

Storyboard Case Recordings – Private Provider

This storyboard demonstrates how to view, enter and edit Case Recording information in Family Cases for Private Providers

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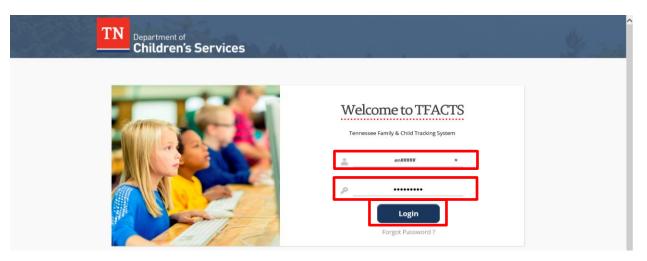
Navigate to Providers and Partners Website

- Log in to : <u>https://www.tn.gov/dcs/for-providers.html</u>
- Click the **arrow** ()) beside **TFACTS** in the Navigation Bar
- Click **TFACTS Login**

		🖨 Go to TN.gov
TN Department of Children's Services	and sea a	۹
▲ I Want To Regional Offices Program Areas	For Providers ▼ Foster Care & Adoption About Us ▼ (Contact Us 🗸 Report Child Abuse 🔒
For Providers	Providers & Partners	
Procurement		
Subcontracting for Services V		A CONTRACT OF THE OWNER.
Expansion of Existing Services	A Statement of the	STATE OF STREET
Contract Provider Manual 🗸 🗸		ALC: NOT THE R.
Performance-Based Contracting		and the second se
TFACTS	See B	and the second second
TFACTS Login		
TFACTS Case Recordings		1
TFACTS Invoicing		
lcs/for-providers/tfacts-and-training/tfacts-login.html		

The TFACTS Login Screen displays

- Enter User Name (EN#)
- Enter Active Directory Password
- Click Login



Navigate to Case Recordings

- The **TFACTS Home** screen displays all work items assigned to the employee.
 - o If a Supervisor, the list of workers they supervise will display under their name.
- Click the (expand) **arrow** (▶) to the left of the case.

TN Department of Children's Services	TFACTS	TRN home	sear	<u>ch</u> <u>incide</u>	ent reporting		training <u>custo</u> ogged In: Bri	mer care	<u>log o</u>
Home	Case	Resource		Administ	ration				
			Work	load	Desktop		Calendar	Approvals	<u>help</u>
									0
		Viewing for Bri						Reassign	
Br								Reassign	End
·		Туре	Ŧ	ID T	Name	Ŧ	Assignment Role	Reassign	End
Supervises		Type Ongoing Case	Ŧ	ID T	Name Ab	Ŧ	Assignment Role Private Provider W		End
·	-		Ŧ			Ŧ	-	'orker	Fnd

• Click Recordings link

N Department of Children's Services	TRN home	<u>search</u> in	cident reporting	help & training cust Logged In: B	omer care <u>log o</u> [Youth Villages
Home Case	Resource	Admin	istration		
		Workload	Desktop	Calendar	Approvals <u>help</u>
ðr	Viewing for Bri				() 0 Reassign End
	Туре	▼ ID	▼ Name	▼ Assignment Role	Ŧ
Supervises	 Ongoing Case 	159	AI	Private Provider V	Vorker
3ai	Select <u>Recordings</u>	Case State Case State	is: Open is Date: 02/04/2016	Organization: Northeast	Region
3el					
Зеі	 Ongoing Case 	15	Abe	Private Provider V	Vorker
30		50			Vorker

NOTE: If the work item is not assigned, there are two options to obtain access:

Option 1

- Change the **Workload** being displayed to the assigned employees in the agency
- Enter Assigned Employees name (Last Name, First Name) in the Viewing form fill box
- Click Enter

Home	Case	Resourc	e	Administ	ration				
			Work	load	Desktop		Calendar	Approvals	;
								I	<u>help</u>
									0 ①
		Viewing for	Bri	1				Reassign	End
Ва				•				Reassign	LIIG
Bab	^	Туре	Т	ID T	Name	Ŧ	Assignment Ro	le	T
Bab		 Ongoing 	Case	159	Ab		Private Provide	r Worker	
Bab	_	 Ongoing 	Case	1!	Ab		Private Provide	r Worker	
Ba		 Ongoing 	Case	50	Ab		Private Provide	r Worker	

