

## **FAMILY-CENTERED SERVICES INFORMATION INSTRUCTIONS**

### **Purpose:**

The Family-Centered Services Information screen is designed to gather demographic information about the Family-Centered Services (FCS) case and its members. It also serves as a basis for inputting information about case activities and for generating reminder notices to the Children's Service Worker regarding those activities. This screen will allow users to view the information related to a FCS function for a Case # as well as provide links to allow the user to access detail screens in order to view, add or update information. At least one parent and one child must be served to open an FCS function. No more than two (2) primary parents may be inputted on a case.

If a case is to be opened, the screen shall be completed on the following:

- Families for which a status of "Preponderance of Evidence" was found as a result of a Child Abuse/Neglect (CA/N) investigation;
- Families for which a status of "Unsubstantiated - Preventive Services Indicated" was found as a result of CA/N investigation;
- Individuals or families to whom Preventive Services are being provided;
- Parents of children in Alternative Care. The alternative care child should also be listed on the FCS case. If the parent(s) moves out of state and the plan is to reunify the family, the FCS function should remain open in order to maintain an active file for the family. The FCS function will be closed when the child is released from court jurisdiction (ICPC services terminated). Ongoing responsibility for the case would be with the county which has legal responsibility for the child.
- A request is received from another state to conduct a home study of a family residing in Missouri to determine their readiness to provide a home for their child, who is in Alternative Care in the other state. The FCS function is closed when the child is released from court jurisdiction (ICPC services terminated).

NOTE: All other children in interstate placements (not placed with parents) shall have active Alternative Care cases (AC function) completed for the child.

- Families for which we are providing or paying for services.

### **This screen is to be completed:**

- At time of case opening or reopening:
  - A. For cases being opened for Preventive Services, the FCS function is completed by the Children's Service Worker. An FCS referral must be completed before the FCS function can be opened.

- B. The FCS function is automatically opened from the CA/N system when it is determined a Family-Centered Service case, or an Unsubstantiated -- Preventive Services Indicated case should be opened or reopened for assessment purposes. The screen should be reviewed for completeness and accuracy if opened from a CA/N;
  - C. If an FCS case needs to be opened before a hotline is completed, the FCS referral process must be completed prior to opening the FCS function. At the time the CA/N is concluded, the investigator should conclude their hotline as case already opened.
- To update information;
  - To transfer the case to another county; and
  - To close the case.

If there are errors on the FCS information screen, they must be corrected by the Children's Service Worker.

#### **Number of Copies and Distribution:**

The FCS Information screen can be printed from FACES and used as a cover sheet, if desired.

#### **Instructions for Completion:**

[Step by Step Instructions](#) for data entry can be found on the CD intranet under FACES information. To make changes to an open FCS function, utilize the update button from the FCS Information screen.

Information regarding the opening of the case is already populated by the Investigator as to when the case was opened.

**Case Manager County-**This is the county of residence of the family unless a juvenile court has taken jurisdiction and awarded CD custody or supervision of a child(ren). The case manager county would then be the county of court jurisdiction. A worker from the county in which the parent resides should be assigned as the service worker of the FCS case and will be responsible for reporting their case activities and progress to the case manager as well as entering their case activities in FACES.

**Function Status –** The function status should be active if the case is opened correctly. If the case is in initial status, the worker has not completed all the fields required for opening. For workers on probation who require supervisory approval, the status may say pending until the supervisor approves the opening.

**Referral Priority-** Select the referral priority level for the case.

**Open Date and Reason-** This is the date the FCS case was opened. If the case was opened from an FCS referral, the open date cannot be earlier than the date of referral acceptance. The open reasons are listed below.

