



Administrative Policies and Procedures: 31.14

Subject:	Documentation of TFACTS Case Recordings
Authority:	TCA 37-5-105; 37-5-106
Standards:	DCS Practice Model Standards: 2-400, 2-401, 2-402, 2-403, 2-404; 5-301A, 5-502, 5-600, 5-601, 5-602, 5-603, 5-604; COA: PA-RPM 7, PA-TS 2.03.
Application:	To All Department of Children's Services Employees with Responsibilities for Documenting TFACTS Case Recordings
Policy Statement:	
Contacts with clients and/or collaterals (successful, unsuccessful, or face-to-face) shall be documented in TFACTS case recordings within thirty (30) calendar days from the date of the contact. DCS workers shall enter any type of correspondence: notations, phone calls, web conferences, court review hearings and foster care review meetings in case recordings.	
Purpose:	
Information entered into TFACTS case recordings serves as a reference tool for case workers, both DCS and private provider staff, in accessing historical information and data and preparing various documents, forms, and assessments on children and families served. DCS will maintain and improve the management information system to ensure that it collects, organizes and reports data necessary to track outcomes and guide strategic planning.	
Procedures:	
A. Purpose of case recordings	<p>Case recordings serve as:</p> <ol style="list-style-type: none"> 1. The official record of efforts made to serve DCS client children/youth and families. This information may be used in administrative hearings, court proceedings, audits, and reviews. 2. A supervisory tool for management and administrative staff. 3. A reference tool for the case management staff for preparing court summaries and other documents, and at the point of case transfer when new professionals are assigned and in need of historical information on the current case. 4. A resource for historical information that may be useful after the case is closed if the family has a subsequent relationship with DCS through referrals, reentry, or through the next generation. 5. A resource for important information about a child/youth's life should she/he request it after she/he becomes an adult. 6. A method to demonstrate tracking of outcomes. 7. A guide for ongoing case planning.

<p>B. Confidentiality and sensitivity</p>	<ol style="list-style-type: none"> 1. When writing case recordings, workers will be mindful of the right to <i>confidentiality</i> and will not include information about persons unrelated to the case, except where those persons have a direct effect on the child/youth and family (in which case, only relevant information will be documented). 2. When writing case recordings, without sacrificing accuracy and completeness, workers will be sensitive to the emotional well being of the child/youth and family in the choice of terminology used (being mindful that the child/youth and family may be voluntarily or involuntarily exposed to the documentation in the future).
<p>C. Appropriateness and quality of case recordings</p>	<ol style="list-style-type: none"> 1. Case recordings must be written in clear, concise and complete sentences without omitting relevant information and not include slang language or subjective/personal value judgments. 2. Abbreviations and acronyms used must be commonly understood and acceptable. 3. E-mails should not be pasted directly into case recordings. The information communicated can be summarized in case recordings.
<p>D. Documentation outline</p>	<ol style="list-style-type: none"> 1. Case recordings that document contacts with or on behalf of children/youth and families will identify: <ol style="list-style-type: none"> a) Create Date and Date of Contact; b) Individual that created the entry; c) Duration of Contact; d) Contact Type; e) Contact Sub-type (if appropriate); f) Contact Method; g) Location of Contact: Court, DCS Group Home, DCS Office, YDC, Family Home, Hospital, Jail/Detention, Provider Office, etc.; h) Purpose of Contact: Safety – child/community, Permanency, Well-being, Service Planning; and i) Participants contacted. 2. The narrative of case recordings documenting significant contacts with or on behalf of children/youth and families, either face-to face or by other methods, will be written in the following format: <ol style="list-style-type: none"> a) Content -Includes a summary of the interactions, agreements, decisions, evidence of facts, or issues that were discussed either face to face or by other means. Include discussions about the results of assessments and how they are being utilized in planning. Describe how the family was engaged in exploring all factors or elements impacting their current global situation. When applicable, indicate whether or not the child/youth had 1:1 private time