• The Assigned Employees name and workload displays

Children's Services	TFACTS							Logged In: Br	[Youth Villages]
Home	Case		Resource		Adm	ninistration			
				v	Vorkload	Desktop		Calendar	Approvals <u>help</u>
									① ①
Bał		V	ewing for Bał						Reassign End
			Туре	T	ID T	Name	T	Assignment Role	Ŧ
Supervises		•	Ongoing Case		159	Ab		SS Custody Worker	
		•	Ongoing Case		29	Ap		SS Custody Worker	
		•	Ongoing Case		295	Ари		SS Custody Worker	

Option 2

- Complete a **Case Search** by entering the Last Name and First Name
- Click Search

Person Search	Resource Search	Employee Search
- Person Search Criteria Person ID:		
	OR	
SSN:		
	OR	
Reference Type:	Reference Number:	
	OR	
Last Name: Ab	First/Middle Name: A	
Date of Birth:	Gender:	Race:
Advanced Search Criteria		
Search Clear Form		

help

- Results will **Display**
- Select the Link to select the appropriate case

Clear Form Son Search Results Page 1 of 5 (AD):Adopted,[D]:Duplicate, [E]:Employee, [EP]:Employee-Previous, [HE]:Hazard-Environment, [HR]:High Risk, [HS]:Hazard-Safety, [TBI]:Potential TBI Sex Offender Match AA: RB]:Black/African American, [RI]:American Indian/Alaska Native, [RH]:Native Hawailan/Other Pacific Islander, [RM]:Multi-Racial-One Race Unknown, [RU]:Unable to Determine, [RW]:White Verson ID Name Address Gender DOB SSN Act RW] Alt Male 05/01/1981 Age: 38 XXX-XX-1128 Act Alt Male 05/01/1981 Age: 38 XXX-XX-1128 Act Male 05/01/1981 Age: 38 XXX-XX-1128	Last Name: Date of Birth:	A	First/Middle Name: A	Race:		V
Search Results Page 1 of 5 AD):Adopted,[D]:Duplicate, [E]:Employee, [EP]:Employee-Previous, [HE]:Hazard-Environment, [HR]:High Risk, [HS]:Hazard-Safety, [TBI]:Potential TBI Sex Offender Match AD):Adopted,[D]:Duplicate, [E]:Employee, [EP]:Employee-Previous, [HE]:Hazard-Environment, [HR]:High Risk, [HS]:Hazard-Safety, [TBI]:Potential TBI Sex Offender Match Al: Address Gender DOB SSN Sand Reg 0/0/1/2003 At Male 05/01/1981 XXX-XX-1128 At Sand Address Gender OB SIM Male 05/01/1981 XXX-XX-1128 At At <	■ Advanced Search Crite	eria				
Page 1 of 5 Page 1 of 5 (AD): Adopted, [D): Duplicate, [E]: Employee, [EP): Employee, Previous, [HE]: Native Hawaiian/Other Pacific Islander, [RM]: Multi-Racial-One-race Unknown, [RU]: Unable to Determine, [RW]: White Name Address Gender DOB SSN Gender DOB SSN Address Gender DOB SSN Colspan="5">Gender DOB SSN Colspan= 5						
Aj:Asian, [RB]:Black/African American, [RI]:American Indian/Alaska Native, [RH]:Native Hawaiian/Other Pacific Islander, [RM]:Multi-Racial-One Race Unknown, [RU]:Unable to Determine, [RW]:White Person ID Name Address Gender DOB SSN act 264 At Male 10/01/2003 Age: 15 Age: 15 act 22 At Male 05/01/1981 Age: 38 XXX-XX-1128 act 51 At [RB] At Male 05/01/1981 Age: 38 XXX-XX-1128	Result(s) 1 - 50 of 250		Emplovee-Previous, [HE]:Hazard-Environment, [HR]:High Risk, [HS]:	Hazard-Safety, [TBI]:	Potential TBI Sex	
At [RW] At [RW] Male 10/01/2003 Age: 15 at 22 At Male 05/01/1981 Age: 38 XXX-XX-1128 at 51 At [RB] Male 05/01/1981 Age: 38 XXX-XX-1128 at At (RB) 01/28/2011 VXX-XX-100	[RA]:Asian, [RB]:Black,	/African American, [RI]:Amer	ican Indian/Alaska Native, [RH]:Native Hawailan/Other Pacific Island Determine, [RW]:White	er, [RM]:Multi-Racial-C	One Race Unknow	n, [RU]:Unable to
At At Male Age: 38 XXX-XX-1128 At 51 At ge: 38 XXX-XX-1128 At Si At ge: 38 XXX-XX-1128	select 264	Ab	Aduress		10/01/2003	551
At Family 01/28/2011 VVV VV 7000	select 22	At		Male		XXX-XX-1128
Emple 01/28/2011 VVV-VV-7000	select 51			Male		
	<u>select</u> 35			Female		XXX-XX-7099

