

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

September 19, 2018

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: JULIE LESTER, INTERIM DIRECTOR

SUBJECT: FACES NEW INITIATIVES PHASE 2

DISCUSSION:

The purpose of this memorandum is to introduce changes made to FACES as Phase 2 of the New Initiatives project. These changes build on the changes made recently to the FACES system. Highlights of these changes include:

CHANGES TO CONTACT COMMUNICATION LOG SCREEN:

The Contact Communication Log Screen will no longer have a duration required for each entry.

The Contact Communication Log Screen will now have a Dangerous Incident checkbox which can only be checked by a Supervisor or above and should be utilized when there is a significant safety concern for a worker during that contact. Once this is checked for any participant with a DCN associated with that contact a message will appear on the CAN1/REF1: "DCN on this report was involved in a previous Possible Dangerous Incident"

The Contact Communication Log Screen will now recognize when there is more than one open I/A function with at least one in-common DCN. When there is an in-common DCN, the other open I/A function call numbers will appear as Possible Function options on the Contact Communication Log screen for all the participants listed on the report. This will allow the worker to associate that contact to the other open I/A function(s) if the contact is appropriate for both reports. Similar functionality already exists for FCS and AC.

A Chronological Narrative button has been added to provide a list of all contacts for a selected participant. This Chronological Narrative report can be filtered to show all Participants or specific to one participant. Users will also be able to filter to find all "Worker with Child" contacts for example or even more specific contact criteria.

A list of Call/Case Associated Individuals drop down box will now display on the Contact Communication Log screen alleviating the need to go back and forth to the Contact List Screen to select a new Participant to create a new contact.

The “Purpose” on the contact log is now in **BOLD** and in Larger Font on the Contact Communication Log Screen.

The “Note” will now be added directly on the Contact Communication Log Screen. You will be able to also View notes for the other contacts by selecting the View Notes plus (+) sign on the specific contact log.

Current and Previous CD Staff along with service/additional Workers and Supervisors for Alternative Care, Family Centered Services Cases, and Investigation/Assessment Reports will now automatically be added as case members. When a new Report or Case Management Case is opened in FACES the worker and supervisor (as listed on the worker screen) will be automatically added to the record and will display as a case member/participant for the case or report just like any manually added individuals. You can add all necessary contacts, family support team, and court hearings with these automatically added case members / participants. (This change will be implemented after the other changes in this memo).

When entering a contact regarding a different case member, it is no longer necessary to go back to the previous screen and select that person. The new person can be selected from the top of the contact screen.

QUARTERLY SUMMARIES:

A new Purpose has been added to the Contact Communication Log of Quarterly Summary which will require an entry by the worker. This will take the place of the Monthly and Quarterly Summaries on the Monitoring Screen. Opening, closing and transfer summaries will still be used as before. A new schedule for Quarterly Summaries will now be implemented. It will be as follows and will be for all FCS and AC cases:

<u>Summary Covers</u>	<u>Due Date</u>	<u>Alert Date (see below)</u>
January 1 - March 31	April 1	April 16
April 1 – June 30	July 1	July 16
July 1 – September 30	October 1	October 16
October 1 – December 31	January 1	January 16

A new alert has been added regarding Quarterly Contact Summaries. The alert will appear on January 16, April 16, July 16 and September 16 if a summary dated for some time in the previous quarter is not entered. All Quarterly Summaries, regardless of case open date, are due on April 1, July 1, Oct 1 and January 1.

CLASSIFICATION/RESUBMISSION CHANGE:

Supervisors will have the ability to request a Classification Change on a CA/N report to a Non-Caretaker (N) or Preventive Services (P) referral. Requests for downgrading after the initial seventy-two (72 hours) must be completed by the FACES Help Desk. Requests within the initial 72 hours may be made by contacting CANHU for re-submission. Supervisors will also be able to change from a N to a P referral and vice-versa.

Requests to downgrade a CA/N report to a referral may only be made when the report did not rise to the level of abuse or neglect, and a classification of a N or P Referral is the most appropriate response. **Staff may not request a downgrade in lieu of concluding the CA/N report** unless one of the following N or P referral criteria is met:

Non-Caretaker Referrals

- Child was sexually or physically abused by a non-caretaker (i.e. adult of child who did not have care, custody, and control) and is not currently in danger and not in need of immediate medical care.
- Child placed in a residential facility licensed by the Children's Division.

Preventive Services Referrals

- Child is 18 years and older and is in the custody of the Children's Division and child is not in danger and mandated reporter does not need immediate call back.
- Child has no caretaker due to caretaker's incarceration, illness, hospitalization, or death and no other appropriate childcare plan is in place but action is not needed immediately or within 24 hours.
- Open FCS or AC case.
- Any call regarding a child placed in a residential facility licensed by the Children's Division.
- Child is exhibiting maladaptive, self-harming, or suicidal behavior which does not pose an immediate risk of serious injury or death to the child.
- Child is requesting services that the Children's Division provides and the service is not needed immediately or within the next 24 hours in order for the child's basic needs to be met.
- A registered sex offender or an individual with other significant criminal history of child abuse/neglect has access to the child.
- Allegation from a non-medical reporter that a newborn was born within the last thirty (30) days to parents who have significant prior history with child protective services including, but not limited to, removal of other children that resulted in termination of parental rights.

When submitting a downgrade request to the FACES Help Desk, staff must complete the Classification/Resubmission Change Request form. The FACES Helpdesk will go through the New Call Information Worksheet and change the Investigation, Assessment, or Juvenile Assessment to a N or P Referral. A new alert will be sent to the county upon making the change. The report will be locked during the update process. FACES will not allow a CA/N report to be downgraded to a referral for the following reasons:

- A combined report cannot be downgraded.
- Duplicated reports cannot be downgraded. Staff will need to un-duplicate them prior to downgrading.
- A report that has been submitted for approval cannot be downgraded.

CLOSING SCREEN FCS/AC:

We have removed all the Detail Closing Information checkboxes on the Closing Screen for FCS and AC Cases. The information from cases prior to the change will remain.

WORKER ALERTS:

Several alerts were removed that were no longer needed.

A new alert has been added regarding Quarterly Contact Summaries. The alert will appear on January 16, April 16, July 16 and September 16 if a summary dated for some time in the previous quarter is not entered. All Quarterly Summaries, regardless of case open date, are due on April 1, July 1, Oct 1 and January 1.

MANUAL ACTIVITIES CHANGED TO AUTOMATED FORMS:

All manual activities will be removed for IA and Case Management. Automated Forms will still be present.

The CS-9 Referral Form in Automated Forms (formally Manual Activities) has been changed. The new form will prepopulate with more data from FACES requiring less manual entries by the worker.

DVN LINKS:

Anywhere in FACES where a DVN is on the screen there will now be a link to the Vendor Profile page.

SPECIALIZED CONTRACT REFERRAL SCREENS:

The Specialized Care Contract Referral now has "Date of Referral" which will now populate the most recent date related to the referrals status.

PERSONAL HOME PAGE SCREEN:

Added a "Permanency Planning Review Team (PPRT)" section to the worker's Personal Home Page. It will only display if they have children on their caseload that qualify as needing a PPRT and it will display the next due date or overdue status.

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
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS Resubmit Classification Change Request Form	
REFERENCE DOCUMENTS AND RESOURCES New Call Information Worksheet Phase 2 PowerPoint	
RELATED STATUTE N/A	