	<p>with the worker. Specifically address the strengths and needs identified in all family case plans, including probation and aftercare. Whatever purposes of the contact were identified (i.e. Safety, Permanency, Well-being or Service Planning) the narrative should reflect discussion of those issues. The content of contacts should regularly reflect discussion with children and families about their progress toward achieving permanency and resolving the issues or concerns that brought them to the attention of the Department.</p> <p>b) Observation- Record all observations in descriptive, measurable terms. Include individual behaviors witnessed; the appearance of the child(ren) and/or family members (i.e., appropriate dress for current conditions, whether or not they appear well-nourished and well-cared for, etc.); any evidence of developmental delays, illness or need for medical care; the interactions among parties present, including the interaction with worker; significant environmental factors; safety and risk factors; any observed strengths or needs; and, the family’s response to interventions or services being implemented.-</p> <p>c) Next Steps - state what is to be done next as a result of this contact, or as a natural progression of the case management process, including date/time and location of the next planned contact and follow-up steps.</p> <p>d) Phone contacts, brief interactions or other casework activities can be summarized in a single narrative with essential information and any next steps required.</p> <p>3. Documentation outline for case recordings for Child Protective Services case files will be in accordance with DCS policy 14.16, Child Protective Services Case File Organization.</p>
<p>E. Unsuccessful contacts</p>	<p>1. Unsuccessful attempts to make direct or telephone contact with or on behalf of client children/youth and families will be entered as a case recording.</p> <p>2. The following minimum information must be included in such case recordings:</p> <ul style="list-style-type: none"> a) Date and time of the unsuccessful contact; b) Who was to be contacted; c) The location of the unsuccessful contact; d) If it was an attempted direct contact, whether the person(s) to be contacted was/were aware of the planned contact; and e) Plan for rescheduling the contact.
<p>F. Documentation for reviews, hearings and child and family team meetings</p>	<p>The narrative entry regarding Reviews, Hearings, and Child and Family Team Meetings should include identification of all efforts made by workers to encourage and accommodate participation by all pertinent parties.</p>

<p>G. Contract provider case recording documentation</p>	<p>Contract Providers will enter a Monthly Progress Report that will include the elements set out in Section E (a – i) of this policy.</p> <ol style="list-style-type: none"> 1. Documentation will also include narrative text that will address the broad areas of Safety, Permanency and Well-being. 2. Documentation under Well-being will include updates on Health and Development, School successes or struggles, identified strengths and needs as well as Services being implemented and the impact of those services. For a youth 14 years of age and older, Interdependent Living skills obtained or required should also be reported on. 3. Documentation under Permanency will include a general statement regarding the progress towards permanency, what parent/child visits have occurred and the outcome of those visits. Worker/child visits, worker/parent visits and siblings visits will also be documented as a part of this monthly progress report.
<p>H. Correspondence and other documentation</p>	<p>Documentation of e-mail, regular mail, facsimiles (faxes), and other materials received/sent may be recorded in TFACTS case recordings and, if documented, will include the following minimum information:</p> <ol style="list-style-type: none"> 1. Date sent or received, 2. Name (and relationship to the client child/youth) of the sender and recipient, 3. Type and date of the document, 4. Summary of the pertinent information, 5. Any planned action to be taken based on the content of the document, and 6. Location of the document. <p>Note: Do not copy/paste emails, letters or facsimiles directly into case recordings.</p>
<p>I. Supervisory responsibility</p>	<ol style="list-style-type: none"> 1. When supervisory staff directs case management staff regarding a specific action to be taken (or not taken) related to a case, that conversation will be entered by the supervisor as a TFACTS Case Conference note under the Case Conference Notes module. 2. Supervisors will review TFACTS case conference notes using the appropriate case file review tool for cases assigned under their supervision to ensure that appropriate casework and documentation are occurring.
<p>J. Contact with DCS attorneys</p>	<ol style="list-style-type: none"> 1. Conversations between DCS case management staff and DCS Legal Counsel Attorneys may be documented in the TFACTS Case Conference Notes module as a legal consult, but must be limited only to the date, time, person(s) contacted, and purpose of contact. 2. Specific content of the discussion is considered attorney-client privilege, and should not be recorded in the official record (in neither the TFACTS case record or family case file).

<p>K. Printing case recordings</p>	<ol style="list-style-type: none"> 1. TFACTS case recordings may be printed and placed in the child/youth’s record for convenience, however, that process is not required. Hard copy recordings will be printed for the purposes of audits, court testimony, and when the case is submitted to archives following case closure and/or adoption finalization. 2. If the case recordings are printed and placed in the child/youth’s record, the process must comply with DCS Policies 9.2, Youth Case Files in DCS Community Residential Facilities, 9.7-DOE, Standardization and Confidentiality of Youth Master Files, 14.16, Child Protective Services Case File Organization and 31.5, Regional Family Case Files. 3. Regardless of whether or not case recordings are printed and placed in the child/youth’s record, the <u>official</u> case recordings are those in TFACTS.
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<p>Forms:</p>	<p>None</p>
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<p>Collateral documents:</p>	<p><i>Handouts from TFACTS Case Recordings Training Curriculum</i> Visitation Protocol</p>
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<p>Glossary:</p>	
<p>Term</p>	<p>Definition</p>
<p>Case Recordings:</p>	<p>The ongoing chronological narrative written by a case manager in a case record that serves to document each contact or to document any activity related to the case.</p>
<p>Slang:</p>	<p>Unconventional words or phrases that express either something new or something old in a new way. It is flippant, irreverent, or it may be indecent or obscene.</p>