

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 3, 2011

M E M O R A N D U M

What's Inside: FAMIS/FACES Child Care Authorization Updates
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TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR
CHILDREN'S DIVISION

SUBJECT: FAMIS/FACES CHILD CARE AUTHORIZATION UPDATES

DISCUSSION:

The purpose of this memorandum is to inform Children's Division (CD) staff that the FAMIS/FACES Interface will now allow child care authorizations to be updated. Previously, the ability to update a child care authorization in FAMIS/FACES Interface was not possible. This issue was resolved on December 10, 2010.

Staff will need to follow the directions from the FAMIS/FACES User Guide, [Changing a Child Care Authorization](#), when updating a Child Care Authorization. If staff receives an error message stating **"Authorizing User is not authorized to perform this action"** when trying to update an authorization, staff is to remove the Worker Number from the Worker Number field and enter their USERID in the Authorizing Worker field. This will allow the authorization to be updated.

Staff needing additional assistance may contact the FAMIS/FACES Helpdesk via email at AskFamisFacesChildCare@dss.mo.gov, by entering an OHD Ticket, or by calling 573-751-4031.

NECESSARY ACTION

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

PDS CONTACT

FAMIS/FACES HELP DESK
Lisa Schroeder
573-751-4031
AskFamisFacesChildCare@dss.mo.gov

PROGRAM MANAGER

Alicia Jenkins
573-751-6793
Alicia.Jenkins@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS (N/A)
FORMS AND INSTRUCTIONS N/A
REFERENCE DOCUMENTS AND RESOURCES Changing a Child Care Authorization
RELATED STATUTE N/A
ADMINISTRATIVE RULE N/A
COUNCIL ON ACCREDITATION (COA) STANDARDS N/A
CHILD AND FAMILY SERVICES REVIEW (CFSR) (N/A)
PROTECTIVE FACTORS (Link applicable factors and enter N/A if not applicable.) Parental Resilience - N/A Social Connections - N/A Knowledge of Parenting and Child Development - N/A Concrete Support in Times of Need - N/A Social and Emotional Competence of Children - N/A
FACES REQUIREMENTS N/A