



Series: 100: Case Management
Policy Name: **Documentation**
Policy Number: 109
Regulations: DCF CFOP 170-1; FS 39.521 ,65C28.012, SB664

Origination Date: 11/01/2013 **Revision Date:** **04/24/2024**

Policy: It is the policy of Communities Connected for Kids to ensure clear, ongoing communication and understanding, of all contacts with clients, service providers, and other involved parties be documented in the client's file.

Procedure:

Each child record in FSFN must contain a specific record of all case activities provided by the case manager or other child welfare professionals working on the case who have FSFN access. Notes create a point-in-time log of the child welfare professional's activities. Case notes and documentation of meetings create an audit trail for compliance with federal and state requirements. Case notes are a vitally important record of activities pertaining to any given case and are used to transfer information about a case, among case managers and service providers, Guardians Ad Litem and court. Up-to-date notes ensure that information known and activities that have occurred are known to any other person who needs to access immediate and relevant information about a case or provider. A child welfare professional's notes may be subpoenaed and used as evidence in legal proceedings.

I. Documentation Requirements .

1. All decisions made regarding case closure or redirection, along with the rationale for the decisions reached, will be clearly documented in the case record.
2. All decisions made regarding services and compliance will be clearly documented in the case record.
3. Other contacts with clients, including telephone conversations, emails, texts and in person and virtual visits will be clearly documented in the case record.
4. Documentation should be accomplished within 48 hours of the activity.
5. Documentation should include:
 - a. Who was present
 - b. Where the meeting/contact occurred
 - c. Type of contact
 - d. What was discussed
 - e. Date of meeting/contact (day, month and year)



6. Documentation will be placed in the electronic case file and/or in the Child Welfare Information System. Case record is defined as a combination of Florida System of Record and the electronic file record in Perceptive Content.

7. Notes are automatically date and time stamped with the date and time that the note was entered. The worker responsible for the note entry will enter the actual contact begin and end date and time. The worker will also complete the note category, type and participants to whom the note pertains.

8. When a face-to-face contact is required, the "Face to Face" hyperlink on the FSFN case note page should be completed in order to document for each participant selected whether a face-to-face contact was completed, attempted or not attempted. A "Reason Not Seen" will be provided for face-to-face contacts that were attempted or not completed.

9. Case notes will provide the most pertinent facts gathered and observations about the child or family that will be used in developing or updating a family assessment or FFA-O, Progress Update, Safety Plan, Other Parent Home Assessment, any type of home study or other case record documentation.

(a) Case notes will contain cohesive information that provides a summary of what was learned as a result of the contact or effort to achieve the contact.

(b) Notes can be brief, capturing the most important facts learned including behaviors/ conditions observed.

(c) Case notes shall not contain a specific reference to the child's or any other family member's HIV infection or AIDS. A general term such as child's "chronic illness" will be used.

(d) Conclusions, opinions or analyses that are gathered from persons contacted must be labeled as such and attributed to the person making them..

(f) A FSFN user may create a chronological note for another user provided he or she logs into FSFN using his or her own unique and assigned User ID and password. Under no circumstances should a FSFN user ever log into the system using another person's User ID and password

(1) If the "Worker Making Contact" is not the same as the person for whom the FSFN user is creating the note, this this should be clearly documented and explained in the chronological note narrative section.

(2) The FSFN user for whom the note was created is responsible for validating the accuracy of the information.



II. Team Meetings, Hearings, Staffings, etc.

1. The FSFN Meeting page will be used to formally document meetings, participants and meeting outcomes. The Meeting page may also be used to schedule a meeting and notify intended participants.

