

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

**MEMORANDUM**

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: KAYLA UELIGGER, ACTING DIRECTOR

PATRICK LUEBBERING, CHIEF FINANCIAL OFFICER, DIVISION OF  
FINANCE AND ADMINISTRATIVE SERVICES

SUBJECT: TIMELY ENTRY INTO FACES

## DISUCSSION:

This is a reminder of the importance of timely entry into the FACES system. The Department of Social Services is required to know where our children are at all times. Should the need arise, FACES is a quick method of locating a child. Delays in data entry lead to the need to track down the worker to locate the child which could jeopardize their safety and wellbeing. Not only is it best for children, but also required by Children's Division policy. Child Welfare Manual Section 4, Chapter 10 Overview (Case Management Activities) states, "All children who enter the care of the Division (with the exceptions noted below) should have an Alternative Care function open in FACES within two business days of the child's date of entry.

Children who are NOT to be entered into FACES via the Alternative Care Client Information Screen are:

- Children who have been placed in the Division's care and custody but are removed from one parent and placed with another without spending a night in foster care.
- Children who are in the custody of the Division but remain placed in the parental home without spending a night in foster care."

Section 4, Chapter 2 (Placements) states, "All activities surrounding the placement of the child must be entered into FACES as soon as possible but no later than 24 hours after the change occurs."

Delays in entry into FACES often leads to overpayments as well. Currently, there are entries backdated weeks and months. This causes a foster or adoptive parent to receive a notice of overpayment and a recoupment on future payments, which can feel punitive to those who are giving so much to care for our children.

Additionally, Children's Division relies on money from the Federal Government to pay for the care of our children. Delays in entry could lead to over or under payment from Federal dollars.

<b>NECESSARY ACTION</b>	
1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to:	
<b>PDS CONTACT</b> Desiree Gardner <a href="mailto:desiree.gardner@dss.mo.gov">desiree.gardner@dss.mo.gov</a>	<b>MANAGER CONTACT</b> Heather Ford <a href="mailto:heather.d.ford@dss.mo.gov">heather.d.ford@dss.mo.gov</a> <b>RESIDENTIAL PROGRAM INTEGRITY UNIT MANAGER</b> Casey Gilmore <a href="mailto:casey.l.gilmore@dss.mo.gov">casey.l.gilmore@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> NA	
<b>FORMS AND INSTRUCTIONS</b> NA	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> (List or put N/A if not applicable.)	
<b>RELATED STATUTE</b> NA	