

# FACES Newsletter



Edition

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## PPRT's

Please be aware that there are two tasks to complete when documenting a PPRT in FACES. First, you must complete the FST screen and check the box that states, "This FST Meeting is a PPRT Meeting". Once the FST is marked as complete, you must also scroll back to the top of the screen and click on the PPRT button. Once in the PPRT screen, you will be directed to choose if it is an Initial or subsequent 6 Month PPRT. You must also check Yes or No for each question. This screen is where you also choose your Third Party. If your Third Party was not chosen as an Invitee in the FST screen, they will not show as a Potential Third Party in the PPRT Screen. Click Add when all is complete.

## Deceased Parents

Deceased parents of children in Alternative Care can be made Case Members with "Deceased" checked in their Individual Screen. If the individual has already been added, just go to their Individual Screen, hit Update and check "Deceased" and Update again.

In a TPR situation, the deceased parent must be a case member with "Deceased" checked in their Individual Screen. If this is done correctly you do not have to put in TPR status in Court Information on that parent. The system will then allow you to go ahead and enter an adoption hearing.

\*Putting in your contacts daily will ensure that all data is in the system and is accurate. To assure an accurate pull of data in regard to Worker/Child Visits, put these contacts in by the last working day of each month at the very latest.



## DCN's

It is even more vital that investigators get in their DCN's if their report doesn't have them listed already. With the IIS Function and Referral Process now available, those DCN's need to be there before the referral process starts. If you see that your report does not have DCN's, this should be a top priority to search all possible systems to find the DCN and enter it into the system as soon as possible. It is best practice to have DCN's be in the system for at least ALL victims, parents and alleged perpetrators.

## Placements!

Remember! If the child has changed placements or the child's placement TYPE has changed, you must click New Placement to make these changes. Do not click Update Placement to enter the above information. This will wipe out prior placement information for that particular placement.

## REMINDERS!

**\*To document supervisory conferences, make your supervisor a case member to the case. Add your supervisory conference as you would any other contact. You can also document supervisory conference through Manual Activities, but this will not print off in your monthly narrative.**

**\*Investigators do not have to be associated with a county to enter courtesy information on a case member that has already been added to the case. If you wish to add a contact with a non-case member to the case, you must either be associated to that county or have the case manager county add you as an additional worker to the case. You are then able to add a case member and a contact for that newly added case member.**

**\*To document TPR on an unknown father, make that "unknown father" a case member under Unknown. His role is parent, personal relationship is natural parent, etc. When you go to put in TPR Activity, it will list Unknown as the Father and TPR activity can be entered.**



## VERY IMPORTANT! PLEASE READ!

Worker/Child Visits and Worker/Provider Visits must be two separate contact entries even if you saw them on the same day/time at the same location. We are required to speak with the child and the placement provider separately, so let's make sure our contacts reflect that.

When entering this information into FACES, you will want to make two separate entries on the Contact Communication Log. One contact will show: The Type of contact will be **In Person—Initiated by CD**, the Point of Contact will be **In Child's Placement**, and the purpose of contact will be **Worker with Child**. The second contact will show The Type of contact will be **In Person—Initiated by CD**, the Point of Contact will be **In Child's Placement**, and the purpose of contact will be **Worker with Placement Provider**. On each contact, you will want to add the **Note** regarding your contacts.

The policy regarding visiting the child and placement provider can be found in the following:

**Title: Child Welfare Manual**  
**Section 4: Out-of-Home Care**  
**Chapter 7: Begin Work With The Family/Child(ren)**  
**Subsection 3: Thirty-Day Treatment Activities**  
**Sub Subsection 4: Meeting/Working with the Placement Provider**  
**Effective Date: September 19, 2006**

**THIS IS VERY IMPORTANT TO OUR DATA! Please review and document this information accurately.**

## Legal Status 1

\*When entering a child into alternative care as a Legal Status 1, put in the Legal Status at the time of Order of PC or the very first court hearing that the child was made a Legal Status 1. As you enter court hearings throughout the life of the case, you do not have to put in the Legal Status each time unless it would change. Your 61 and the Legal Status screens will accurately reflect the date and court action where Legal Status 1 was established.

