SECTION 5 OVERVIEW

This section describes the manner in which case records are composed, maintained, and expunged. This section also explores a person's access to records and case transfer procedures.

The following guidelines relate to the sharing of confidential information maintained by the Division. Staff shall share confidential information using the guidelines provided for the specific type of information sought.

For policy regarding a client's right to insert a statement into his/her record, see related subject below:

Related Subject: Section 1 Chapter 2.8 Client's Right to Insert a Statement into His / Her Case Record

Chapter 1 Overview

This chapter describes how records are established and maintained, as well as guidelines for inclusion of specific information.

Table of Contents

1.1 Record Composition
- 1.1.1 CA/N Investigation Section (Cover Sheet: Pink)
- 1.1.2 Family Assessments Completed in Response to CA/N Reports (Cover Sheet: Pink)
- 1.1.3 Assessment and Services Section (Cover Sheet: Blue)
- 1.1.4 Child's Section (Cover Sheet: White)
- 1.1.5 Correspondence Section (Cover Sheet: White)
- 1.1.6 Reports Section (Cover Sheet: Green)
- 1.1.7 Forms Section (Cover Sheet: Canary Yellow)
- 1.1.8 Legal Section (Cover Sheet: Buff/Tan)
- 1.1.9 ICPC Section (Cover Sheet: White)
- 1.1.10 Administrative Review Section (Cover Sheet: White)
- 1.1.11 Intensive In-Home Services Section (Cover Sheet: White)
- 1.1.12 Domestic Violence Section (Cover Sheet: Red)
- 1.1.13 Older Youth Program Section (Cover Sheet: White)
- 1.1.14 Adoption/Guardianship Subsidy File - (Separate File Folder)

1.2 Recording and Documenting E-Mail Correspondence

1.3 Recording Guidelines
- 1.3.1 Definition, Purpose, Style
- 1.3.2 Recording Guidelines – Investigations
- 1.3.3 Policy Requirements Related to Narrative Recording

1.4 Recording Guidelines - Family Assessments (Ongoing Work with Families)
- 1.4.1 Initial Recording
- 1.4.2 Subsequent Recording
- 1.4.3 Subsequent Recording Outline

1.4.4 Treatment-Focused Summarized Recording
1.4.5 Chronological and Topical Headings
1.5 Recording Guidelines – Out-of-Home Placement
1.5.1 Initial Recording
1.5.2 Interim Recording
1.5.3 Assessment of the Case Plan in Initial and Interim Recording
1.5.4 Documentation of Discussion with the Division of Legal Services
1.5.5 Documentation of Information Regarding Domestic Violence
1.6 Recording Guidelines and Record Composition – Resource Provider Records
1.6.1 Record Composition
1.6.2 Initial Recording
1.6.3 Subsequent Recording
1.6.4 Documentation of Contact with Children in Division Custody
1.6.5 Foster Family Profile
1.6.6 Documentation of Criminal History
1.6.7 Closing Summary

Memoranda History:

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60, CD07-54, CD07-61, CD09-05

1.1 Record Composition

Each family will have one record. This also applies to families with a child(ren) in out-of-home care, under the jurisdiction of the family/juvenile court, and placed in the legal custody and/or supervised by the Children's Division (CD).

If termination of parental rights occurs or family maintenance or reunification is no longer the case goal, a separate file for each child should be established. The new file is to contain any child specific information from the family file. Most of this information is contained in the child's section of the family record. Include in the new record any other pertinent information regarding the child such as the case narrative, court orders, Older Youth Program services information etc. Once a new file is established, maintain the record according to current case recording policy.

Following is the required outline for record organization for all families, including those with children in Out-of-Home Care and when family reunification is the goal. Use of this standard format will assist in record review when records are transferred across county lines.

The information contained in each record will be organized chronologically into the following sections. The cover sheet of each section will be color coded for quick reference.

