

ISSUED DATE: August 5, 2025

TO: ☒ Children's Division ☒ Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: **FACES Changes – Mailing Address Field and Relationship of Child's Attorney**

OVERVIEW:

This Practice Alert is notification of FACES changes which take effect on 8-6-25.

Changes include the addition of a Mailing Address field and Relationship of Child's Attorney.

The purpose is to improve mailing accuracy via manual and system-generated documents and to identify a child's professional relationship with their attorney.

NECESSARY ACTIONS:

Ensure parent physical addresses are correct and mailing addresses are added in the Contact Screen. When a parent or child's address changes, the changes must be reflected in FACES within 24 hours.

Address Changes:

The child's physical and mailing address is required on the following screens when a new hearing is entered, or the close function is completed:

Alternative Care:

Function Closing Screen

Court Information - Guardianship Hearing Screen (only when LS-9 is selected on the hearing screen)

Court Information - Adoption Finalization Hearing

Court Information - Permanency/Permanency Review hearing (only when LS-5 is selected)

Adoption:

Function Closing Screen

Function Closing Screens: Enter the child's address as of function closing date.

If the child is on RUN, enter the last known physical and mailing address. Do not enter RUN or other text that is not an address into the address fields.

The Parent/Substitute and ACI Parent Substitute's physical and mailing address is required in the Contact List in the AC, FCS and I/A functions, when a new case member is added, or an existing case member is updated.

Copy Physical Address button

This button populates the physical address to the mailing address field.

Use County Office Address checkbox

If the individual has a role of Parent/Substitute and does not have a mailing address, select this checkbox which will auto-populate the primary office address of the assigned worker into the mailing address field.

The mailing address field will grey out to prevent editing. This will ensure the worker receives system generated mail to hand deliver to the recipient when they do not have a mailing address. (e.g. KIDS account quarterly and annual statements).

Do not enter a County Office address into the current/physical address field.

If the County Office Address auto populates an incorrect address when using the 'Use County Office Address' function, update the Office Detail screen.

General Functions → Office Detail → Select the office from the dropdown → Update office

The Contact List screen and the Contact List History will display both the Current/Physical Address and the Mailing Address. A grey checkbox and 'Use County Office Address' will generate to indicate when an office address has been used.

Mailing Address: ☒ **Use County Office Address**
1340 Partridge
St Louis, MO 63130

Parent is homeless:

Current/Physical Address field – Select the 'Homeless' checkbox. This will populate 'Homeless' into the address field. Enter what is known or assumed of the parent's location.

Mailing Address field – Enter the address the parent is receiving mail. If the parent does not have a mailing address, select 'Use County Office Address'. Do not enter 'Homeless' or any other text that is not an address into the mailing address field.

Parent's address is not known:

Current/Physical Address field – In the Address 1 field, enter LOCATION UNK. Enter what is known of the parent's location. (e.g. State may be known but not an address).

Mailing Address field – select 'Use County Office Address', unless a mailing address is known.

To update the address fields:

Contact List → Filter Individual List → Select an individual from the List of Call/Case Associated Individuals dropdown → Display → Update → Enter address information

Addresses must be entered as:

Address 1: Physical: Enter physical address (e.g. 611 S. Wilson), HOMELESS, or LOCATION UNK.

Mailing: Enter mailing address (e.g. 611 S. Wilson) or select 'Use County Office Address' checkbox, when applicable.

Address 2: This space is for P.O. Boxes or Apartment #'s. (e.g. P.O. Box 42 or Apt. 301).

May also include an agency name (e.g. Nodaway County Jail, Central Counseling Center).
May be left blank.

Current / Physical Address	
Existing Address Information:	Select from Existing Addresses Display
<input type="checkbox"/> Homeless	
Address 1: 611 S. Wilson	Address 2:
City: Oregon	State: Missouri
County: Holt - 087	Country: USA
Zip: 64473	

Mailing Address	
<input type="checkbox"/> Copy Physical Address	
Existing Address Information:	402 West Nodaway Street, Oregon, MO-64473 USA, Holt Display
<input type="checkbox"/> Use County Office Address	
Address 1: 402 West Nodaway Street	Address 2:
City: Oregon	State: Missouri
County: Holt - 087	Country: USA
Zip: 64473	

Case Management Function

Case Member screen: A Professional Relationship of 'Child's Attorney' has been added.

Investigation & Assessment Function

Participant Characteristics screen: When the Individual is given a role of 'Involved Party', an Involved Party Type of 'Child's Attorney' may be selected and will populate a Title of 'Attorney'.

A Child's Attorney and Guardian Ad Litem (GAL) have differing roles. A child may be assigned either or both. If a child's GAL transitions to a role of Child's Attorney, their professional relationship must be updated.

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