\*Remember, unless the child is LS-4, 7, 8 or VPA, you must change their Legal Status through Court Information.

## Permanency Goals

\* You must determine a child's permanency goal through the FST screen. The permanency goal is usually determined by the 72 hour meeting, but you have until the 30 day meeting to get it entered into FACES. Please be timely on this!

\*Also make sure that goal changes are accurately reflected in the system in a timely manner.



## Investigators:

If you choose "Unsafe" on the Safety Assessment you MUST enter an IIS referral to be able to conclude your hotline. There is a Case Intake button on the safety assessment that will take you to Case Intake where you can begin the process of entering the referral. You can also get to Case Intake from the Case Management Home Page.



## Entering an IIS Referral

Entering a referral that is not associated to a hotline

\*Case Management Home Page—Click Case Intake—Check IIS Referral.

\*Put in Parent's DCN or Case Number ( you can use old case numbers).

\*Remember: FACES system will automatically assign a Call/Case number if the Referral was opened from the parent DCN.

\*Select Initial Assignment County/Office.

\*Click Add Referral.

\*Screen will refresh and take you to the Referral Screen.

\*Fields with a red asterisk (\*) are required data fields.

\*Referral Date/Time will auto-populate with current date and time. This field may be changed by the user.

\*Select Referral Source. Self refers to the client.

\*Fill out Parent Info, Household Info, and Child Info if this information has not already pulled from the hotline, FCS or AC case—make sure you indicate (check in box) which child(ren) is at risk.

\*When child is identified as at risk, the Imminent Risk Category Field will open as a drop box and you should select the correct risk category for child indicated at risk.

\*If Child is placed out of the home, select placement from dropdown box. Not required.

\*Fill in Reason for Referral and Issues to Address.

\*Click on Add—You will then be taken to the Call/Case Assignment screen to assign to your supervisor for screening.



## Best of FACES



### How to include a CYAC child in the mother's alternative care case

When a child in LS-1 has a child of their own, the following steps must occur to accurately reflect that child on the mother's case.

1. In the mother's Case Member screen, make sure that the mother's role is "Child Caretaker".
2. After you have obtained a DCN for the child, add the child as a case member under the natural mother's Call/Case number in the Case Member screen. The child's role is "Child"
3. Make sure that Personal Relationships reflect the mother as the "Natural Parent" for the child.
4. Make sure there is a Household Begin Date for mother and child.
5. You then will have to go to Case Intake, put in the mother's Call/Case Number, select County, and hit Add Information
6. Select the DCN of the child you just added to the mother's case.
7. Go to Legal Status, Hit Add Legal Status, and choose CYAC child from the dropdown box. Put in begin date and hit Add.
8. In order for the child to be placed in the foster home with the mother, go to Placement Information on the mother's 61, hit Update at the top of the page, and go directly to the bottom of the page and hit Update again. This will pull the mother's placement information to the child if it is not already there. You will have to go to the child's 61 to see it.
9. The last step is to hit Worker Authorization at the bottom of the child's 61. Make sure Status is Active on both the mother and child's 61.

\*If you have a CYAC child that was taken into alternative care, then returned to the mother as a CYAC child, you must change the child's Legal Status back to CYAC in the Legal Status screen NOT Court Information. You then must go the mother's Placement Screen, hit Update, then Update again at the bottom. The CYAC child's 61 should now accurately reflect the CYAC status.

## Best of FACES cont...

### \*More on CYAC Placements:

If you are just needing to change the MAIN amount, you go into the Mother's Placement Info Screen through AC Monitoring, then you do UPDATE placement and just update in the maintenance amount field. It will pick up the new amount beginning the date you enter the update. If you have to go back and pay her from the time the change took effect, it will have to be on a 65.

## More on IIS

\* Contractors should now be able to accept IIS referrals and open/close the IIS Function (the 200). If there continue to be problems, contact the Help Desk.



### Announcements:

\*Next CCB meeting is set for January 22, 2009.

\*Don't forget to refer to the ICPC Newsletter that was sent out in Memo CD08-90 for assistance with ICPC in FACES.



If you have any questions contact Cari Pointer at [Cari.A.Pointer@dss.mo.gov](mailto:Cari.A.Pointer@dss.mo.gov). Please include a case number.