

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

November 1, 2011

MEMORANDUM

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

**FROM:** CANDACE A. SHIVELY, DIRECTOR

**SUBJECT:** FACES MONTHLY NEWSLETTER-OCTOBER EDITION

**DISCUSSION:**

Attached please find the monthly FACES newsletter, [FACES Future, Fixes and Finds](#). This month's newsletter contains such topics as:

- System Change Request Information
- *FACES FAQ's and Step by Step FACES*
- On-line Invoicing
- Tips for FACES

Also included is an update on the progress of the Top Five Change Control Board requests and an informational review of the daily duties of the FACES Help Desk staff.

If you have any questions regarding the information in the FACES Newsletter, please contact the FACES Help Desk at 1-800-392-8725, option #3.

CS/RD

[attachment](#)