

FACES Newsletter

End of



Edition

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Northern Region

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Remember with opening FCS:

***If your supervisor has approved your FCS Referral you STILL have to go to FCS Information and open the 63.**

***If you have referred to FCS from a hotline you STILL have to go to FCS Information and open the 63.**



Resource/Vendor Changes

If you have made a change to a resource family in the Legacy system (the 60), and the updated information doesn't appear to have changed in the FACES Placement Info screen, go to the Placement Info screen of the child who is placed in the resource home and hit Update Placement and click the Go button next to the vendor number of the resource home. You will then hit Update at the bottom of the page. It should then show the correct information.

I/A—Adding Victim Children

***When adding a victim child in Participant Characteristics, make sure you check the box further down the participant characteristics screen that says "Victim Child". Individual conclusions will then appear. Remember, *reporter* descriptions will not follow. You will be able to make "Worker Findings" and "Individual Conclusions".**



*Tip— On the Visitation Plan screen, only Case Members who are age 15 years or older will appear in the dropdown to select as having supervised a visit. Therefore, if any of your Case Members have an age of "Unknown", they will NOT appear as a choice in the dropdown. You will have to select an approximate age (of over age 15) for them to appear.



Hey Supervisors!!!

*If you want to open a case that has been closed prior, go through the Case Intake process to open the AC Function. **DO NOT** open a case for a new incident through the Function Closing screen, Re-open Option.

For example—if you closed an AC case on a child in 2004 and now the child has come back into AC for a new incident and you need to open the AC Function. If you use the Re-open option in Function Closing, it would re-open the case as if it never closed and it appears that the child has been in care since the opening date of the first time the child came into care. This causes major problems for MoHealthNet and our eligibility specialists.

*Supervisors—make sure your worker schedules are being put in accurately and timely. Don't forget those holidays!



MO HealthNet News

The primary problem is the fact that the "Residence County" codes (found on the Placement Info Screen) are incorrect for placements. We find that workers are entering the county of jurisdiction as the residence county instead of indicating the residence county where the child is placed. This is especially true for children who have been placed out of state. When this is the case - the residence county code should indicate "out of state - 999". Basically - MoHealthNet is trying to pay for medical coverage in areas in which the particular plan the child is enrolled in does not cover. An example is where a child was placed in a Springfield but the residence county was listed as Linn County. Needless to say, Northern Mo has different medical coverage plans available than Southwest Mo.



FYI: Legal Guardianship

***CSPI scores do not have to be entered on Legal Status 9, BFC level children. The scores are irrelevant due to the guardianship being 100% General Revenue funded.**

Assigning a Referral to your Supervisor

If your supervisor is not receiving a worker alert that you have completed a referral and it needs to be accepted, make sure you have assigned the referral to your supervisor in the Call/Case Assignment Detail Screen. A problem we have found that is when the worker completed the referral and was taken to the Case Assignment screen, they are not completing the Case Assignment Screen and it is not getting assigned to the supervisor. You can tell this occurred because when you look at Case Assignment Screen, the referral still shows assigned to the worker who completed the referral. If it had been assigned correctly, it should show assigned to that supervisor and your supervisor would have received a worker alert. Refer to my last newsletter that addressed assigning referrals to sups and not going beyond that step.

Survey! If you have an opinion about the following questions, let me know so I can let our Change Control Board know what works best for YOU!

- 1. If you could improve the Call/Case Prior History Search screen, what improvements would you like to see made?**
- 2. As you have noticed, Pop-Ups have been disappearing from FACES screens. Are there any other Pop-Ups that you find are not necessary to business? Note there is a difference between a Pop-up and an Error Message. We can't remove Error Messages.**

***If you have any other suggestions/systems change request forms for the FACES system, please let me know so that I may send them to Change Control Board for review. Next meeting is set for October 23, 2008.**

E-mail your suggestions to Cari.A.Pointer@dss.mo.gov

Call/Case Prior History Search

*The "Sounds Like" check box refers only to the person's last name when searching by name.

Remember, less information is better when searching!



Changes in Investigations/Assessments

*Have you noticed there is no longer a pop-up box on the CA/N 1 Report screen asking you to choose a version of the report?

*There is now a P1 code, Methamphetamine Lab Exposure, in the Possible Worker Findings dropdown in Participant Characteristics. If you choose this Worker Finding, the Individual Conclusion must equal "preponderance of evidence" or "court adjudicated". If you do not choose the appropriate individual conclusion for a Worker Finding of P1, you will get an error message.