- a. The Meeting page will be used to document the following:
- (1) Administrative Review.
 - (2) Adoption Applicant Review Committee.
 - (3) Adoption Match Staffing.
 - (4) Adoption Meeting.
 - (5) Adoption Quarterly Staffing.
 - (6) Case Plan Conference.
 - (7) Case Staffing.
 - (8) Case Transfer Staffing.
 - (9) Child Protection Team Staffing.
 - (10) Children's Medical Services Staffing.
 - (11) Comprehensive Medical Assessment Team Staffing (CMAT).
 - (12) Human Trafficking Staffings.
 - (13) Department of Juvenile Justice Staffing.
 - (14) Educational Meeting.
 - (15) Family Team Conference.
 - (16) High Risk Staffing.
 - (17) Independent Living Staffing.
 - (18) Investigations Meeting.
 - (19) Legal Consultation.
 - (20) Legal Meeting.
 - (21) Legal Staffing.
 - (22) Mediation – date, time and attendees only cannot document discussion
 - (23) Medical Staffing.
 - (24) Mental Health Staffing.
 - (25) Multi-Disciplinary Team Meetings & Staffings.
 - (26) Other Meeting i.e. New Baby Pre-Birth meetings and staffings
 - (27) Other Staffing.
 - (28) Peer Review Meeting.
 - (29) Permanency Planning.
 - (30) Permanency Staffing.
 - (31) Placement Meeting.
 - (32) Pre-Trial Conference. date, time and attendees only cannot document discussion.
 - (33) Reunification Staffing.
 - (34) Safety Management Staffing.
 - (35) Safety Planning Meeting.
 - (36) Separated Sibling Staffing – Adoption.
 - (37) Separated Sibling Staffing – Placement.
 - (38) Service Staffing.
 - (39) Supervisory Meeting.
 - (40) Transfer Staffing (Between Programs).
 - (41) Transition Planning – Initial.
 - (42) Transition Planning – Ongoing.



(43) Transition Planning – Closure.

- b. The following information about meetings will be recorded:
 - (1) Date and time of meeting.
 - (2) Brief statement as to reason for meeting and outcomes, in particular any decisions made.
 - (3) Participants.
 - (4) Meeting type as listed above.

2. The CBC/Lead Agency will ensure that the FSFN Meeting page is used to document the following activities:

- (a) Record the case transfer conference using “Meetings” functionality in FSFN, selecting Case Transfer Meeting (ESI) to document that the meeting has been completed and any follow-up information that is necessary to complete the transfer.
- (b) The actual date and time that the case has been accepted by using the “Case Accepted” box on the Case Transfer meeting page.

III. FSFN Documentation/Supervisors

1. Pertaining to Supervisory Review, the following must be documented quarterly in each child’s chronological notes utilizing the Review, Supervisor note type:

- a. Date of Supervision and individuals present.
- b. Topics discussed including progress and barriers to permanency as it relates to the Family Plan
- c. Tasks and who is responsible.
- d. Follow-up on tasks from previous supervision. The Case Manager Supervisor must note in the Child Welfare Information System that a “supervisory review” has occurred.
- e. The Case Manager Supervisor must note in the Child Welfare Information System that a “supervisory review” has occurred.
- f. Discussion of monitoring of oversight of safety plan management.
- g. Discussion surrounding what should be changed in order to meet conditions for return.
- h. Child, caregiver and parent needs (on-going case planning)
- i. Evaluation and scaling of protective capacities

2. The FSFN Supervisor Consultation page will be used to document all of the following:

- (a) All required consultations with case managers associated with FFA-O, Progress Updates, safety plan updates, case closure.
- (b) The Note type of “Review, Supervisor” should be used for required monthly or quarterly case reviews.

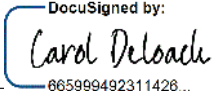
- (a) Supervisory review notes will document which case participants were included in the review.
- (b) When the review also serves the dual purpose of a required supervisor



consultation, a cross reference should be entered in Supervisor Case Consultation page to ensure credit for required consultation (do not enter same details or "cut and paste;" only enter a brief cross reference).

(c) The Note type of "Supervisor Consultation" should be used for consultations associated with including any required safety plan management activities such as approval of a Family- Made Arrangement, Judicial Reviews and other case planning/monitoring activities. Consultations associated with approving safety plans, On-Going FFA's, and Progress updates must be documented in the assessment tab in the applicable work being consulted on and approved.

3. The Case Manager Supervisor will provide consultation prior to approving the following: safety plans, (within 5 business days of case transfer), critical junctures, progress updates, case plans and modification of case plans, judicial reviews, case closure and case preparation activities. The Supervisor will use Case Notes page in the Child Welfare Information System utilizing the Supervisor Consultation note type.
4. All case activities, including contacts and attempted contacts with a child, the child's parent or caregiver and collaterals must be entered in the Child Welfare Information System no later than 48 hours after the actual contact or other event. The Case Manager should document all attempts to contact a parent and those attempts should be documented as well as actual contacts with a parent and/or case participant.

Approved:  _____
Carol Deloach, CEO