DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 26, 2012

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: TIMELY SUPERVISORY APPROVAL OF CASE CLOSURES IN FACES

DISCUSSION:

The purpose of this memorandum is to inform supervisors of new required time frames for approving case closures in FACES. As discussed in CD memorandum CD11-73, performance measures tied to desired outcomes for each job classification have been developed for use in the coming year. As a result, policy has been modified to support the new performance measures.

Effective immediately, supervisors must approve case closures in FACES as indicated below:

- For AC cases, the supervisor **must** approve the case closure as soon as possible but no later than 2 business days after the worker enters the function closing.

- For FCS cases, the supervisor **must** approve the case closure as soon as possible but no later than 2 business days after the worker enters the function closing.

Supervisors should follow these time frames to ensure that they approve activities in FACES in a timely manner.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:	PROGRAM MANAGER:
Christy Collins	Dena Driver
(573) 751-9603	(573) 751-3171
Christy.Collins@dss.mo.gov	Dena.Driver@dss.mo.gov
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CHILD WELFARE MANUAL REVISIONS:
Section 3 Chapter 8.1 Policy Requirements Relating to Case Closure
Section 3 Chapter 8.4 Procedures for Closing a Case
Section 4 Chapter 10.11 Steps Taken in the Process of Returning the Child

FORMS AND INSTRUCTIONS
N/A

REFERENCE DOCUMENTS AND RESOURCES
Adoption and Foster Care Analysis and Reporting System (AFCARS)
National Child Abuse and Neglect Data System

RELATED STATUTE
N/A

ADMINISTRATIVE RULE
N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS
COA Standard for Data Entry

CHILD AND FAMILY SERVICES REVIEW (CFSR)
Timeliness of data affects CFSR data indicators

PROTECTIVE FACTORS
Parental Resilience-N/A
Social Connections-N/A
Knowledge of Parenting and Child Development-N/A
Concrete Support in Times of Need-N/A
Social and Emotional Competence of Children-N/A

FACES REQUIREMENTS
SACWIS Regulation