



Policy and Procedures

<u>Department Name</u>		
Quality Management		
<u>CHAPTER:</u>	<u>SUBJECT:</u> Case Chronological Documentation	<u>POLICY NUMBER:</u> QM-023
<u>APPROVAL:</u>	<u>EFFECTIVE DATE:</u> 3/20/06	<u>REPLACES (policy # and date):</u> CFOP 175-42

- I. **PURPOSE:** This operating procedure establishes basic requirements for case chronological documentation of case records.

- II. **REVIEW HISTORY:** New policy.

- 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 HomeSafenet.

- VI. **RATIONALE:** The rationale of this policy is to ensure that all case information is entered into Homesafenet and the case file in a timely and accurate manner.

- VII. **CROSS REFERENCES:** HomeSafenet User Guide (<http://hsn2.dcf.state.fl.us>)

- 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 Homesafenet (the official record of the case). HomeSafenet case notes must be printed and filed on a monthly basis.

 - 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 HomeSafenet. Documentation of such contact needs to be entered into Homesafenet within 48 hours of the contact or attempted contact.

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- 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 frequency 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. Supervisory comments on child welfare case manager's performance must be documented in the quarterly supervisory review of Homesafenet documentation.

IV. **Exhibits:**

Attachment A (HomeSafenet User Guide)

Attachment A

HomeSafenet User Guide

1. Open Internet Explorer and log onto <http://hsn2.dcf.state.fl.us>
2. Look to left hand side of page and click on workbook/user guide.
3. Scroll down to file link.
4. Click on workbook.
5. Click on Section 3 - Case