

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

June 17, 2020

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: DAVID WOOD, DIRECTOR

SUBJECT: DIVERSION INFORMATION IN FACES

DISCUSSION:

The purpose of this memorandum is to inform staff of changes to FACES to allow for tracking of "Diversions" made during the Children's Division's work with families. A diversion occurs any time a child is separated from their primary caregiver, as a result of the Division's work with the family, usually involving an Immediate Safety Intervention Plan (CD-263).

Any time a child is placed outside the home through an Immediate Safety Intervention Plan, staff will be required to complete the Diversion screen. The Diversion screen link can be found on the I/A homepage, Case Management homepage, I/A monitoring, and FCS monitoring page.

Each diversion is tracked via the diverted child's DCN. A child can only have one open diversion at a time. Once the diversion has ended, the diversion shall be updated in FACES to reflect the outcome.

A hotline report (including referrals) or FCS case cannot be closed with an open diversion, with the exception of a supervisor override and approval on a hotline. A situation in which a supervisor may approve this override would be when a case transitions to FCS while the child is diverted. A call with an open diversion cannot be duplicated, associated, or combined with another call unless it is the primary call on any of these functions.

An Alternative Care case cannot be created if there is an open diversion. The diversion must be closed before the Alternative Care function can be opened.

If the child is diverted to another caregiver from the original diversion placement, staff must close the first diversion (with the appropriate reason) and enter a new diversion placement.

For a step-by-step walkthrough of the Diversion screen, please see the guide located on the FACES Information intranet page found [here](#).

The Call Case Prior History Search screen will display all diversions for the child under a new section labeled Diversion Information.

In addition, a new report has been added to the Report Management. This report can be used to view each diversion entered during a selected timeframe. This information can be broken down by the entire state, region, circuit, or county.

All diversions must be entered as they occur and this shall begin with the date of this memorandum.

NECESSARY ACTION <ol style="list-style-type: none">1. Review this memorandum with all Children’s Division staff.2. Review revised Child Welfare Manual chapters as indicated below, if applicable.3. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT Jason Kearbey Jason.L.Kearbey@dss.mo.gov	MANAGER CONTACT Kara Wilcox-Bauer Kara.B.Wilcox-Bauer@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES FACES Diversion Screen Guide	
RELATED STATUTE N/A	