

PA26-RD-03

**DATE:** March 20, 2026

**TO:** Children's Division and Foster Care Case Management

**FROM:** Sara Smith, Children's Division Director

**SUBJECT:** **Resource Management Document Imaging**

**OVERVIEW:**

In 2017, Memo [CD17-05](#) gave requirements for Children's Division staff to implement uploading into OnBase for file maintenance. Children's Division continues to utilize OnBase software for document imaging. Document imaging allows staff to upload and view documents within FACES. All documents stored within the document imaging system are backup on two servers managed by ITSD.

The purpose of this Practice Alert is to provide resource development units with available tools and instructions on how to upload resource development files. The [OnBase/FACES Electronic Imaging Users Guide](#) may be found on the Children's Division Intranet. This document provides instructions on how and where to upload documents. Contractors may email the Resource Development PDS for a copy as needed.

There are several documents that are required to be viewed but not kept in the vendor file. Resource Development Workers should only upload documents required for licensing to OnBase. Please refer to the [Initial Licensing Guide \(CD-28b\)](#) for a list of items that are to be viewed and not uploaded.

Once a Resource Development Worker uploads a record into OnBase, the paper document is no longer required and maybe destroyed.

Resource Development Workers should not upload closed files to OnBase if the record is already closed.

**Document imaging is not intended to replace existing FACES functionality. Resource Development Workers must continue to enter all required foster care licensing information in FACES.**

Please submit all requests for Resource Development OnBase training to the Resource Development PDS.

For questions or concerns, please contact:

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This Practice Alert remains effective unless the current policy has been rescinded or revised with contradictory guidance.

**CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:**

[CD17-05 Faces Document Imaging](#)

[OnBase/FACES Electronic Imaging Users Guide](#)