

# Recipes For Happy **FACES**



**Early Summer Edition**

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## Older Youth Tip

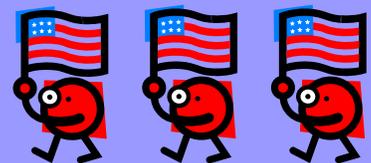
When updating the AC Info screen (61) from RFA to TLG, please be sure you don't delete the youth's last placement in RFA. When putting in this TLG placement, make sure you hit New Placement rather than Update Placement. Go back into the system after the placement has been updated to review the placement history to make sure they are all there.

## FYI for Older Youth!

\*On TLA payments, the workers were paying the difference on the CS-65. Be aware that the problem has been fixed.

\*The Chafee Foster Care Independence Aftercare screens in Case Intake are available. It takes you to the AC Info screen to open the AC Function. It puts the opening in the Chafee section on Call Case Prior History Search.

\*If a youth 18-21 has applied for Medicaid through FSD or has an application pending, MO HealthNet through SB577 is not available. See below.



## Former Foster Youth Over 18 Needing Medicaid:

Workers are to do the following when a former foster youth {**who was terminated from alternative care the day after their** 18<sup>th</sup> birthday or older and is not yet 21} needs Medicaid:

1. Go to the General Functions Menu in FACES
2. Click on the link labeled "SB577" under "Other".
3. Enter address information
4. Click on the update button

The memos attached to it are **CD07-34 & 38**.



## News from the Help Desk:

**\*When users call the FACES Help Desk, please be signed onto FACES and have the case number and/or DCN ready. Preferably, be on the screen in which you are having trouble.**

**\*Users should consult with their supervisor BEFORE calling the Help Desk (if at all possible), especially in regards to questions that are more "how to" or policy questions. The Help Desk is available for technical assistance/problems, but should not be utilized for policy clarification. Some questions being called into the Help Desk are more training oriented and could possibly be answered by a supervisor. If workers have a question on "how to's", they can also contact Cari Pointer.**



## Hey Supervisors!!!

**\*On an on-going basis, assess how your workers are functioning in the FACES system. If you identify training areas that workers need assistance in, please contact Cari or Leanne for some one-on-one training. We would be happy to help staff any way we can so that they feel more confident in the FACES system.**

**\*If a case has been closed in error, a supervisor can go into the Function Closing of the case and re-open it as if it has never been closed.**

**\*Check to make sure your workers are putting in Worker-Child Visits in twice a month as stated in Memo CD08-18 and described in our last newsletter.**

**\*As always supervisors, check your worker alerts daily to see if there is anything that needs to be approved. Failure to approve in a timely manner could delay a case opening.**



## Investigations/Assessments:

**If you have no DCN and you are trying to add one:**

**Click on the participant's name that is in blue from Participant Characteristics Screen. This takes you to the Individual Screen.**

**Conduct a DCN search with the correct DCN you want to add-hit Search.**

**When the correct DCN/person displays hit Update Individual at the top and then Update at the bottom. You will get a message saying you are changing the individual. Click OK.**

**Click Participant Characteristic or Case Member button at the bottom of the screen. When you return, you will get a message saying you have to click Update at the bottom of THAT screen to make it effective.**

**This will successfully change the DCN to the correct person and will retain all of the coding from the hotline. This will work for both situations- if you have no DCN and you are trying to add one OR if you have the wrong DCN and you are putting in the correct one.**



**\*If the Court has ordered an Adoption or Legal Guardianship and the provider is going to receive subsidy, DO NOT close the AC Function (61). If you should close the AC Function in error, your supervisor can re-open the case.**

**\*Court Activity must be entered in the Court Information Screens.**

**Make sure:**

- **TPR Activity is reflected on both parents if applicable**
- **Legal Guardianship Activity is entered**
- **Final Adoption Awarded Hearing entered**

**\*Adoption AFCARS Section must be completed. You will find these questions near the bottom of the child's AC Function (61).**



## Contacts

**Each actual contact with a case member being entered into Case Management must reflect that contact based on date, time, who, etc. The contact information is a record of work completed and should be as clear as possible. "Running" chronological narrative should not be put under one contact.**

