

Series: Foster Care
Policy Name: Documentation
Policy Number: FC 327
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Revision Date: 09/21/23
Regulation: 65C-30.001 and 65C-30.007
Applicable To: CPC Staff & Contracted Providers

PURPOSE: It is the policy of Community Partnership for Children, hereinafter referred to as CPC, to ensure that all contacts with clients, service providers, and other involved parties are documented in the client's file. Additionally, all reports and records pertaining service provision to the child and family will be entered/uploaded within two business days of receipt into the client's case file. The documentation will be clear and concise, and will report observations and facts, without opinion.

DEFINITIONS:

"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.

PROCEDURE:

1. Case Chronological Recording (Case Notes):
 - A. All contacts with clients, either direct or indirect, including telephone conversations and visits will be clearly and concisely documented in the case file.
 - B. All decisions and/or activities made regarding services and compliance will be clearly documented in the case file.
 - C. All decisions and/or case activities made regarding case closure or redirection, along with the rationale for the decisions reached, will be clearly documented in the case file.
 - D. All contacts and attempted contacts and other case related activities shall be entered into FSFN within two working days of the contact or attempted contact.

2. Documentation will include:
 - A. Who was present.
 - B. Where the meeting/contact occurred.
 - C. Type of contact.
 - D. What was discussed.
 - E. Date of meeting/contact (day, month, and year)

3. Documentation will provide evidence of the following:
 - A. Progress towards completion of case plan objectives within the required timeframes.
 - B. Effectiveness of current services and identification of additional services needed.

- C. Observations of the child's development, physical condition and interaction with the parent or caregiver and household members.
- D. Assessment of progress in tasks and services aimed at ensuring the child's well-being, including educational, emotional, developmental, physical, or mental health needs.
- E. Follow-up steps from recommendations made by medical or mental health providers.
- F. Interviews conducted with children, not in the presence of the caregiver.
- G. A focus on safety, permanency & well-being and evidence supporting that.

4. For children in an out-of-home placement:

- A. Age thirteen and older, documentation shall include comments from the child and caregiver concerning progress in learning identified life skills.
- B. Frequency of visitation between the child, siblings and parents, any reason visitation is not occurring, and efforts to facilitate visits.

5. Supervisory Review

- A. The supervisor must review each child's case notes at least monthly and review the complete case file every 90 days. The supervisor should provide guidance and direction to the Case Manager 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 supervisory review as an opportunity to mentor their workers.
- B. Supervisor must enter their case reviews into the Florida Safe Families Network (FSFN) system using the Supervisory Review note for each child in the case. The supervisory review must include:
 - (1) Date of supervision and individuals present.
 - (2) 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.
 - (3) Tasks and who is responsible.
 - (4) Follow-up on tasks identified in previous supervisory reviews.

BY DIRECTION OF:

**Karin Flositz, Chief Executive Officer
Community Partnership for Children**

10/02/2023

Approval Date