- Preponderance of Evidence-If the case is being opened as a result of a "Preponderance of Evidence" CA/N determination, the FCS case will automatically be opened with an Open Reason of Probable Cause CA/N. The Open Date will be the Status Determination date from the CA/N-1 (the date of the CA/N investigation determination).
- Unsubstantiated - Preventive Services Indicated"-If the case is being opened as a result of an "Unsubstantiated - Preventive Services Indicated" CA/N determination, the FCS case will automatically be opened with an Open Reason of Family requests Preventive Services. The Open Date will be the Status Determination date from the CA/N-1 (the date of the CA/N investigation determination).
- Family Assessment and Services-If the case is being opened as a result of Family Assessment and Services, the Open Reason will be Family Assessment and Services. The Open Date will be the Status Determination date from the CA/N-1 (the date of the Family Assessment and Services determination).
- Family Requests Preventative Services-If the case is being opened for Preventive Services in the county office, the Open Reason should be Family requests Preventive Services) and the case opening date should be entered on the screen. If there is no hotline, the worker will need to complete the FCS referral process before opening the FCS function.
- Case Opened Due to Court Order-If the case is being opened as a result of a court order when the case was opened for reasons other than CA/N, enter the Open Reason of Case opened due to court order only - Non CA/N and the case opening date. This will include cases opened due to status offender placements, other court-ordered placements, or court-ordered supervision that are not opened as a result of a CA/N incident.
- Case Opened for Newborn Crisis Assessment Only-If the case is being opened as a result of the completion of a Newborn Crisis Assessment, enter Open Reason of case opened for Newborn Crisis Assessment only and the case opening date.

An open reason of Probable Cause CA/N cannot be changed to any other open reason. Open reasons of family requests services, court order, newborn crisis assessment, and family assessment and services can only be changed to probable cause as a result of a Probable Cause CA/N report.

### **Function Closing Information**

Function Closing- Select the reason for case closing and the date of closure for the Family-centered Service case is being closed. The close reasons are listed below:

- All contracted services completed and risk factors are significantly reduced.
- Case goals have been achieved.
- Family is unwilling to cooperative with the service plan.
- Family moved out of state.
- Family requests the case be closed.

- Services can be provided by other resource without intervention of the Division and family can/will access such resources.
- No child under age 18 is still in the home.
- Progress is no longer being made, family and Children's Service Worker mutually agree that continued services are ineffective.
- Resources have been exhausted and are no longer available to assist the family.

Re-opening a case-If a case was closed in error, utilize the re-open function from the function closing screen to re-open the case.

The same Case I.D. Number is used continuously even if there have been changes in the household composition or the Case Name changes. The criteria used in determining if the same case is being reopened is if one parent and one child were case members in a closed Family-centered Services case. Staff should determine if a case already exists (open or closed) by utilizing the call/case prior history search function in FACES. If an FCS case is opened from a CA/N, and the family has had an open case before, the new FCS case should be opened with the old FCS case number.

### **FCS Information Screen**

Household Address-This is the household address of the Family-Centered Service case. **The Data contained in the HOUSEHOLD INFORMATION fields will be populated when CASE MEMBER information is completed.**

NOTE: If the whereabouts of the parent(s) of a child in Alternative Care are unknown, and attempts are being made to locate the parent, the address fields should reflect the last known address, or UNKNOWN.

Address Line 1-Enter the first line of the street address. If the address is a rural route or post office box only, it should be entered in this space.

Address Line 2-Enter the second line of the address, if applicable. If a post office box number is used in addition to a street address, the post office box should be entered in this field.

City- Enter the name of the city of the Family-Centered Services case.

State-Enter the two-letter abbreviation for the state.

Zip Code-Enter the five-number zip code in the first five spaces of this field.

Household County-Select the county in which the Family-centered Services family resides. If parents of a child in Alternative Care reside out of state, select the out of state option from the drop down box.

Telephone Number-Enter the area code and telephone number for the case.

The case record should not be transferred until residence in the receiving county has been

verified. The receiving county should update information as needed. The case will remain in the receiving county until a new worker is assigned.

NOTE: If a request is received to transfer a case which has been closed for Family-Centered Services, the case transfer fields are not updated.

### **Case Member Screen**

Case Member Data-All members of the family are listed in this section, including those who may be residing out of the home (e.g., in Alternative Care, in a correctional facility, or in a mental health facility).

Roles:

- Parent/Caretaker - This person has primary responsibility for the care, custody and control of one or more children in a Family-centered Services case. This primary responsibility may be shared (as between mother and father). The person who is designated as Case Name will be considered a parent/caretaker for statistical purposes.
- Absent Parent-A parent who is physically absent from the home or whose whereabouts are unknown.
- Child - This is a case member, either in or out of the home, who is under 18 and who either is or should be receiving care from one or more parent/caretakers in the case.
- Child Caretaker - This is a child in the home (under 18 and either is or should be receiving care from a caretaker in the home) who has a child or his or her own and either has all or shares the primary caretaking function for the child.
- Significant Other - Member of a case who is none of the above (can be in or out of the home). A relative such as a grandparent or close family friend may be classified here.
- Other-Member of a case who is qualifies as none of the above. Juvenile officers and GALs should be classified as other.

