



Practice Alert

Use of the Investigation/Assessment Appeal Screens

The purpose of this Practice Alert is to remind staff about the appropriate and necessary use of the Appeal Screens in FACES. The Help Desk received referrals from field personnel who were getting repeated worker alerts indicating they had pending appeals on cases that were closed. Although these are information alerts and can be deleted by staff, the alerts continued to periodically post additional alerts related to the same matter. It became evident that the additional alerts were due to the system tracking the situations as pending appeals that had not been resolved through appropriate steps in FACES.

There are two primary causes that have been identified. Some cases involved staff completing track changes from Investigation to Family Assessment during the appeal process. Other cases involved administrative reviews in which staff modified the conclusion prior to closing out the Appeal screens. There are edits on the Appeal screens to preclude staff from closing out the appeal screens on Family Assessments as staff should not be completing appeals on Family Assessments, or anything other than a preliminary finding of Preponderance of the Evidence (POE).

Staff should never change the track assignment from CA/N Investigation to Family Assessment during the course of any appeal. Any changes to track assignment should be considered and acted upon as needed prior to concluding any Investigation or Family Assessment.

The correct process for personnel documenting an administrative review in FACES is as follows:

- Enter the initial information on the Appeal screen;
- Complete the Administrative Review of the CA/N Investigation;
- Conclude the Appeal screen prior to updating any conclusions;

- If overturning the preliminary finding, reflect the determination on Participant Characteristics and Conclusion screens.

A Systems Change Request (SCR) has been submitted to place edits in FACES to ensure that all essential Appeal screen components are completed prior to updating Participant Characteristics and Conclusion screens. The SCR has also requested system edits to prevent any CA/N Investigation from receiving a track change to Family Assessment during the Administrative Review.