

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 26, 2010

MEMORANDUM

**What's Inside:**

FACES  
Implementation

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FACES IMPLEMENTATION

DISCUSSION:

The purpose of this memorandum is to provide information regarding the upcoming implementation of FACES Resource Management and Financial Management components. The FACES implementation and conversion of legacy data from CSIPS, SEAS, Contract, Vendor, KIDS, and ACTS is scheduled for **Saturday, July 31, 2010**.

**Prior to Implementation**

Staff are to continue to enter data in the legacy systems as appropriate until close of business, on Friday, July 30, 2010. Staff are encouraged to complete any and all legacy data entry prior to the implementation to avoid any delays in entry of FACES data due to the anticipated learning curve.

As described during FACES Resource Management and Financial Management training, the Office Work Association screen has been modified to include new selections of KIDS/Dedicated KIDS Withdrawal, Level 1 Approver, Level 2 Approver, Licensing, Overpayment Coordinator, Residential Program Unit (RPU), RPU Reviewer, and SSI Reviewer (CDPU). To ensure that this critical data is entered prior to the July 31, 2010 implementation, the modified Office Worker Association screen was implemented on **Monday, July 26, 2010**. At a minimum, each field office is to identify their respective Level 1 Approver(s) by updating the Office Worker Association screen and selecting the appropriate checkbox.

**Implementation Schedule**

On Friday, July 30, 2010, at 6:30 PM, legacy batch processing begins. At this time, all legacy transactions will be made permanently unavailable.

On Saturday, July 31, 2010, at 2:00 AM, FACES Case Management and Eligibility transactions will be made unavailable until the successful implementation of Resource

Management and Financial Management components, as well as the successful completion of the conversion, or moving, of legacy data to FACES, which is expected to be no later than Saturday, July 31, 2010, approximately 8:00 PM.

Please note that during this time, FACES transactions for CANHU and for Investigation/ Assessment will continue to be available. Staff using FACES during the implementation and conversion may experience some reduced response time and possible abends. FACES staff will continually monitor for abends during this time to reduce the impact to the extent possible.

Following the successful implementation of FACES Resource Management and Financial Management components and the conversion of legacy data to FACES, a statewide message will be sent to notify staff that FACES is again available for use.

**Post Implementation**

Staff are to use FACES as the single statewide child welfare information system (SACWIS) for Children’s Division case activities.

Please note that with the implementation of FACES Resource Management and Financial Management, all activities related to child care authorizations, invoices and payments will be handled in FAMIS.

<b>NECESSARY ACTION:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT:</b> FACES Help Desk 1-800-392-8725, option #3	<b>PROGRAM MANAGER:</b> Linda Halbert (573) 526-0700 <a href="mailto:Linda.L.Halbert@dss.mo.gov">Linda.L.Halbert@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> N/A	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> N/A	
<b>ADMINISTRATIVE RULE</b> N/A	

<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A
<b>PROTECTIVE FACTORS</b> N/A
<b>FACES REQUIREMENTS</b> As outlined in memo