Office/Worker Association News

If you are either the assigned case manager or assigned service worker you are able to enter information into Case Management without having to associate yourself to the county in Office/Worker Association.

Investigators--If you have been assigned a courtesy hotline report, you are able to go into the hotline WITHOUT being associated to that county and enter courtesy contacts. If you are NOT able to do so, this is a problem and please contact the Help Desk.

If you are not the assigned case manager or assigned service worker for a case in Case Management and you need to Update/Add information to a case follow the below directions.

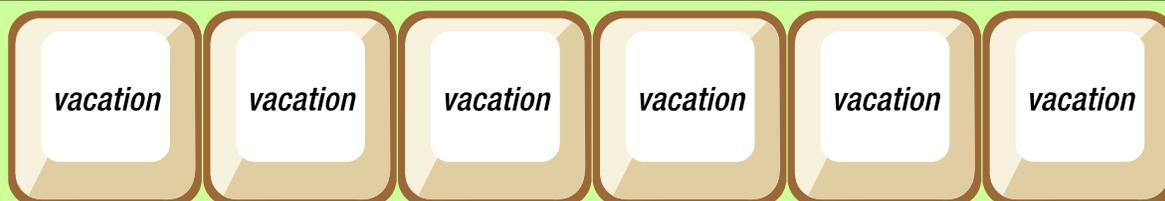
A supervisor or designee with supervisory level clearance, need to go to General Functions, Office Worker Association and put in either your worker number or user ID and click Go. Click Add Office Association.

Choose the county you are servicing. Some counties have many choices, so make sure you choose the correct office within that county. Select a begin date and also check whether the county selected is your primary office. Check the Functions you are going to be working in (I/A, AC, Adoption, ICPC, etc) and it then prompts you, based on the Function you chose, to answer several more questions.

When finished, click Add. You can also Update County/Office Associations you have added prior to reflect new function areas you are going to be working in.

ICPC Tip:

When you have multiple ICPC referrals to make, remember that the Case Number is specific to the Resource, not necessarily the child. If you have used the child's case number for a referral and ICPC has not yet put in a decision, you must generate a new case number for any additional referrals made.



MYSTERY of the Missing Contacts!

If you have been in a panic because you KNOW you have entered a contact, but they aren't showing on the Contact Communication Log screen in AC Monitoring but are on On-line reports, try this:

1. Choose one of the Contact Communications that is showing on the screen and click on the notes button. Without doing anything in the notes screen, hit Return.

When you come back to the Contact Communication Log screen, you should be able to see those "missing" contacts. What you now need to do is update each one that was not showing before and make sure you add a Function for the Contact—meaning an AC case and/or FCS. Each Contact has to be done separately and you must hit Update Communication at the bottom of the page.

2. Another way to locate the "missing" notes is to click on the Contact List from the Case Management Monitoring screens. In the "Business Area" field, select "All" from the drop-down box then click Go! After selecting a specific participant, go to the Contact Communication Log by clicking the name displayed as a blue link. All contacts made for that individual will be displayed. If a function is not associated with that contact, the worker can update that information by clicking on the little box on the left side of the screen. This will open all fields for that specific contact, select the correct function associate to the contact and click on the Update button at the bottom of the screen.

*An instance of why this is occurring is if you put in the contact through the Contact List link off of the Case Management Homepage. If you do not select a function, the contact will not show up when you go into AC Monitoring under a child's case number and look for that contact. To correct, go in through the Contact List link and Update the contact to show that you have chosen a function.

Good Practice Points and Tips

* Entering contacts within 24 hours ensures that you have timely and accurate information within the FACES system. Entering contacts timely and “as you go” will benefit you in the long run.

* As discussed in Memo CD08-18, documentation of worker/child visits in FACES is vital to accurate data. Make sure you are documenting this correctly and accurately in Contact List. Refer to the last newsletter for assistance.

* Investigators—make sure that the DCN’s for all participants are entered FIRST when completing a report in FACES.

* If you are generating what appears to be a blank 63, try this:

Go into the Case Member screen of the case name.

Click Update Case Member. If you need to update anything, go ahead and if not scroll down and click Update again.

Go back the FCS Information screen and click Update FCS Info. Scroll down to the bottom and click Update.

Click Print SS-63 at the bottom of the page.

IIS in FACES Coming Soon!