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Family-Centered Services (FCS) and FACES Documentation

The purpose of this Practice Alert is to remind staff of the importance of timely, factual, and thorough entry of FCS home visits with children and parents in FACES. The documentation in FACES should be summarized and accurately reflect any worries for child safety, what is working well, and what needs to happen. The contact may include information on the following:

- Child Safety – Are there any immediate safety threat(s) to the child(ren)? Include child and behaviorally specific documentation. Staff should always be alert to changes in the family circumstances or household composition that pose a threat to the safety of the child.
- Recognition of safety threats- The SDM Safety Assessment tool assists staff in assessing whether a child is likely to be in imminent danger of serious harm that may require protective intervention. A review/update SDM safety assessment must be completed in the following circumstances for FCS cases.
 - Within thirty (30) days of case opening, if there is a new safety threat, and/or prior to closing to the case.
 - If a TAPA is developed and FCS opened, within ten (10) days or at the initial TDM meeting and every thirty (30) days at the ongoing TDM meetings thereafter until the TAPA is terminated.
- Home visit observations– who was in the home during the visit? What interactions were observed during the home visit? Were the child(ren) interviewed alone during the visit?
- Strengths of the family – What is the family doing well? Describe behaviorally specific strategies for improving the caregiver’s ability to keep the child safe. How is the caregiver using their safety supports to address the reason the FCS case was opened?
- Focus on clear and behavioral definitions of the current threats and strengths being addressed with the open FCS case

Contacts made during the course of FCS service provision should be entered into FACES as soon as possible, but no later than five (5) days after the contact occurs.

FCS: Worker with Child & Worker with Parent contacts in FACES:

Staff must enter the contact in the following manner in FACES:

- Contact Communication must be put into FACES under the child or parent
- Contact Type must be: “In Person – Initiated by CD”
- Point of Contact must be: “**Household Address**”
- Purpose must be: “Worker with child” and “Worker with parent/substitute”
- Other Individuals Involved: Select any possible members of the family that were present during the home visit. This will allow staff to complete one FACES entry for all of the children present during the home visit.
- Possible Functions: Document all of the Call/Case Functions the contact relates to.
- Note Section: Enter factual and thorough notes on the home visit. Were the child(ren) interviewed alone during the visit?

TAPA –FCS: Worker with Child & Worker with Parents contacts in FACES: After execution of the TAPA an FCS case must be opened within 10 days on the parent who voluntarily placed their child outside the home. The child must be listed on the open FCS case in FACES with their whereabouts as out of the home - TAPA.

To further assist in monitoring the safety of the child and the parent/legal guardian's progress with the plan developed through the TAPA staff shall have personal contact with all the children on the TAPA as appropriate but no less than **two (2) times per month**. One (1) contact with each child must be face-to-face observation of the child in child's relative diversion placement. Additional contacts with the child may occur virtually or in the community. At least one face-to-face home visit per month shall be completed on all FCS cases with the parents involved in the TAPA.

Staff must enter the ***worker with child*** contacts in the following manner in FACES for TAPA FCS cases:

- Contact Communication must be put into FACES under the child
- Contact Type must be: "In Person – Initiated by CD"
- Point of Contact must be: ***"In Child's Placement"*** for contacts in the relative diversion placement.
- Purpose must be: "Worker with child"
- Other Individuals Involved: Select any possible members of the family that were present during the home visit. This will allow staff to complete one FACES entry for all of the children present during the home visit.
- Possible Functions: Document all of the Call/Case Functions the contact relates to.
- Note Section: Enter factual and thorough notes on the home visit. Were the child(ren) interviewed alone during the visit?

Staff shall enter the ***worker with parent*** contacts in the following manner in FACES for TAPA FCS cases:

- Contact Communication must be put into FACES under the parent
- Contact Type must be: "In Person – Initiated by CD"
- Point of Contact must be: ***"Household"***
- Purpose must be: "Worker with parent"
- Other Individuals Involved: Select any possible members of the family that were present during the home visit. This will allow staff to complete one FACES entry for all of the individuals present during the home visit.
- Possible Functions: Document all of the Call/Case Functions the contact relates to.
- Note Section: Enter factual and thorough notes on the home visit.

All visits must be entered by 5:00pm on the 5th working day of the next month to be counted on FCS data reports.

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