1.1.1 CA/N Investigation Section – (Cover Sheet: Pink)

This section will include the CA/N investigation records that pertain to the household members. A child abuse/neglect investigation record contains information generated/obtained by the Division regarding a specific CA/N incident. A CA/N family record maintained on behalf of an individual may include one or more child abuse/neglect investigation records.

Specific guidelines and procedures exist for CA/N record information. When a Children's Service Worker receives a CA/N report through the CA/N Hotline Unit they shall establish a family record under the first parent/substitute listed on the CA/N-1. If a family record exists for this individual and/or another parent/substitute in the same household, prepare one cover sheet "CA/N Investigation Section" for each reported incident of CA/N. The cover sheet should be on pink paper for quick reference. Label each cover sheet with the incident number. (Example: Investigation Record Incident # 20001767001.) All hotline reports with findings of "Preponderance of Evidence" must be filed in the family record, if there is one.

All forms and documents related to the investigation of a specific incident should be filed in the following sequential order:

- Child Abuse/Neglect Reporting form, CA/N-1;

- Child Abuse/Neglect Investigation/Family Assessment Summary form, CPS-1, and any supplemental narrative recording pages;
- Safety Assessment (CD-17) and Safety Plan (CD-18), (if applicable);
- Physical Examination Diagram (if applicable);
- Letters and/or release of information forms including the Medical Information Request (CS-30), and the Authorization for Release of Medical/Health Information (SS-6);
- Documents and/or letters requesting and/or authorizing services (i.e., SEAS Request and Eligibility Form (CS-67), and SEAS Authorization Form (CS-67A);
- Evidentiary/collateral reports such as medical reports, school reports, psychiatric/psychological reports, police reports, written witness statements, transcripts of tape-recorded statements, and other reports or statements as appropriate;
- CA/N Disposition Form Letter (CS-21);
- Reporter Disposition Notification Letter, CS-21B (if applicable);
- First Steps Cover Letter (CD-21C) (if applicable);
- Report of Death or Serious Injury (CS-23), and
- Other material/forms collected and relevant to the investigation.

File all narrative recording and documents obtained/generated **subsequent** to the investigative conclusion and unrelated to the investigation in the family file sections other than “CA/N Investigation Section” or “Family Assessment” section.

The county designee (a Sup I or above) should provide **only** the “CA/N Investigation Section” to subjects or their designee who request to view the record, if the requesting person is someone other than the family member for whom the case file is maintained.

1.1.2 Family Assessments Completed in Response to CA/N Reports – (Cover Sheet: Pink)

All forms and documents related to the investigation of a specific incident should be filed in the following sequential order:

- Child Abuse/Neglect Investigation/ Family Assessment Summary (CPS-1), or Family Assessment Packet, Safety Assessment (CD-17), Safety Plan (CD-18) (if applicable);
- Community Services Referral (CS-16c);
- Child Abuse/Neglect Reporting form, CA/N-1;
- Physical Examination Diagram (if applicable);
- Letters and/or release of information forms including the Medical Information Request (CS-30) and the Authorization for Release of Medical/Health Information (SS-6);
- Documents and/or letters requesting and/or authorizing services (i.e., CS-67 and CS-67A);
- Evidentiary/collateral reports such as medical reports, school reports, psychiatric/psychological reports, police reports, written witness statements, transcripts of tape-recorded statements, and other reports or statements as appropriate;
- Reporter Disposition Notification Letter (CS-21B) (if applicable);
- CA/N Disposition Form Letter (CS-21a); and
- Other material/forms collected and relevant to the assessment.