Whereabouts (W/A)-Select the case member's whereabouts or location. A case member may be considered a member of the household, but residing out-of-home.

When a child is returning to the home from Alternative Care, the whereabouts field cannot be updated until the AC function is closed.

When a child has been in the home in an Aftercare status and the court terminates all court jurisdiction over that child, but the Family-centered Services case is not closed, the child's whereabouts should be changed to In Home.

In-home - This selection is used for all persons residing in the home.

In-home following return from Alternative Care (Aftercare) - This selection should be used for those children who have been returned to the home from Alternative Care if they are receiving aftercare services. When the AC

function is closed upon the child's return home, this field will be automatically updated to this code.

Out-of-home in Alternative Care - This selection should be used for all children in Alternative Care.

Out-of-home due to incarceration - This selection should be used when any member of the case is incarcerated. The Case Name can have this code when he/she is the parent of a child in Alternative Care.

Out-of-home due to placement in mental health facility – This selection is to be used for persons out of the home in a mental health facility.

Out-of-home – This selection is used for those who are out of the home, but cannot be classified under any of the other whereabouts types.

### **Court Information Screen**

Enter a court hearing to indicate the outcome of the juvenile court action or juvenile court hearing occurring on behalf of the case member. Enter the date of the court action or court hearing. No entry is made in this field if the child has never had any juvenile court involvement. This is only juvenile court action which involves CD.

For openings, the date custody is awarded to CD should be the first hearing date reported into the system for children in legal status 1. Either an **Order for Protective Custody** or a **Protective Custody Hearing (or both)** *must* be entered in FACES for all AC cases where the child is in the legal care and custody of the Children's Division for alternative care placement (Legal Status 1).

For a VPA child (legal status V), the hearing date will be the date the child was placed per the Voluntary Placement Agreement, not (necessarily) the date the VPA was signed.

The **Court Order Date is the date in the body of the order**, not necessarily the date the judge signs the order.

Legal Status: Select the appropriate legal status (LS-1, 2, 3, 5, and 9) for the child utilizing the Court Information screen. For a CYAC child, only legal status 7 (CYAC child) can be reported. To report Legal Status 4, 7, 8, and V, use the Legal Status Information link. Descriptions of each legal status are as follows:

- **Legal Status 1-** Care and custody with CD with placement in out-of-home care. Children can be in the custody of the Division while remaining in the home. ***An AC function should not be opened in this situation instead, the legal status should be tracked on the FCS Information screen.*** Also, removal from one parent and placement with another parent should not have an open AC function.

- **Legal Status 2-** Temporary custody with adoptive parents. Placement type must be an adoptive placement type (ADF, ADR, or ADO).
- **Legal Status 3-** Supervision only with CD. Placement must be out of the home. Physical custody must be placed with another, usually a relative. No maintenance or Title XIX should be entered.
- **Legal Status 4-** Care and custody with juvenile court or other agency. Generally this is with DMH, or ICPC where another state has custody and the child resides in our state.
- **Legal Status 5-** Finalized Adoption. Placement type must be ADF, ADR, or ADO.
- **Legal Status 7-** Child of a youth in out-of-home care (CYAC). We do not have custody of these children. They remain in the custody of the parent.
- **Legal Status 8-** Chafee Youth. Youth age 18 to 21 receiving services through Chafee grant. Youth must have been in CD custody and in LS1 in out-of-home care on date of 18<sup>th</sup> birthday to qualify.
- **Legal Status 9-** Subsidized guardianship awarded.
- **Legal Status V-** Voluntary Placement Agreement. This legal status is used when the parent/guardian and CD enter into and sign a Voluntary Placement Agreement.

### **Service Agreement (Written Service Agreement)**

The written service agreement should be entered into FACES. The system will allow up to five goals and up to five tasks for each goal.

### **Emergency Assistance Services (EAS) Information**

Emergency Assistance Services Authorization Start Date-This field is completed using the Emergency Assistance Service Authorization Start Date on the CS-EAS-1 form. The date is display from the EAS form that the worker completes in FACES.

