DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 26, 2017

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES DOCUMENT IMAGING

DISCUSSION:

The purpose of this memorandum is to introduce document imaging functionality which will allow staff to upload and view attachments within FACES. A User Training Guide has been developed and is available on the FACES Information page. Staff is encouraged to review this User Guide as part of the learning process. The purpose of document imaging is to allow staff to upload and attach relevant, supporting documents related to a call, case, resource family or payment within FACES so as to be easily viewed without access to the paper file. All documents stored within the document imaging system are backed up on two servers managed by ITSD.

Document Imaging is **not** intended to replace existing FACES functionality. Staff should still continue to enter all information currently required in FACES, such as contacts, education information, medical information, and Quarterly Summaries, etc.

Security and Settings:
Children's Division is utilizing On Base software as the document imaging solution. Staff will not have direct access into On Base; rather it will work within FACES and use current FACES security permissions to determine a user's security permissions. Users with view only access in FACES will only have the option to View documents. Users with Add/Update access will have the option to both upload and view documents. For auditing purposes, On Base does track when documents are viewed, modified or deleted.

Each time the Upload or View buttons are clicked, users will be expected to log in. Staff will have to enter "CDS" as the domain each time.

Document Imaging Icons

Selected screens in FACES will now display the Document Imaging Upload and/or View icons. The icons will display in the top left corner of the screen only after the identifying information (DCN, DVN, Case Number, etc.) is entered and the Go button is clicked.

Upload: When the Upload icon is clicked, a separate window will open. Users will browse and attach the desired document and then classify the document from a list of pre-selected document types. Each screen has its own list of available document types (please refer to the User Guide for a comprehensive list). For example: on the Alternative Care Monitoring screen, document types such as birth certificates, court reports, educational reports can be selected to identify the type of document being uploaded. Once the document type is selected, the user will be required to enter additional key words such as case number, DCN, DVN, name, date and/or a description to assist with further cataloging the document within On Base. Once all the required key words are selected, the Submit button is clicked and the document is saved. This particular document is now saved within On Base, but is linked to that particular screen and that particular case, DCN or DVN. To view this document in the future, staff will need to display the FACES screen for that the same case, DCN or DVN and click the View icon.

View: When the View icon is clicked, a separate window will open displaying all the documents that have been uploaded on that FACES screen for that case, DCN or DVN. A document can be clicked open, viewed and printed as needed. Documents can also be modified or deleted. Documents deleted in error can be retrieved for up to 30 days from the date it was deleted.

If an incorrect key word such as a DCN, DVN or case number is entered during the upload process, staff will need assistance re-indexing the document under the correct identifying information. If this occurs, please contact the FACES Help Desk (1-800-392-8725 option 3) for assistance. Staff at the FACES Help Desk have additional access into On Base to be able to retrieve documents cataloged incorrectly and re-index so they display under the correct case.

Document Imaging can also be used as part of an approval process. Below are some examples of how this process can be used:

- Payment Requests (PR) - Supporting receipts/documents can now be uploaded and attached to individual Payment Requests. FACES Payment Unit staff will be able to view these directly on the PR.
- Older Youth Referrals - Documents needed to complete Chafee and/or TLP referrals can be attached to the corresponding referral screen in FACES and viewed by the contractor.
- Resource Home Licensing- Home Assessments and other required documents needed for licensing approval can be attached to corresponding resource screens and be available for viewing during the approval process.

Document Imaging and Outlook

In addition to uploading documents while in FACES, staff will also have the ability to upload emails and/or any documents attached to an email directly from Outlook. When an email is opened, a green Upload On Base arrow will display in the tool bar. Users will be required to select the Document Group (FACES screen), Document Type and required keywords to catalog the email and/or attachments. Once uploaded, both the

email and/or the attachments will be saved as separate documents and can be viewed under the DCN, DVN or case number in FACES. Please refer to the User Guide for complete instructions.

It is recommended that staff be prudent when uploading actual emails. Workers should consider the importance of the email and only upload emails that pertain to case goal planning, critical events, or other major events in the case.

Document Imaging policy

At the time of implementation, it is expected that staff will upload and attach only current, relevant documents and then continue using from that date forward. Staff are ***not*** expected to go back and scan entire past case files into FACES. It is at staff's discretion on proper use of time and resources to scan and upload older case documents.

After documents are uploaded into FACES, the documents should be shredded and not maintained in the case file. The following documents are exceptions and originals should be kept of these:

- Original Birth Certificates
- Original Social Security Cards
- Documents with parent's signature (Supervisor's discretion)
- Original art or letters written by children (Worker's discretion)

There are multiple categories that documents can be uploaded to. This is based on the screen in which the user is uploading to in FACES. Most documents fit into categories located in the monitoring screens; however, some specific areas are used for other documents such as older youth and payments. Please refer to the user guide.

As this technology develops, further policy will be written and adjusted regarding this, including major changes in case record maintenance polices.

NECESSARY ACTION	
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 Jason Kearbey Jason.L.Kearbey@dss.mo.gov 417-895-6414	**MANAGER CONTACT** Ivy Doxley Ivy.Doxley@dss.mo.gov 573-526-1422 Leanne Leason Leanne.Leason@dss.mo.gov 573-526-0700
CHILD WELFARE MANUAL REVISIONS N/A	

FORMS AND INSTRUCTIONS
N/A

REFERENCE DOCUMENTS AND RESOURCES
Document Imaging Users Guide

RELATED STATUTE
N/A