**For example: Do not put June 1, 2008, in as your first contact date and time and then write a running narrative of every contact thereafter for the entire month within that particular contact.**

**Each date and time MUST have its own contact date and time reflecting what occurred during that contact. If other people were involved in that contact, you may include them as Others Involved. If multiple AC children were involved in that Contact, make sure and add each of the AC children's functions to that contact also.**

**This pertains to Investigations/Assessments as well as Case Management.**



## On-line Reports:

\*This will give you a list of the open calls/cases that are assigned to you. This will list any and ALL cases—Investigation/Assessment, FCS, AC, ICPC—where you have been put in the system as an assigned worker, additional worker or service worker. If you want to remove yourself from a case as the service worker or additional worker, you may go into the Call/Case Assignment Detail screen for that particular case and put an end date under your name entry. You will see an Update button to the right of your info and click it. When the info generates, you will see there is a field to put in an end date. After you put in an end date, hit Update again.

\*If you are seeing duplicate case numbers that say "Initial" or "Pending" on your on-line reports, go to the Closing Screen under that case number. You will see a dropdown box near the top of the page. If you see the Function with an Initial or Pending Status, highlight and display. You can then close the function by choosing Close Function. You then will put in the necessary info to close. If a referral or case was opened by mistake, just put in "Mistake" in the explanation boxes. You still must Add, Send for Supervisory Review, and a supervisor must approve before it is completely closed.



\* If there is a Title XIX Begin Date, but no end date and Fund Category=02 and the Legal Status is 2, 4, or 5, a message will pop up indicating **"DCN not Eligible for AC IV-E Funds. Please enter the Title XIX End Date or Change Fund Category or Legal Status"**. If you get this error message, put in the child's 18<sup>th</sup> birth date in the Title XIX End Date Field.



## Assignment of Referrals



A Referral (FCS and ICPC) is a tracking mechanism which *anyone* can submit. The person who is submitting the referral for approval is submitting the referral to a supervisor to decide if it is an appropriate referral or not. The worker submitting the referral may or may not know who will actually open the FCS case once the referral is approved.

Assigning to a supervisor is as far as the worker has to go. It is then the responsibility of the supervisor who approves the referral to make the actual case assignment.

This may especially be the case for an I/A investigator who needs to open FCS prior to conclusion of the CA/N. That person may not know who will be the actual worker to carry the case so it makes sense to stop at the supervisor level assignment. Or, if a worker is taking a referral based on a walk in office intake, they may not know who the assigned worker will be.

I think if you keep it in terms that the supervisor has the responsibility to determine if the referral is even an appropriate referral - it then follows that the supervisor would be the one to determine who the case should officially be assigned to.

**\*Coming Soon: FACES ICPC Tips Sheet**

**\*Change Control Board on July 24—System's Change Request Forms are located on the FACES Information screen on the intranet.**

**\*FACES Information Screen can be very helpful. Check out the tutorials!**

**\*Please print the newsletter using your black and white printers, not your color printers.**

**\*If you would like previous editions of the FACES newsletter, contact Cari Pointer.**



## Adoption Info!



\*In situations where TPR has occurred and adoption has not, some circuits prefer that the AC workers include TPR Activity in Court Information prior to the case being sent to an adoption worker. The legal documentation reflecting the TPR status does not follow the adoption case and therefore, adoption workers have no way of knowing this information if it is not included in the AC Function (61). Please discuss this with your adoption specialist to see how they prefer the TPR Activity information be entered.

\*In cases where you have siblings that have been adopted and siblings that have not been adopted that are listed under one case number, you need to open separate cases for the adopted siblings.

First, you must close the adopted child's AC Function (61) under the original case number. You will then open another AC Function with a new case number just as you would any other AC case through Case Intake. Make sure and include TPR information as well as adoption information in Court Information screen.

To remove the adopted siblings from the Case Member screens under the original case number, go to the Case Member screen, choose the child to be removed, hit Update and put a check in the "no" box next to "Active". This will make them inactive members on the original case.

This process is better understood when doing the process!