• From the Person Home Page, Click TFACTS History in the person links

iome Page									
Person ID: 3			Gender: Female						
Name: A			DOB: 01/28/2011						
Address:			Age: 8 Yrs						
Phone/Contact:			Employee: No						
erson Links									
Person Profile	Person Characteristics		Monthly Summary			Packets			
Education	Legal History		Military History						
Health	TFACTS History		Merge History						
Financial			Assignment History						
	Person Association		Documents						
Assessment History			Localiteite						
			LOCALITERIOS						
		+more	4		Jan	uary 2019			•
Quick Actions: Select an action *	ale >>	±more	4 Su	Mo	Tu	We	Th	Fr	Sa
Quick Actions: Select an action *	als >>	10015	4	Mo 31 7			3	4	Sa 5
Quick Actions: Select an action * Electronic Case Pile 03/20/2017 INDA - << No access to read deta	als >>	+more	* 	31	Tu 1	We 2			Sa
Quick Actions: Select an action V Electronic Case File 03/20/2017 NOA - << No access to read dets select		1.00X	* Su 30 6	31 7	Tu 1 8	We 2 9	3 10	4 11	Sa 5 12
Quick Actions: Select an action * Electronic Case File 03/20/2017 NOA - << No access to read date select		- mice	4 Su 30 6 13	31 7 14	Tu 1 8 15	We 2 9 16	3 10 17	4 11 18	Sa 5 12 19
Quick Actems: Select an action * Electronic Case File 02/20/2017 NOA - << No access to read deta select:		- 2002	* Su 30 6 13 20	31 7 14 21	Tu 1 8 15 22	We 2 9 16 23	3 10 17 24	4 11 18 25	Sa 5 12 19 26
Quick Actions: Select an action * Electronic Case File 02/20/2017 NOA - << No access to read deta select:		- 1024	* 5u 30 6 13 20 27	31 7 14 21 28	Tu 1 8 15 22 29	We 2 9 16 23 30	3 10 17 24 31	4 11 18 25 1	Sa 5 12 19 26 2

- Select the (+) sign by **Case History**
- Click the Case ID Link

Person Overview				
Person Header				
Name: Abe	(Gender: Female	DOB: 01,	/2
Person ID: 35		SSN: ***-**-7099	Age: 8 Y	ſrs
TFACTS History				
Case History (1)				
Case ID Ca	ase Name Case	Type Case Status	Case Status Date	Organization
159 Matth	Ongoing	Open	02/04/2016	Northeast Region
■ Investigation History (2)				
Associated Case History (1)				
Intake History (2)				

• Click Case Recording in the blue navigation box

				hel
	Case Header			
Case Overview	Case ID: 159430663 Ca	se Name: Case, Is Masked	Case Status: Open	Organization: Northeast Region
ase Recording	Case Overview			
orms/Notices	Case Actions		Case Address	
Jinis/Notices	View Case Information			
	View Case pry			
sessments				
	Linked/Associated Cases			
ase Services	Case Summary			
	Hazards			
urt	Hazard No current Hazards have been		Person	/Address
emoval Records		- reserver		
	Assignment Information			
acement Referral				Assignment History
acement	Organization	Employee Name	Accignment Pole	Child/Youth Name

When the Case Recording Screen Opens, the options are:

- Filter for Recordings by using Search Criteria
- Search Recording
- Add Recording

• Print Recordings

Court	Sort :			
Removal Records	Search Clear Form			
Placement Referral	Recording List			
<u>Placement</u>	Add Recording Print			Page 0 of 0
	Recording ID Contact Date	Contact Type	Participant	Entered By Location
Individual Program Plan	Status Contact Method			Location
Individual Program Plan	Status Contact Method <- To view history or recent activity, complexity			

Search Case Recordings

Note: TFACTS will only display 500 case recording records at a time. If a specific case recording can't be located, try using the additional search criteria to narrow down the results.

