

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 6, 2021

M E M O R A N D U M

**What's Inside:**

**Change in  
processing  
Protective  
Services Child  
Care  
authorizations.**

TO: ALL REGIONAL AND COUNTY CD AND FSD STAFF

FROM: JOANIE ROGERS, INTERIM DIRECTOR CHILDREN'S DIVISION  
KIM EVANS, DIRECTOR FAMILY SUPPORT DIVISION

SUBJECT: PROTECTIVE SERVICES PROCESS CHANGE

Effective April 19, 2021, ALL statewide and contracted protective service child care authorizations in FAMIS/FACES interface will be processed by the new Protective Services Authorization Unit (PSAU) of the Early Childhood Section.

**CHANGES THAT ARE BEING MADE**

Children's Service Workers (CSW) and Foster Care Case Management (FCCM) contractor staff will no longer process protective service (PS) children authorizations for child care. The PSAU will be responsible for processing ALL Protective Service authorizations. All staff of the FCCM's and CD will submit a request with required documentation. CSW's will also have access changed in FACES and they will no longer be able to enter child care authorizations in FACES, but will still have access to view them. Resource parents have the option to submit child care requests on the site, however they are not to be required to do so.

**WHY THIS IS CHANGING**

The purpose of this change is to streamline this process in efforts to minimize errors made in the processing of authorizations and promote consistency and better customer support to our resource parents.

**HOW TO MAKE A REQUEST FOR CHILD CARE**

Starting April 19, 2021, CSW's, FCCM Contractor staff, or Resource Parents should go to <https://apps.dss.mo.gov/PSCCAuth/> to submit the PS authorization(s) to be entered into the FAMIS/FACES interface.

When completing the online form, enter information into all the fields. The highlighted fields and fields with asterisks must be completed. The person entering the request, must upload any documentation for verifications as needed. This could include schedules for work and/or school, court orders, team recommendations, medical documentation, and any documents we may need to authorize the child.

- Resource Parent/s Names
- Resource Parent/s DVN
- Phone Number
- Resource Parent Email Address.
- Child's Name
- Child's DCN
- Child's Date of Birth
- Reason for Child Care Need
- Child Care Provider Name
- Child Care Provider DVN
- Child Care Provider Phone Number
- Begin dates care is needed
- What time of day is care needed
- Explanation why care is requested
- A copy of the employment verification form and/or school schedule which can be uploaded in the link
- A copy of documentation for special need (if applicable) which can be uploaded in the link
- Team recommendation detailed explanation (if applicable) which can be uploaded in the link
- Court-ordered child care (if applicable) which a copy of the court order can be uploaded in the link

### **PROCESS FOR REQUESTS AS THEY ARE RECEIVED**

PSAU staff will review your PS authorization(s) and will:

- Email you confirming receipt of the authorization(s).
- Enter your authorization(s) within 5-7 business days.
- Reach out to you for additional information, if needed.
- Email you once your authorization has been entered and completed.

### **IF YOU HAVE QUESTIONS**

The PSAU will communicate with Children's Service Workers, FCCM contractors, resource parents, and child care providers through the designated email. Please direct communication to [psauth@dss.mo.gov](mailto:psauth@dss.mo.gov).

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Care Subsidy sections as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PS/MAS II CONTACT</b>	<b>PROGRAM MANAGER</b>
Sharon Barsby 573-751-2037 <a href="mailto:Sharon.Barsby@dss.mo.gov">Sharon.Barsby@dss.mo.gov</a>	Salona Parker 573-522-2294 <a href="mailto:Salona.S.Parker@dss.mo.gov">Salona.S.Parker@dss.mo.gov</a>
<b>CHILD CARE SUBSIDY PROGRAM MANUAL REVISIONS</b>	
<b>FORMS AND INSTRUCTIONS</b>	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
<a href="https://apps.dss.mo.gov/PSCCAuth/">https://apps.dss.mo.gov/PSCCAuth/</a>	
<b>RELATED STATUTE</b>	
N/A	