1.1.3 Assessment and Services Section – (Cover Sheet: Blue)

This section includes:

- A copy of the most recent Family-Centered Services Case Report (SS-63), which is to be used as a face sheet;
- FCS Family Assessment, (CD-14), Family Functioning Assessment/ReAssessment (CD-14A), Written Service Agreement (CD-14B), Formal/Informal Service Provider Contact Sheet (CD-14C), Termination of Services After Care Plan (CD-14D), (for closed cases), Community Services Referral (CS-16c), Safety Assessment (CD-17), Safety Plan (CD-18) (if applicable), Family Risk Reassessment for In-Home Cases (CS-16e), and case narrative.
- Child Assessment and Service Plan (CS-1), (only put CS-1 in this section if a separate record is being established for a child for whom reunification or family maintenance is no longer the goal. Otherwise the CS-1 is to be filed in the Child's Section of the family file).

1.1.4 Child's Section – (Cover Sheet: White)

This section is created only if a child is placed in out-of-home care. Make a separate section for each child in out-of-home care. The Child's Section includes:

- Child/Family Health and Developmental Assessment, CW-103;
- Reports which relate specifically to the child, i.e., counseling, school, medical, etc.;
- Income Entry Log, CS-KIDS-1;
- Residential Treatment Referral, CS-9;
- Title XIX FFP Application/Eligibility Determination Worksheet, CS-66, (SSI referral);
- A copy of the most recent Alternative Care Client Information screen, SS-61, is to be used as a face sheet;
- Birth certificate;
- Social security card; and
- Child Assessment and Service Plan, CS-1.

NOTE: A separate record is established for a child if parental rights are terminated.

1.1.5 Correspondence Section – (Cover Sheet: White)

This section includes:

- Computer generated service authorization letters;
- Letters sent/received through outside mail, excluding court-related and ICPC correspondence; and
- Any information that the family requests to be included in the record should be filed in this section.

1.1.6 Reports Section – (Cover Sheet: Green)

File all reports which are unrelated to investigations, or assessments and which are not specific to a child in Out-of-Home Care, such as:

- CTS reports;
- Educational reports;
- Medical reports; and
- Psychiatric reports

Reports about the parents of the child(ren) in out-of-home care should be filed here.

1.1.7 Forms Section – (Cover Sheet: Canary Yellow)

File all forms (except ICPC forms, those related to the CA/N investigations, CS-1, and the Family Assessment Packet), such as:

- Release of Liability, CS-32;
- Individualized Child Care Plan, CS-40;
- Service Authorizations;
- Child Care Authorization, CD-150;
- Authorization for Release of Medical/Health Information, SS-6;
- Financial Statement for Parents of Children in Children's Division (CD) Alternative Care, CS-99; and
- Emergency Assistance Services Request, CS-EAS-1.

1.1.8 Legal Section – (Cover Sheet: Buff/Tan)

This section includes:

- Court orders;
- Court reports;
- Subpoenas;
- Summons;
- Petitions;

- Depositions;
- Court-related correspondence;
- Court-ordered Written Service Agreement (if the court requires this in addition to the Written Service Agreement utilized by the Children's Division).

1.1.9 ICPC Section – (Cover Sheet: White)

All ICPC related forms and correspondence should be included in this section.

1.1.10 Administrative Review Section – (Cover Sheet: White)

Documentation of all local and regional reviews should be included in this section. This section also includes:

- Administrative Review Disposition Letter, CS-21D
- Administrative Review Ineligibility Letter, CS-21E
- Law Enforcement-Prosecuting Attorney Notification Letter, CS-21F
- De Novo Judicial Review Disposition Letter, CS-21G
- Administrative Review Checklist

1.1.11 Intensive In-Home Services Section – (Cover Sheet: White)

All Intensive In-Home Services related forms and correspondence should be included in this section.

1.1.12 Domestic Violence Section – (Cover Sheet: Red)

This section includes:

- Orders of Protection;
- Police Record;
- Written Statements;
- Witness Statements;
- Safety Assessment (CD-17), Safety Plan (CD-18) (if applicable), and

- Narrative summary of violent incidents.

1.1.13 Older Youth Program Services Section – (Cover Sheet: White)

This section is to contain any referrals, assessments, forms or other information specifically related to Older Youth Program which includes Chafee Foster Care Independence Services, Transitional Living Services, and Independent Living Services. This section should include all Older Youth Program information for all youth in the family who are receiving these services. If a separate file has to be established for a child receiving Older Youth Program services, the child's file needs to contain that child's specific information.

