



Practice Points

CASE NAME SELECTION

When cases are opened, it is important for records to be properly and consistently set up. There are times when the name selected by CANHU is not the most appropriate CAN, FCS, or AC case name.

The case name on the hotline should reflect the name of the parent or guardian. There may be times when a child is placed outside the home and CANHU names the facility, foster parent, school, etc. as the primary caregiver. When this occurs staff should do the following:

1. Add the appropriate parent or guardian as a parent/substitute under the participant characteristics link in the Investigation and Assessment (I/A) Monitoring screen and select them as the primary parent.
2. Change the facility, foster parent, school, etc. to a significant other on the participant characteristics screen *or* inactivate them if they are not an actual person (i.e. the name provided by CANHU was solely that of a facility or agency).

When an FCS case is opened from a hotline, the person identified as the primary parent on the participant characteristics screen will be the case name for the FCS function. If there is more than one parent or guardian in the same household, the primary parent identified will be the first name listed on the FCS function. Case names should be established utilizing the following hierarchy:

1. The mother's name, if she is living in the household, and there is no legal guardian in the home. For example, if the mother and father are the only custodians residing in the household, the FCS function should be in the mother's name.
2. The guardian's name, if they reside in the home with the natural parent. For example, if the grandmother has guardianship, but the mother also resides in the household, the FCS function should be in the grandmother's name.

3. The person services are being provided to if a parent and a legal guardian reside separately. For example, if the grandmother has guardianship but the children reside with the mother in a separate household and services are being provided to the mother, the FCS function should be in the mother's name.

If an FCS function is opened under the incorrect case name, changes can be made through the case member link in Family-Centered Services (FCS) Monitoring screen:

- If the participant is already listed on the FCS function, they need to be updated to the primary parent on the case member screen in order for the case to be opened under their name.
- If the participant is not listed on the FCS function, they need to be added as a case member and selected as the primary parent.
- If there are participants on the FCS function that no longer reside in the household or should never have been included on the FCS function, please refer to Step by Step FACES instructions through the FACES Information link on the CD Intranet and refer to the Adding/Updating/Removing Case Members section.

Other important considerations for ongoing work during FCS Cases:

- Separate FCS functions should be opened if the parents and/or legal guardian reside in different households and services are being provided to both.
- If there are custody modifications during the FCS case and the person receiving services changes, the current FCS function should be closed and a new one opened under the new custodian. For example, if father receives custody during the FCS case and CD is no longer going to provide services to the mother but will to the father, the mother's FCS function should be closed and a new FCS function opened on the father.

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