DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 30, 2015

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 Call/Case History Search, Case Assignment and Case Management Functions

DISCUSSION:

The following FACES enhancements are the result of a system change requested, processed, and prioritized by the Change Control Board. These changes and enhancements will improve functionality, accessibility, and decrease duplication.

Call/Case History Search

Sounds Like Function - Currently the sounds like function is only applicable to the last name of the person being searched as a name search under Call/Case Prior History Search on the General Functions Page. FACES enhancements will allow the sounds like function to be applied to both first and last names entered.

Dual Name Search – Enhancements will allow the ability to either do a single or dual name search. For the dual name search, only calls/cases with both entered names will be shown in the search results. The sounds like function will apply to both sets of names during a dual name search.

All Functions Search Default – Currently when completing a name search under Call/Case Prior History Search a function has to be selected to complete the search, this will now be set to be All Functions for the default.

Return to Original Search Results – After a FACES search for an individual, when an individual DCN is selected, the user will have the ability to return to the original search results list, keeping the original filters used in the initial search.

Displayed Results – Currently the system only displays the first 50 results from any of the searches on Call/Case Prior History Search. Enhancements will allow all results to be viewed, with a feature to show how many total records were found and the ability to display 25 records per page.

Case Assignment and Accessibility

My Cases – The enhancements will provide a "My Cases" dropdown list at the top of the Investigation/Assessment (I/A), Alternative Care (AC), Family-Centered Services (FCS) and Adoption (AD) screens. Cases will be displayed whenever there is an association to the current user logged in FACES. For I/A and FCS cases, the list will include Case #, Primary Last Name, then First name, but be sorted by Last Name, alphabetically. For AC and AD cases, the list will contain DCN, Last Name of Child and First Name of Child but be sorted by Child's Last Name alphabetically. These functions will be available in both monitoring and information screens. When in contact list either a specific function or All may be selected, showing selected cases associated to the logged on user.

My Staff's Cases – Supervisors can pick from a list of workers they supervise, once a worker's name is picked, that worker's cases will appear in another drop down box. The cases will be listed the same as described in the My Cases section above.

Bulk Reassignment – This function will allow supervisors to reassign multiple cases at one time from one worker to another. A supervisor can pick one case, part or all of a case load. This reassignment can be done up to 30 days in advance, to make planning for known absences or departures easier.

Report Management – Case Assignment Report will now include the DCN for Alternative Care and Adoption Case listings. A field will also be added to indicate if the worker is the assigned worker or service worker. Filters will be added for case status and function. Users will be able to sort by Case, Call Number, DCN, and Case Last Name. Workers will also be able to print the entire Case Assignment Report. A link on the Personal Home Page will be available for all workers to link to their own Case Assignment Report. Supervisors will be able to navigate to the Case Assignment Report for the staff selected.

Case Assignment Report for Resource Workers – A new report will display the worker's vendor listing, with licensed and applicant vendors. The listing will be able to be filtered to show only applicants. There is a function to be able to sort by Vendor Number, License Type, and End Date for licensed vendor. A print feature is also available for this report.

Case Assignment Report for IV-E Eligibility Workers – A new report will display cases assigned to IV-E Eligibility workers. The cases displayed can be filtered by County, Case Manger Office, Child's Last Name, and DCN. The cases can be sorted by Legal Status, Eligibility Status, and DCN. A print feature will be available for this report. If the child receives SSI, the KIDS account balance will also display. The child's DCN will be a link to the Determination History and the KIDS account balance will be a link to the KIDS account information screen.

Visitation

FCS Visitation – The same functionality to record visitation under the AC Monitoring section will now be available to FCS monitoring.

Visitation Log – Allows a worker to select more than one visitation plan to apply visitation documentation.

Visitation Plan – If case members have the same visitation plan, workers can select applicable case members and the plan will be established for all those selected. Case members must have an established personal relationship in the current case for selections to be available.

Medical Information

Medical Information Screen – Will now include fields for both 30 Day HCY and Annual HCY. The field that previously said Date of Initial Physical (HCY Exam) will now be Initial Exam.

Child Assessment Service Plan (CS-1) – The CS-1 will now include the 30 Day HCY Exam date, Annual HCY Exam, and Date of Last Exam. This information will also be available in the printed version.

Alerts

The sort order for alerts can now be changed to newest to oldest if preferred. There are new alerts that will display on the Worker Alert Screen. If this information is missing on existing cases, alerts will generate when these enhancements are implemented.

Critical and Action Alerts will display to the AC Worker and Supervisor when:
-The initial exam has not been entered within 72 hours of case opening.
-The 30 day HCY has not been entered within 30 days of case opening.
-The annual exam has not been entered within 1 year of case opening.
-The CS-1 has not been completed 30 days from the LS-1 begin date.

An Informational Alert will be generated when one worker assigns a case to another worker. The alert will go to both workers, the current and the new supervisor.

The Education Alert will change from an Informational Alert to an Action Alert. This is for Adoption (AD) and Alternative Care (AC) cases. This alert is currently sent when new school year information has not yet been entered. Staff will be required to enter the new school year information before the alert will be removed.

The changes outlined will be implemented on 4/30/2015.

NECESSARY ACTION

1. Review this memorandum with all Children's Division staff.
2. *Review revised Child Welfare Manual chapters as indicated below.*
3. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT	PROGRAM MANAGER
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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
PA-RPM 5
PA-RMP 7.03
PA-TS 3.03
PA-CPS 8.05
PA-FKC 5.06

CHILD AND FAMILY SERVICES REVIEW (CFSR)
N/A

PROTECTIVE FACTORS
N/A

FACES REQUIREMENTS
As stated in the memorandum above.