The EAS Authorization Start Date will be used as the start date to allow for payment of all authorized emergency services provided for up to 365 days after this date. After the date has been entered in the system, edits will prevent changing the date until twelve (12) months have elapsed. This edit is to restrict claiming more than 365 days of allowable services within a twelve month period.

In some cases, the first service for the family may be authorized before the

Family-centered Services case has been established. When this occurs, staff should enter the date recorded on the CS-EAS-1, even though this date will be a date in the past. FACES will allow backdating of this date up to 90 days in the past in order to allow entry of the correct EAS Authorization Start Date.

**CHILDREN IN OUT OF HOME CARE LISTED ON THE FCS INFORMATION SCREEN** -- In some FCS households, one or more of the children in the household are listed as being in an out-of-home placement. If there is no EAS authorization start date for the household or for the child in alternative care, or the EAS date is over one year old, the EAS Authorization Start Date can be entered from either the FCS Information screen or the AC Monitoring screen. When this date is entered from AC Monitoring, and the child is listed in an FCS household, the EAS date in FCS will automatically be updated with the date entered from a member of the FCS household, even though (s)he resides out-of-home in Alternative Care. It is important that all children in alternative care, who are part of a Family-centered Services household, are included as household members in the FCS system so that the EAS dates remain consistent.

NOTE: When a child in alternative care who has an EAS Authorization Start Date is being added to a FCS household that has a different EAS authorization start date, the EAS date in the FCS system will not be updated with the date in ACTS. Instead, an error report will be sent to the Children's Division Payment Unit identifying the discrepancy in EAS dates. You will be contacted by the Payment Unit in order to resolve the date discrepancy. This is a six-position field.

### **FST Information Screen**

FST Information - This field is used to identify the type of FST which has occurred on the date entered in field 20b. Enter the code which best matches the **primary** reason for the FST. Although there may be more than one reason for calling an FST, only one FST type may be chosen. Descriptions of each FST type codes are as follows:

- 24 Hour Meeting-Select this meeting when the FST meeting occurs prior to or within 24 hours of the protective custody hearing.
- 72 Hour Meeting-for FST meetings held within 72 hours of a child coming into CD custody.
- 30 Day Meeting-for FST meetings held within 30 days of a child coming into CD custody.
- 60 Day Meeting- for FST meetings held within 60 days of a child coming into CD custody.
- 90 Day Meeting-for FST meetings held within 90 days of a child coming into CD custody.
- Subsequent 6 Month Meeting-for FST meetings held within 6 months of a child coming into CD custody.
- Placement Change-Use if the primary reason for the FST meeting is not a 24 hour, 72 hour, 30 day, 60, day, 90 day, or 6 month FST meeting and is convened to discuss a placement change.



- Review Progress-Use if the FST meeting is not a 24 hour, 72 hour, 30 day, 60 day, 90 day, or 6 month FST meeting and the **primary** reason for the FST meeting is to review progress.
- Goal Change Needed-Use if the FST meeting is not a 24 hour, 72 hour, 30 day, 60 day, 90 day, or 6 month FST meeting and the **primary** reason for the FST meeting is to discuss a change in permanency goal.
- Revise Service Plan-Use if the FST meeting is not a 24 hour, 72 hour, 30 day, 60 day, 90 day, or 6 month FST meeting and the **primary** reason for the FST meeting is to revise the service plan.
- Meeting at Request of Parent-Use if the FST meeting is not a 24 hour, 72 hour, 30 day, 60 day, 90 day, or 6 month FST meeting and the **primary** reason for the FST meeting is to discuss a placement change.
- 60 Month TA Limit-Use if the FST meeting is not a 24 hour, 72 hour, 30 day, 60 day, 90 day, or 6 month FST meeting and the **primary** reason for the FST meeting is to discuss a family meeting their 60 month TANF time limit.
- Other-Use when the primary reason for the FST meeting does not meet the criteria established in the codes above.

#### **INSTRUCTIONS FOR RETENTION:**

A copy of the FCS Information screen should be maintained in the Family-Centered Services case record. Previous copies may be destroyed once the updated copy is printed.

**MEMORANDA HISTORY:** CS91-66; CS93-5; CS93-23; CS95-39; CS95-59