- Click **Search** to display all case recordings
- Enter one or more search criteria values in the **Recording Search Criteria** area to narrow search results.
 - o Contact To / From Date
 - o Entered by
 - o Location
 - o Status
 - Participant
 - Contact Type
 - Contact Method
 - Sort Results by
- Click **Search**. This will retrieve the recordings that match your search criteria.
- **Clear Form** clears the search criteria fields.

Case Recording	Recording Search Criteria			
Forms/Notices	Contact From Date:		Contact To Date:	
Assessments	Entered By: V Status: V		Location: Participant:	>
Case Services	Contact Type:	×	Contact Method:	
<u>Court</u> <u>Removal Records</u>	Search Clear Form Recording List			
<u>Placement Referral</u> <u>Placement</u>	Add Recording Print Result(s) 0			Page 0 of 0
	Recording ID Contact Date Status Contact Method	Contact Type	Participant	Entered By Location

Case Recording Options

The following options work the same for all **Case Recording** types.

- Add Recording to create a new case recording, by opening the Case Recording Detail page.
- **Print** opens the print page and display the recordings retrieved in the completed search. Print all or select those specific case recordings that need to be printed.
- **<u>Select</u>** to view/update the details for that specific recording.
- **Delete** is enabled only for recordings in **Draft** status. Click **Delete** to delete that specific recording.
- [A] to the left of the recording ID indicates that a case recording has an added addendum entered.

TFACTS Storyboard – Case Recordings – Private Providers

Case Overview	Case ID: 15	Ca	se Name: Matt	Case Status: Open	Organization: Northeast Regio	n
Case Recording	Recording Search C	riteria				
Forms/Notices	Contact From	m Date:		Contact To Date:	a	
Assessments		ered By:	V	Location:	~	
		Status:	×	Participant:	~	
Case Services	Contac	t Type:		Contact Method:	~	
	Sort Res	ults By:	V			
Court	Search Clear Form					
Removal Records						
Removal Records	- Recording List					
Placement Referral	Recording List					
		rint				Page 1 of
Placement Referral Placement	Add Recording P	50	Contact Type	Participant	Entered By Location	Page 1 of
Placement Referral Placement Individual Program Plan	Add Recording P Result(s) 1 to 359 C I Recording I Status	D Contact Date Contact Method 06/04/2019	Contact Type Private Provider/Child Contact	Participant	Location	Page 1 of
Placement Referral Placement	Add Recording Result(5) 1 to 539 to Recording I Status select Draft	D Contact Date Contact Method 06/04/2019 Phone Call		Participant	Location	
Placement Referral Placement Individual Program Plan Classification	Add Recording P Result(s) 1 to 359 C I Recording I Status	D Contact Date Contact Method 06/04/2019 Phone Call 05/30/2019		Participant	Location	
Placement Referral Placement Individual Program Plan Classification PreDisposition Report	Add Recording P Recording Status select 2006/802 Draft 2006/793 Created In Error	D Contact Date Contact Method 06/04/2019 Phone Call 05/30/2019 Face To Face	Private Provider/Child Contact		Location Bri Family Home Family Home	
Placement Referral Placement Individual Program Plan Classification PreDisposition Report	Add Recording I Result(5) T to 3597 and Status select 29061893 Created In Erro select 29061771 (a)	D Contact Date Contact Method 06/04/2019 Phone Call 05/30/2019	Private Provider/Child Contact		Bri Family Home Br	
Placement Referral Placement Individual Program Plan	Add Hecording P Recording 1 Status select 29061793 Created In Err 20061773	D Contact Date Contact Method 06/04/2019 Phone Call 05/30/2019 Face To Face 05/10/2019 05/10/2019	Private Provider/Child Contact Private Provider/Child Contact		Location Bri Family Home Family Home	
Placement Referral Placement Individual Program Plan Classification PreDisposition Report Special Caution Alert	Add Recording I Result(5) T to 3597 and Status select 29061893 Created In Erro select 29061771 (a)	D Contact Date Contact Method 06/04/2019 Phone Call 05/30/2019 Face To Face 05/10/2019 05/10/2019	Private Provider/Child Contact Private Provider/Child Contact	Ab	Location Bri Family Home Family Home	

