

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

October 3, 2011

MEMORANDUM

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: FACES MONTHLY NEWSLETTER-SEPTEMBER EDITION

DISCUSSION:

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

- Tips on Service Authorizations and Duplicate Hotline calls
- What is a PRS?
- Formation of FACES

Additionally, two new documents, *FACES FAQ's* and *Step by Step FACES*, have been posted to the FACES Information Page. These references were developed by a FACES Workgroup consisting of CD staff representatives statewide. Their mission is to recommend and/or develop tools that will assist staff when using FACES.

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/LL

[attachment](#)