

Series: Operating Procedures COA: PQI 4 & RPM 7
CFOP: 175-42

Procedure Name: Case Chronological Documentation

Procedure Number: OP - 1042

Revision #/Date: 08/05/08

Effective Date: 09/30/04

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Case Chronological Documentation

PURPOSE: This operating procedure establishes basic requirements for case chronological documentation of CBC of Brevard client case records.

PROCEDURE:

References: FS Chapter 39 (Proceedings Related to Children, 65C-30.001, 65C-30.007, CFOP 175-42, FS Chapter 839.13 (Falsifying Records)

Definition:

Case File is defined in 65C-30.001(13) as all information for a case contained in the department's statewide automated child welfare information system (SACWIS), i.e. Florida Safe Families Network (FSFN), as well as the supporting paper documentation gathered during provision of services to that family.

1. Case Chronological Recording

- a. All decisions and/or activities made regarding case closure or redirection, along with the rationale for the decisions reached, will be clearly and concisely documented in the case file.
- b. All decisions and/or activities made regarding services and compliance with services will be clearly and concisely documented in the case file.
- c. All contact with clients, either direct or indirect, including telephone conversations and visits, will be clearly and concisely documented in the case file.
- d. Per 65C-30.007(9)(a)-(f)1-2, all contacts and attempted contacts shall be entered into FSFN within two working days of the contact or attempted contact.
- e. Documentation will include:
 - i. Who was present
 - ii. Where the meeting/contact occurred
 - iii. Type of contact

- iv. What was discussed
- v. Date of meeting/contact (day, month and year)
- vi. Purpose of the contact
- f. Documentation will provide evidence of the following:
 - i. Progress towards completion of case plan objectives within the required timeframes
 - ii. Effectiveness of current services and identification of additional services needed
 - iii. Observations of the child's development, physical condition and interaction with the parent or caregiver and household members
 - iv. Assessment of progress in tasks and services aimed at ensuring the child's well-being, including educational, emotional, developmental, physical or mental health needs
 - v. When the child is scheduled for a Child Health check-up according to the periodicity schedule and whether steps are being taken to ensure the child receives this service
 - vi. Interviews w/children should be documented as being done not in the presence of the caregiver,
 - vii. All interviews should focus on safety, permanency & well-being and evidence supported in the chrono notes.
 - viii. Safety/risk assessment made/documented at each contact
- g. For children in an out-of-home placement:
 - i. Age thirteen and older, documentation shall include comments from the child and caregiver concerning progress in learning identified life skills
 - ii. Frequency of visitation between the child, siblings and parents, any reason visitation is not occurring, and efforts to facilitate visits.

2. Supervisory Review

- a. The supervisor must review each case chronological recording at least monthly and review the complete case file every 90 days. The supervisor should provide guidance and direction to the counselor in rectifying any deficiencies in documentation and any barriers to the safety, well being or permanency of the child(ren). Supervisors should look at the supervisor review as an opportunity to mentor their workers. Supervisor must enter their case reviews into the Florida Safe Families Network (FSFN) system using the Supervisor Review note type for each child in the case.
- b. The Supervisor Review must include:

- i. Date of Supervision and individuals present
- ii. Topics discussed including progress and barriers to permanency as it relates to the Case Plan and any guidance/direction given by the supervisor as it relates to overall case activities
- iii. Tasks and who is responsible
- iv. Follow-up on tasks identified in previous supervisor reviews

3. Falsification of Records

- a. Pursuant to Florida Statute 839.13(2), 'if any judge, justice, mayor, alderman, clerk, sheriff, coroner, or other public officer, or employee or agent of or contractor with a public agency, or any person whatsoever, shall steal, embezzle, alter, corruptly withdraw, falsify or avoid any record, process, charter, gift, grant, conveyance, or contract, or any paper filed in any judicial proceeding in any court of this state, or shall knowingly and willfully take off, discharge or conceal any issues, forfeited recognizance, or other forfeiture, or other paper above mentioned, or shall forge, deface, or falsify any document or instrument recorded, or filed in any court, or any registry, acknowledgment, or certificate, or shall fraudulently alter, deface, or falsify any minutes, documents, books, or any proceedings whatever of or belonging to any public office within this state; or if any person shall cause or procure any of the offenses aforesaid to be committed, or be in anywise concerned therein, the person so offending shall be guilty of a misdemeanor of the first degree.'
- b. This information shall be included in the individual's personnel file.

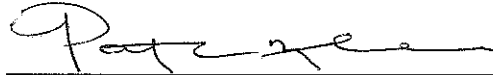
4. Altering, Destroying, Defacing, Removing, Discarding Records

- a. Pursuant to Florida Statute 839.13(2)(a), 'any person who knowingly falsifies by altering, destroying, defacing, overwriting, removing, or discarding an official record relating to an individual in the care and custody of a state agency, which act has the potential to detrimentally affect the health, safety, or welfare of that individual, commits a felony of the third degree.'
- b. Pursuant to Florida Statute 839.13(2)(b), 'any person who commits a violation of paragraph (a) which contributes to great bodily harm to or the death of an individual in the care and custody of a state agency commits a felony of the second degree.'
- c. Pursuant to Florida Statute 839.13(2)(c), 'any person who knowingly falsifies by altering, destroying, defacing, overwriting, removing, or discarding records of the Department of children and Families or its contract provider with the intent to conceal a fact material to a child abuse protective investigation, protective supervision, foster care and related services, or a protective investigation, as defined in Chapter 39 commits a felony of third degree.'
- d. For the purposes of these paragraphs, the term 'care and custody' includes, but is not limited to, a child abuse protective investigation, protective supervision, foster care and related services, as defined in Chapter 39.

5. Disposing/Archiving or Correcting/Updating Records

- a. Pursuant to Florida Statute 839.13(2)(d), 'this section does not prohibit the disposing or archiving of records as otherwise provided by law. In addition, this section does not prohibit any person from correcting or updating records.'

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



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APPROVAL DATE: 3/7/09