

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

June 24, 2009

MEMORANDUM

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FACES ENHANCEMENTS

DISCUSSION:

The purpose of this memorandum is to inform staff of recent system enhancements in FACES. The requested changes were submitted via a System Change Request form, routed through appropriate supervisory channels and approved by the FACES Change Control Board (CCB). All changes outlined below are effective immediately.

CANHU Links

A link has been added to the New Call Information Worksheet. The new 'Add/Update Participant (Relationships)' link flows directly to the Add/Update Participant (Relationships) screen.

CAN 1-REF 1

The CAN1-REF1 Report link is located on the Investigation/Assessment (I/A) Home Page. The CAN1- REF1 Report will now display all of the reported alleged maltreatments directly in the report. Users no longer are required to click a link to navigate to a separate page to view the maltreatments. In addition, the CAN1-REF1 now displays additional comments added by CANHU while taking the call. Previously, CANHU had the ability to add comments in available text boxes while logging the call, but these comments were only displayed on the New Call Information Worksheet. Now, the following sections will display any additional comments on the CAN 1-REF 1:

- Reporter Information
- Children in Household Information
- Current and 24 Hour Address
- Parent Substitute Information
- Alleged Perpetrator Information
- Significant Other Information
- Participant Relationships
- Narrative

ALERTS

The following worker and supervisor 'Alerts' will no longer be generated and all existing alerts previously generated will be automatically deleted:

Alert	Short Description
ASIGN	CA/N Report Accepted
ASGNR	Referral Accepted
IACBG	CAN Report Assigned
IACBS	CAN Report Assigned [Assigned Worker's User ID]
IARBG	Referral Assigned
IARBS	Referral Assigned [Assigned Worker's User ID]
IACRO	72 Hour review Overdue
IACSO	72 Hour Review Overdue [Assigned Worker's User ID]
IAODU	Conclusion Overdue
IAODS	Conclusion Overdue [Assigned Worker's User ID]
IASRO	Safety Reassessment Overdue
IAROS	Safety Reassessment Overdue [User ID]
WKROR	Off Rotation Info Entered
SWROR	[User ID] Off Rotation Info Entered
WOROD	On Rotation Overdue
SWORO	[User ID] On Rotation Overdue
SNADP	Strengths/Needs Assessment Pending
IARES	Response Priority Override Completed
IATRA	Track Assignment Override Completed
CON21	Conclusion Approved – CS21 Required
RBDOC	CA/NRB Documentation Due
RVCMR	Conclusion Reversed by Administrative Review
UCCRB	Conclusion Upheld by CA/NRB
RCCRB	Conclusion Reversed by CA/NRB
RVCRR	Conclusion Reversed by CA/NRB
UCJUD	Conclusion Upheld by Court
RCJUD	Conclusion Reversed by Court
RVJDR	Conclusion Reversed by Court

The following "Action Alert" will now be an "Informational Alert"; therefore workers have the ability to delete it manually. All of the action alerts that were previously generated will be deleted:

Alert	Short Description
CONAP	Conclusion Approved by [Supervisor User ID]

Conclusion Summary

The Conclusion Summary is located on the Conclusion screen in I/A. Currently, the Conclusion Summary text field only allows 6,000 characters. Changes have been made to now allow up to 10,000 characters in this text field.

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:

FACES Help Desk
1-800-392-8725, option #3

PROGRAM MANAGER:

Leanne Leason
(573) 526-0700
Leanne.D.Leason@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

N/A

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

N/A

RELATED STATUTE

N/A

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

N/A

CHILD AND FAMILY SERVICES REVIEW (CFSR)

Statewide Information System, Item 24

PROTECTIVE FACTORS

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

As outlined in memo