

# Practice Alert



Date: June 23, 2025  
Issued: Children's Division  
by: Abigail Smith, Program Development Specialist, Foster Care Licensing  
Desiree Gardner, Program Development Specialist, Foster Care Programs

PA #: PA25-AC-03

## Payment Requests and Responsibilities

This practice alert is intended to remind all Children's Division and Foster Care Case Management (FCCM) contract agency employees of their responsibility to ensure resource providers are receiving appropriate payments as outlined in policy and provide assistance when they have payment questions or concerns.

It is important to return the phone calls and emails of resource providers as it is a way to maintain good relationships and improve resource provider retention. Resource providers frequently have questions and concerns about payments for clothing, maintenance, respite, and transportation. It is the responsibility of the case managers and licensing workers to handle inquiries and concerns in a professional and timely manner.

### FCCM Contract Agencies

FCCM contract agencies are responsible for making payments on behalf of the children case managed by their agency. These payments are not reflected in FACES in the same way as Children's Division payments. It is important to ensure that any foster family calling about payments for a child who is managed by a FCCM agency is directed to contact the FCCM case manager, supervisor or manager for resolution of payment concerns.

### Children's Division

There are guides available to assist in utilization of the Financial Management screens in FACES and the payment unit is available to case managers when additional assistance is needed. The payment unit can be contacted at [dfas.facespaymentunit@dss.mo.gov](mailto:dfas.facespaymentunit@dss.mo.gov) or 573-526-3423.

### Do not direct resource providers to the payment unit.

Foster parents can access the Caregiver Portal to view their placement and payment information from the [Children's Division | Missouri Department of Social Services](#) or directly at [Children's Division Caregiver Portal - Government Services](#).

### Payment Requests

Payment requests are created by a Children's Division employee, then reviewed and approved by a Level 1 Approver (mainly supervisors), and then sent to [dfas.facespaymentunit@dss.mo.gov](mailto:dfas.facespaymentunit@dss.mo.gov) with the PDF Payment Request Sheet and required attachments.

### Helpful Links

#### Quick Reference for Payments Guide

The Quick Reference for Payments is located on the Children's Division Intranet in FACES Information under Quick Links. [FACES-Quick-Reference-for-Payments-11.30.24.pdf](#). The payment method section is a helpful section to refer to when completing payment requests.

**Training Unit Office Hours**

The Training Unit's Office Hours are every Wednesday from 9am to 11am.

They can provide training on how to enter payment requests or use FACES to determine payment issues.

<https://stateofmo.webex.com/stateofmo/j.php?MTID=mbd634b35b1769cfe85b935aeb5f12c51>