Add Case Recording

- Click Add Recording
- Case Header displays Recording ID number, Created By, and Created Date.
- **Contact Date** enter the date the contact actually occurred, this must be entered to continue entering recording details.
- **Recorded For** if entering a recording for another employee, click **Employee Search** to search and select the employee for whom recording is being entered.

Case Header	Case Name: Mi	Case Status: Open	Organization: Northeast Region
Recording Detail Recording (D: 29061691	Created By: Bri		Created Date: 01/31/2019
Contact Date: + *			

• **Contact Type** – click <u>Select</u> to choose what type of contact was made.

Case Header						
Case ID: 15943(Case Name: Mat		Case Status: Open	Organization: Northeast Region	
Recording Detail						
Recording	ID: 29061693		Created By: Brief		Created Date: 02/12/2019	
Contact Date:	+ • 01/02/2015					
Recorded R	OF: Employee Search Clear					
Contact Type						
selact Private Provider/Parent Contact						
Worker Pres	ent?	Contact	Method:			

- Check the appropriate box for Contact Type
- Click Save

Note: Once a **Contact Type** is selected, the **Employee Present** and **Contact Method** will be enabled. These fields are disabled for certain contact type selections.

se Header				
Case ID: 159430663	Case Name: Matthews, Chelsey Grace	Case Status: Open	Organization: Northea	st Region
ect Contact Type				
ult(s) 1 to 9 of 9	Contact Type(s)		Restriction	Page 1 of 1
Notation				
Private Provider/Child Contact				
Private Provider/Child Visit with Other Fam	ily Member/Kin			
Private Provider/DCS Contact				
Private Provider/Parent Contact				
Private Provider/Parent-Child Visit				
Private Provider/Resource Parent Contact				
Private Provider/Resource Parent-Child Vis	sit			
Private Provider/Sibling Visit				
ve Cancel				

- Worker Present choose Yes or No, if worker was present during contact.
- **Contact Method** select appropriate contact method from dropdown:
 - Attempted Phone Call
 - Attempted Face to Face
 - Correspondence
 - Face to Face
 - Phone Call

Case Header				
Case ID: 15	Case Name: Mat		Case Status: Open	Organization: Northeast Region
Recording Detail				
	Recording ID: 29	Created By: Br		Created Date: 02/12/2019
	Contact Date: + • 01/02/2015			
	Recorded For: Employee Search Clear			
Contact Type				
select Private Provider/Parent Cor	iact			
-1	Worker Present?	Contact Method:		

- Location Type select the appropriate location from the dropdown.
 Note: If Court, School or Other location type is selected, a description should be entered in the field provided.
- **Resource** click to search for resource home if Resource Home is the **Location Type** selected. Click **Select** next to the appropriate search result.
- Check the **Copy To Resource Record** box if a copy of the recording needs to be added to the **Resource Home Activity Log**.
- Available Purposes box highlight the appropriate purpose(s) in the box and click Add to move them to the Selected Purposes box; to remove, highlight and click Remove.

Location	Location Type: V Reduirte: Resource Search Clear Copy To Ancource Record: 1	If Court, School or Other, Describe:
Perman Safety -	e Purjoses: ency Child Communit Penning	Add >>

• Add Participant – click to select persons who participated in the contact.

Purpose				
Available Purposes:		Selected Purposes:		
Permanency Sarety - Child/Community Service Famining Well Being		Add >> << Remove		
Participant				
Result(s) 0				Page 0 of 0
Participant Name	Date of Birth	Role	Social, Medical, Educational Needs Addressed	17
No Results Returned.				
Add Participant				
(Note: Provide a detailed summary of purpose, interactions, discussions, observations, assessment	it of progress, agreements, decisions and next steps. Refer to HELP for furthe	er instructions on documentation.)		
Narrative:				
				~
Expand Spell Check Clear 32000				
Status: Draft				
Apply Save Cancel				

Click + to expand each section

• Check the box by each person who participated in the contact.

