

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

MAY 5, 2016

**What's Inside:**

- **Multiple  
FACES  
changes**

M E M O R A N D U M

TO: REGIONAL DIRECTORS, FIELD SUPPORT MANAGERS,  
CIRCUIT MANAGERS AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES Enhancements and Improvements

DISCUSSION:

The purpose of this memo is to inform staff of several changes to the FACES system. These enhancements are the result of system changes requested, processed, and prioritized by the Change Control Board, and as a result of the findings from a SACWIS review.

**Child Assessment and Service Plan**

When completing a Child Assessment and Service Plan (CASP) on an AC case, FACES will now require a visitation plan (or reasons no plan is required) be entered in FACES before the CASP can be submitted.

Visitation plans are entered into the visitation plan section of the AC case monitoring screen. There will now be a box available to check if a visitation plan is not required.

The screenshot shows a web browser window displaying the 'Visitation Plan' form. The 'Visitation Not Required' checkbox is checked and circled in red. The form includes various fields for parent information, visitation details, and contact information. The 'Comments' field is empty, and the 'Visitation Plan Begin Date' is set to 10/01/2015. The 'Frequency of Visits' is set to 'Weekly' and the 'Duration of Visits' is 04 hours. The 'State' is set to Missouri and the 'Country' is set to United States of America.

When this box is checked, it is required that this be explained in the comments box. It is also required that a visitation plan begin date be entered. This information (including the information typed into the comments box) will be reflected on the CASP screen.

When adding or updating a CASP in FACES an error message will occur if there is no visitation plan. The plan can still be entered and updated; however, it cannot be submitted until the visitation plan information is entered.

### Family Support Team Information

When entering information for a Family Support Team meeting, case goals are selected for the child. If the case goal is "reunification" or "not yet established" and the child has been in care for at least 15 of the last 22 months, the following change will come into effect regarding the "compelling reasons TPR has not been filed" field. A new field titled "Reasons Termination of Parental Rights was Not Filed" will appear and will have a drop down box with these reasons that can be selected:

- "The child is being cared for by a relative"
- "Compelling reasons exist why filing for TPR is not in the child's best interest"
- "The Children's Division has not provided reasonable efforts"

If "Compelling reasons exist why filing for TPR is not in the child's best interest" is selected, another drop down box will appear with these options:

- “There are no legal grounds to file the TPR.”
- “Adoption is not the appropriate permanency goal for the child.”
- “The child is an unaccompanied refugee minor as defined in 45 CFR 400.111.”
- “There are international legal obligations or compelling foreign policy reasons that would preclude terminating parental rights.”
- “Other”

If “Other” is selected from this drop down, a text field will appear and an explanation will be required.

**Primary Permanency Plan for the Child**

\* Permanency Plan:  ▼

**Another Planned Permanent Living Arrangement Information**

Arrangement with whom?  Unknown

Potential Permanent Connection:

Other Relative

First Cousin

Grandparent (also Great)

Aunt/Uncle/Cousin (also Great)

Sibling

Individual

AMBER

Selected Permanent Connection:

AMBER - Sibling

Arrangement by when?

/  /

Reasons Termination of Parental Rights was Not Filed:

\* Compelling Reasons

\* Explain Other:

This will only apply to new cases – cases which are already open will continue to use the previous options and fields until a new FST is entered. These new fields will also only appear on cases where the child has been in custody for at least 15 of the last 22 months.

### Written Service Agreement

When updating a written service agreement that is already entered into FACES, new fields will be added to the bottom of the screen to document the reasons the changes were made.

Reason Service Agreement Modified fields required unless only update is inserting a date into an empty Task Completed Date. Do not enter Reason if only update is inserting a date into an empty Task Completed Date.

Reason Service Agreement was modified:  ▼

Comments:

These fields will not need to be completed if the only change is adding a date into an empty task completed date. Information about modified written service agreements will appear at the bottom of the screen.

**ASFA Clock**

A change has been made the personal home page wherein a list of a worker’s assigned cases appears. For Alternative Care cases only, a new column has been added to show how many months of the last 22 a child has been in custody. This is intended to keep case managers and supervisors aware of the ASFA mandated timeframes for permanency.

In addition to this new column, another column will be added showing the child’s permanency plan, as currently documented in FACES in the latest FST.

NYTD Survey Needed - No NYTD Surveys Needed

County / Office Coverage (Current / Weekend) - No County / Office Coverage Identified

Assignment List

| Family Centered Services Cases |            |
|--------------------------------|------------|
| Case #                         | Case Names |
| <a href="#">20143220405</a>    | [REDACTED] |

| Alternative Care Cases   |            |                          |                   |
|--------------------------|------------|--------------------------|-------------------|
| Child DCN                | Case Name  | ASFA Clock               | Case Goal         |
| <a href="#">64847209</a> | [REDACTED] | 15 out of last 22 months | Adoption (02, 03) |

Level 1 Approvals Needed

A new report has been added to the reports section under the online reports section of the General Functions section. The report is titled “ASFA clock” and can be used to display a list of children and how many months of the last 22 they have been in custody. This display can be drilled down to region, circuit, supervisor, and worker level. This report will run on the 1<sup>st</sup> and the 15<sup>th</sup> of each month and will current as of those days.

**Individual Conclusion Screen**

FACES currently only allows one conclusion status per victim/perpetrator relationship. For example, a finding of Preponderance of Evidence (POE) may be made for neglect and sexual abuse between a perpetrator and a victim, but only one conclusion status (preliminary finding, preliminary finding pending appeal, or final) is allowed. This prevents alleged perpetrators from being placed on the Central Registry until the appeal process is exhausted for all POE findings. FACES enhancements will allow a conclusion status to be entered per victim/perpetrator/allegation. This will allow for a perpetrator to be placed on the Central Registry once the conclusion status changes to ‘final’ for one allegation, even if the perpetrator is in the appeal process for other allegations.

- NECESSARY ACTION**
1. Review this memorandum with all Children’s Division staff.
  2. Review revised Child Welfare Manual chapters as indicated below.
  3. All questions should be cleared through normal supervisory channels and directed to:

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| <b>PDS CONTACT</b><br>Jason Kearbey (AC)<br>417-895-6414<br><a href="mailto:Jason.L.Kearbey@dss.mo.gov">Jason.L.Kearbey@dss.mo.gov</a> | <b>PROGRAM MANAGER</b><br>Amy Martin<br>573-526-8040<br><a href="mailto:Amy.L.Martin@dss.mo.gov">Amy.L.Martin@dss.mo.gov</a> |
| Kara Wilcox-Bauer (CA/N)<br>573-526-9707<br><a href="mailto:Kara.B.Wicox-Bauer@dss.mo.gov">Kara.B.Wicox-Bauer@dss.mo.gov</a>           | Christy Collins<br>573-751-9603<br><a href="mailto:Christy.M.Collins@dss.mo.gov">Christy.M.Collins@dss.mo.gov</a>            |
| <b>CHILD WELFARE MANUAL REVISIONS</b><br>N/A   |  |
| <b>FORMS AND INSTRUCTIONS</b><br>N/A   |  |
| <b>REFERENCE DOCUMENTS AND RESOURCES</b><br>N/A  |  |
| <b>RELATED STATUTE</b><br>N/A  |  |
| <b>ADMINISTRATIVE RULE</b><br>N/A  |  |
| <b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b><br>N/A   |  |
| <b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b><br>N/A  |  |
| <b>PROTECTIVE FACTORS</b><br>N/A   |  |
| <b>FACES REQUIREMENTS</b><br>As stated in memo   |  |