



Practice Alert

Timely Updating of FACES Information

The purpose of this Practice Alert is to remind staff of the importance of entering data into the FACES system, especially placement information for foster youth and the opening and closing of Alternative Care cases. Accurate data is important as explained below.

Placement Information:

Placement information serves many purposes. It allows agency staff to always know where a child is placed and their placement history in order to assure the child's safety, especially during critical events such as natural disasters. It also triggers payments to resource providers including relatives who rely on these funds to ensure the child's needs are being met. Having accurate and timely information is important to serving children and families in the best manner possible.

Placement information should be entered within 24 hours of any changes, according to Children's Division policy. This policy is included in the upcoming Child Welfare Manual revision.

Case Opening/Closing:

The opening and closing of case functions in FACES also serves multiple purposes. Case opening allows for the case to be active and ready for data input. Case opening in Alternative Care also provides immediate access to health insurance for youth in care. Data entered while opening a case is used to identify important demographic information and trends about children and youth at risk of abuse or neglect, especially youth who enter care, and the specific conditions associated with removal from their home. This information can identify specific service needs for families who live in Missouri, which could vary greatly depending on the county or region in which the family resides. The information staff enters in FACES is frequently shared with federal, state, and local community partners. Data shared with community stakeholders can foster key partnerships that help develop and implement targeted resources and services for staff and families impacted by child abuse and neglect.

Similarly, timely closing of cases in FACES is important to ensure that data pulled from our system is accurate as it impacts the information we report to our community partners, and it impacts the funding Missouri receives to support staff and serve families.

CD policy is that both **case openings and case closing should be entered in FACES within 2 business days** of the opening or closing. This policy will be included in the upcoming Child Manual revision.

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Issued: