



Practice Alert

Process to Close Resource Vendors in FACES

It is important to not allow a resource provider license or approval to expire in FACES.

If a license or approval expires, FACES requires that a new application be completed to reopen the resource provider. When a resource provider license or approval expires, a closure explanation or an Administrative Hold status cannot be entered.

A license or approval should be renewed and not updated. If the update button is chosen during the renewal process, the current license will be overlaid and it will create a gap in the license history dates.

When a resource provider does not wish to have their license or approval renewed:

- Select the close reason “voluntary withdrawal”.
- Enter the appropriate information in the comments section to indicate that the written request from the resource provider to withdraw their license or approval is located in their case file.
- It is essential this is completed before the expiration date of the license or approval.

When the decision has been made and the process has been initiated to revoke a resource provider’s license or approval:

- Place the license or approval status on Administrative Hold prior to the expiration date.
- Enter details in the comments section regarding the reason for the Administrative Hold.

Administrative Hold does not prevent expiration of the license or approval.

Information regarding Administrative Hold is located in the Child Welfare Manual, <http://dss.mo.gov/cd/info/cwmanual/section6/ch3/sec6ch3sub1.htm#hold>

Program Development Specialist contact:
Elizabeth Tattershall, Elizabeth.Tattershall@dss.mo.gov

Issued 1/31/2013