

The addition of the FCCM and Specialized Care contract referrals in FACES will be **effective on March 18, 2015**. A FCCM and Specialized Care Contract Referrals PowerPoint training has been developed and is on the [FACES Information](#) website.

<b>NECESSARY ACTION</b>  <ol style="list-style-type: none"><li>1. Review this memorandum with all Children's Division staff.</li><li>2. All questions should be cleared through normal supervisory channels and directed to:</li></ol>	
<b>PDS CONTACT</b> Marcia Dunnegan (FCCM Contract) <a href="mailto:Marcia.A.Dunnegan@dss.mo.gov">Marcia.A.Dunnegan@dss.mo.gov</a> (314) 401-9701 – St. Louis County Office (636) 797-9657 – Jefferson County Office  Christine Wynn (Specialized Care Contract) <a href="mailto:Christine.Wynn@dss.mo.gov">Christine.Wynn@dss.mo.gov</a> (573) 522-8620	<b>PROGRAM MANAGER</b> Wade McDonald <a href="mailto:Wade.S.McDonald@dss.mo.gov">Wade.S.McDonald@dss.mo.gov</a> (573) 751-2502
<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> (Link applicable factors and enter N/A if not applicable.) N/A
<b>FACES REQUIREMENTS</b> As noted in memo.