

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

June 3, 2008

What's Inside:Open FCS Cases on
Custodial and Non-
custodial Parents.**MEMORANDUM**

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: OPEN FAMILY CENTERED SERVICE CASES ON BOTH
CUSTODIAL AND NON-CUSTODIAL PARENTS

DISCUSSION:

The purpose of this memorandum is to inform staff of changes made to the Child Welfare Manual in conjunction with a recent Practice Point. These changes were made in response to a CQI request and a Policy Interpretation Request regarding staff's ability to open and manage two separate Family Centered Services (FCS) cases involving the same family members.

As stated in the Practice Point, it is possible to have a FCS case open on both custodial and non-custodial parents if they are not living together. In the event both parents are receiving services, each parent should have a FCS case open in FACES. The children will be listed on both cases as case members, with the whereabouts noted as appropriate.

It may be confusing to develop a service plan for the family when there are two separate FCS cases open at the same time. A recommended way to resolve this is to have a joint Family Support Team (FST) meeting with all involved parties, including parents and all involved Division personnel, to ensure consensus regarding case goals.

NECESSARY ACTIONS:

1. Please review this memorandum with all Children's Division Staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:

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PROGRAM MANAGER

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CHILD WELFARE MANUAL REVISIONS:

Section 3 Chapter 2.2 [To Open or Reopen a Case Within the SS-63 Family-Centered Services/Treatment Services System](#)

Section 4 Chapter 7.3.7 [Administrative Activities](#)