

Memorandum

CD25-21

ISSUED DATE: October 17, 2025

TO: ☒ Children's Division ☒ Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: Resource Development FACES Updates

RATIONALE:

The Children's Division identified several Resource Development screens in FACES that required updating to accurately track and monitor foster care licensing requirements and vendor contact information.

OVERVIEW:

The following system changes will go into effect with the publication of this memo.

Licensing Visit Entry and Approval

Resource development workers are required to conduct quarterly in-home visits (every 90 days) with licensed foster and relative foster homes. The quarterly home visit is documented on the quarterly home visit form (CD-118) and must be entered in FACES on the Resource Management, Licensing Visit screen. FACES currently requires both the supervisor signature and date signed before the resource development worker can add the licensing visit in FACES. This requirement results in delays to FACES entry while the resource development worker obtains their supervisor's review and signature on the quarterly visit form (CD-118).

The licensing visit screen has been updated to remove the requirement for the supervisor's signature and approval date. The resource development worker can now enter the quarterly home visit without prior supervisor review and approval. The resource development worker's supervisor is now be able to review, sign, and date the quarterly visit form (CD-118) and licensing visit screen after FACES entry.

The supervisor signature field includes a drop down list to select the supervisor reviewing and approving the licensing visit. Supervisors must ensure they are associated with the county of the resource development worker who completes the licensing visit to populate on the drop down list.

Quarterly Visit Tracking and Monitoring

Quarterly visits are tracked in FACES under Report Management. Both supervisors and resource development workers can access these reports to track and monitor quarterly visit due dates and entry into FACES.

- Supervisors can access quarterly visit tracking through Assignment Report (Management) by selecting their resource development worker and indicating "Resource Worker" before selecting display.

- Licensing workers can access their quarterly visit listing through the Assignment Report by indicating “Resource Worker” before selecting display.

FACES currently reports the last licensing visit entered into FACES as the “Next Home Visit Due Date” in error. FACES has been updated to accurately calculate the next home visit due. The next home visit due will now populate a date that is 90 days from the date of licensure, or 90 days from the last licensing visit entered into FACES.

Background Screening Documentation in OnBase

The Children’s Division is piloting electronic filing and maintenance of resource development records. As a result of this pilot, the Resource Management Background Checks screens in FACES have been updated to allow uploading of background screening documentation to OnBase. The only documentation that should be uploaded to OnBase is CA/N history, FCSR letters, CaseNet, and sex offender registry information for the applicants and required household members. **Fingerprint results should not be uploaded to OnBase.**

Vendor Email

The vendor screen in FACES currently only allows entry of one email address per household. The vendor screen has been updated to allow a second email address to be entered for two parent households. This will allow the Children’s Division to more accurately have contact information for all resource providers.

NECESSARY ACTION: 1. <i>Review this memorandum with all Children’s Division and contracted staff.</i> 2. <i>Contact the PDS or manager below with any questions regarding this practice alert.</i>	
PDS CONTACT: Name: Melissa Selsor Email: Melissa.J.Selsor@dss.mo.gov	MANAGER CONTACT: Name: Lauren Masterson Email: Lauren.Masterson@dss.mo.gov
DEPUTY DIRECTOR CONTACT: Name: Kate Watson Email: Kate.Watson@dss.mo.gov	
NEW/ REVISED CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:	