Chil	ld Present (4)			
	Name	DOB	Role	Social, Medical & Educational Needs Addressed?
	Abr	01/28/2011	Child Present	V
	Peni	04/01/2016	Child Present	
	Peni	09/09/2014	Child Present	
	Pena	11/06/2007	Child Present	
Cas	e Member (13)			
	Name	DOB	Role	
	Abe	01/28/2011	Case Member	
	Abi	02/17/1992	Case Member	
	Glov	09/13/1971	Case Member	

• **Child Present section** displays a list of children to select from (check the box). **Note:** Child might not show up as a Child Present if they are missing a Date of Birth in TFACTS.

• **(SME) Social, Medical, & Educational Needs Addressed? -** Click **Yes** or **No** from the dropdown as it applies, if one or more of these were discussed during the visit.

	Recording List > Recording Detail			
se Header Case ID: 15	Case N	ame: Mat	Case Status: Open	Organization: Northeast Region
lect Person				
Child Present (4)	Name	DOB	Role	Social, Medical & Educational Needs Addressed?
Abe		01/28/2011	Child Present	<u>v</u>
Pen		04/01/2016	Child Present	
Pena		09/09/2014	Child Present	<u>v</u>
		11/06/2007	Child Present	

Case Members section displays a list persons from the Case Members screen in the family case; click checkbox to select.

Case Member (13)				
	Name	DOB	Role	
Ab		01/28/2011	Case Member	
Abi		02/17/1992	Case Member	
G		09/13/1971	Case Member	
Hoti		10/27/1984	Case Member	

• **Associated Person section** displays a list of persons from the Associated Persons screen in the family case; click checkbox to select

E Asso	Associated Person (16)					
	Name	DOB		Role		
	Abel	01/28/2011	Service Provider			
			CASA			
	Cinb	10/09/1952	Resource Parent			
	Cintr	06/23/1957	Resource Parent			
	Cool		Service Provider			
	Freu		Guardian Ad Litem			
	кifl		Parent Attorney			
	Lar		Service Provider			
	Nar		DCS Supervisor			
	Ort		CPS Worker			
	Pet	04/25/1973	Resource Parent			
	Pej		Grandparent			

- **Assigned Employee section** displays a list of persons assigned to a work item in the family case at the date/time of the Contact Date; click checkbox to select.
- After all persons are selected, Click **Save**

Assigned	Worker (3)		
	Name	DOB	Role
🗌 Bal			CC Sustody Worker
Brie		12/19/1987	Private Provider Worker
Pave	(ICPC Administrator
e Person (0	0)		

Narrative Details - enter meeting notes.

	Narrative Details
	(Note: Provide a detailed summary of purpose, interactions, discussions, observations, assessment of progress, agreements, decisions and next steps. Refer to HELP for further instructions on documentation.)
L	Narrative:
L	Nailatve:
	· · · · · · · · · · · · · · · · · · ·
L	
L	
L	
L	v
L	
	Expand Spell Check Clear 32000
	Status: Draft 🔽
5	
	Apply Save Cancel
2	
ļ	HOME HELP & TRAINING PRIVACY & SECURITY / /Ca5e/case recording details (5p m40_902_create_case_recording_details TRN33 version 3.003.10 (12-07-2018 09:10 AM

• Change Status to Completed once recording is finished. This completes your case recording and no changes can be made

arrative Type: Original	Entry Date/Time: 07/08/2019 14:26:07	Entered By: Br		
oryboarding				^
				\sim
Expand Add Addendum				
Status: * Completed 🗸	c	ompleted Date: 07/08/2019	Completed By: Br	

Status types:

- **Draft** displays when the case recording is still in progress and changes can be made
- **Completed** displays when the case recording is complete and no changes can be made
- **System completed** displays when the case recording has been in Draft status for 30 days or more.
- Created in Error displays when the recording has been marked in error.

Continue to the Next Topic

Add an Addendum

An Addendum can be added to a case recording in Completed status, if needed.

