




Policy and Procedures

<u>DEPARTMENT NAME:</u> Quality Management		
<u>SUBJECT:</u> Case Chronological Documentation		<u>POLICY NUMBER:</u> QM-023
<u>APPROVAL:</u> 	<u>EFFECTIVE DATE:</u> 9/20/2011	<u>REPLACES :</u> CFOP-175-42 QM-023, 3/20/06

- I. **PURPOSE:** This operating procedure establishes basic requirements for case chronological documentation of case records.
- II. **REVIEW HISTORY:** Revision to policy QM-023 previously approved and adopted on March 20, 2006.
- III. **CONTACT:** Quality Management Department.
- IV. **PERSONS AFFECTED:** Children's Network of Southwest Florida Staff and contracted Case Management Organizations.
- V. **POLICY:** It is the policy of Children's Network of Southwest Florida that all Child Welfare Case Managers follow the outlined procedure when documenting information in the state's approved Florida Safe Families Network (FSFN)
- VI. **RATIONALE:** The rationale of this policy is to ensure that all case information is entered into State's approved FSFN and the case file in a timely and accurate manner.
- VII. **CROSS REFERENCES:** Chapter 65C-30.007(9), F.A.C.,
- VIII. **PROCEDURES:**
 - a. Each case file must contain a chronological record of case activities arranged in order with the most recent entry on top. The chronological record must be maintained in state's approved FSFN (the official record of the case)
 - b. All contacts and attempted contacts with a child, the child's parent or caretaker, and all collateral contacts pertinent to a case must be clearly and concisely documented in state's approved FSFN. Documentation of such contact needs to be entered into state's approved FSFN at least within two business days of the contact or attempted contact, per F.A.C. 65-C30.007. Best practice and pending rule revisions, documentation should be within 48 hours of the contact.

Children's Network of Southwest Florida
QM-023 Case Chronological Documentation

- c. There should be a brief chronological notation documenting who was in attendance, the outcomes and recommendations of court hearings, multi-disciplinary team meetings, and staffings, with reference to orders or minutes of meetings without reproducing them in the narrative.

- d. Chronological entries need to include the date, time and duration of the contact as well as who was in attendance. The entries are to be based on observable behaviors, statements or other information collected. Conversations documented will be quoted when possible and otherwise reproduced with as little paraphrasing as possible. Professional conclusions, opinions or analyses must be labeled as such and attributed to the person making them.

- e. The Child Welfare Case Manager Supervisor must review the case chronological recording at least quarterly and provide guidance to the Child Welfare Case Manager in rectifying any deficiencies in documentation. This information will be entered in the child's FSFN record as a Supervisory Review. Under no circumstance will the Supervisor's performance evaluation of the Case Manager be included in the case record.