- Select the Case Recording that needs an Addendum
- Select Add Addendum. Note: An addendum can only be added to a Completed Case Recording.

	Narrative Details	
	(Note: Provide a detailed summary of purpose, interactions, discussions, observations, assessment of progress, agreements, decisions and next steps. Refer to HELP	for further instructions on documentation.)
	Narrative:	
	Narrative Type: Original Entry Date/Time: 07/08/2019 14:26:07 Entered By: Brie	
	storyboarding	
		*
	Expand Add Addendum	
	Status: Completed Completed Completed Date: 07/08/2019	Completed By: Briehl, Patrick
	Close Mark In Error	
Ŀ	HOME HELP & TRAINING PRIVACY & SECURITY //case/case_recording_details.jsp @	n40_s02_create_case_recording_details TRN33 version 3.003.10 (12-07-2018 09:10 AM)

- Enter the addendum notes into the Addendum Narrative box.
- Click Save

TN Children's Services 198/CTS	TRN	home	i <u>search</u> incident reporting <u>help & training</u> <u>customer care</u> <u>log off</u> Logged In: <u>Youth Villages</u>]
			heto
Case > Case Recording > Recording List > Recording Detail			
Case Header			
Case ID: 15	Case Name: Mat	Case Status: Open	Organization: Northeast Region
Addendum Detail			
Existing Narrative:			
Narrative Type: Original Entry Date/Time: 03/13/2017 14:19:14	Entered By: Ba		
Removed from view			
			✓
[L]			
Expand			
Addendum Narrative: *			
			\vee
Expand Spell Check Clear 10000			
Save Cancel			
HOME HELP & TRAINING PRIVACY & SECURITY			/case/recording_addendum.jsp 0040_s03_amend_recording_addendum TBN23 version 3.033.50 (12.07-2018 09:50 AH)

• A red (A) will now display next to the Recording ID showing that additional information was added to the completed case recording.

Case Services	Sort Results By:		
Court	earch Clear Form		
Removal Records	ecording List		
Placement Referral	Add Recording Print		
<u>Placement</u>	esult(s) 1 to 357 of 357		Page 1 of 1
		t Type Participant	Entered By Location
Individual Program Plan	select 2906177 [A] 05/10/2019 Case Manager/Provider Conta	-	Fon
Classification	Complete: Complete: Case Manager/Provider Conte		Fon Sch
PreDisposition Report	29035152 03/16/2017 Case Manager/Child Contact;	Case Manager/Parent Is	Ba
Special Caution Alert	select Completed Face To Face Contact; Case Manager/Provi	der Contact	Fa

Mark Case Recording In Error

A case recording in Completed status can be Marked in Error, if entered incorrectly.

- Locate the recording
- Click Mark in Error at the bottom of the recording screen

Note, only the employee that entered the case recording has the option to Mark In Error

Narrative Details				
(Note: Provide a detailed summary of purpose, interactions, discussions, observations, assess	nent of progress, agreements, decisions and next steps. Refer to HELP for further instructions on documentation.)			
Narrative:				
Narrative Type: Original Entry Date/Time: 05/30/2019 09:09:43	Entered By: Bri		^	
Added to show how to mark in Error				
			~	
Expand Addendum				
Status: * Completed V	Completed Date: 05/30/2019	Completed By: Bi		
Close Mark In Error				~
			8 26%	

- **Recording Detail** page displays.
- Case ID, Case Name, Case Status and Organization are listed
- Under Mark In Error Narrative, enter a
- justification as to why the recording was in error.Click Save

Case > Case Recording > Recording List > Recording Detail				
Case Header Case ID: 1!	Case Name: Matt	Case Status: Open	Organization: Northeast Region	
-Mark In Error Detail				
Mark In Error Narrative: *				
Dustification as to why this was marked in Error				
Expand Spell Check Clear 9952				
Save Cancel				
HOME HELP & TRAINING PRIVACY & SECURITY			/case/recording_addendum.jsp cm40_s06_mark_in_emor_detail_page TR813 version 3.003.10 (12-02	-2018 09:10 AM)

• The **Status** of the case recording has reverted to **Created in Error**. The **Error date** is displayed along with the **person that marked the recording in Error**.

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Marked By: Brie	
	Marked By: Bri t

You have completed this storyboard