- Older Youth Program Referral, CD-93;
- Adolescent FST Guide & Individualized Action Plan, CD-94;
- Ansell-Casey Life Skills Assessment Scored Report;
- Individual Life Skills Progress Form, CD-95;
- Life Skills Strengths/Needs Assessment Reporting Form, CD-97;
- Transitional Living Program (TLP) Advocate and Independent Living Arrangement (ILA) Checklist, CS-TLP-1;
- Chafee Foster Care Independence Program Support Application, CS-ILP-4; and
- The Planned Permanency Agreement, CD-129.

1.1.14 Adoption/Guardianship Subsidy File - (Separate File Folder)

This file is to contain family adoption/guardianship subsidy information and should be created for the adoptive or guardian family at the time of their first adoption/guardianship involving subsidy. As the family adopts or receives guardianship of more children, the new children's information is to be added to this file. This is to be a separate file used by the Children's Service Worker managing the subsidy. Any information post-adoption/guardianship should be placed in this file. Contents of this file are to include the Child's Placement summary, any reports for the child, the family's home assessment and updates, forms, payment related paperwork, legal paperwork, the subsidy contract, and any correspondence. Narrative that relates to the family should be entered in FACES. The following sections are to be a part of this file:

- Child Assessment – (Cover Sheet – White)

    - Child placement summary signed by the worker and family
    - Reports on the child
- Family Assessment - (Cover Sheet – White)
    - Home Assessment
    - Updates
- Forms – (Cover Sheet – Yellow)
    - Vendor Licensure/ Approval and Renewal screen in FACES
    - ICAMA forms
    - Third Party Resource Form, TPL-1 and Accident Reporting Form, TPL-2
    - Release of Medical/Health Information, SS-6
- Payment – (Cover Sheet – Green – to be retained for at least one year. If needed, the computer system retains this information and can be obtained.)
    - Service Authorizations
    - Payment Requests
    - Receipts
- Legal – (Cover Sheet – Buff/Tan)
    - In Legal Guardianship Cases – Proof of Children's Division Custody
    - Court orders:
        - Release of Jurisdiction (Adoption only)
        - Adoption Petition – (if the worker receives one)
        - Transfer of custody order
        - Adoption decree
        - Award of Legal Guardianship

- Subsidy Contract – (Cover Sheet – Pink)
    - Adoption and Guardianship subsidy forms
- Narrative – (Cover Sheet – Blue)
    - Case contacts and summaries
- Correspondence – (Cover Sheet – White)
    - Annual review letter
    - Fair hearing review letter
    - Any other written correspondence
- Adopted Adult Information Request – (Cover Sheet – White)

  Documents in this section include information regarding adopted adults, biological siblings, biological parents, and lineal decedents of the adopted adult.

    - Non-Identifying Information Form, CS-50
    - Court order or request from court
    - Narrative pertaining to request
    - Court report
    - Correspondence
    - Documents including but not limited to:
        - Birth certificate
        - Death certificate
        - Driver's license or photo I.D.
        - Adoption decree

Related Subject: Section 5, Chapter 2, Subsection 6: Record Access

This record should be used when completing Peer Record Reviews of Adoption cases.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60

Memoranda History:

CD09-05, CD10-59, CD10-120, CD11-75, CD11-86

1.2 Recording And Documenting E-Mail Correspondence

Email correspondence pertaining to a case must be included in recording and documentation. The email message shall be printed and included in the correspondence section of the case file. Staff should also note in the narrative section that contact was made with an individual through email in the narrative section but the content of the message does not need to be included. Since email correspondence shall be included in the case file, staff should give the same consideration to the content as they would for letters and other forms of correspondence. Only information pertaining to the case should be included in the message and discussion of topics unrelated to the case should not be contained within the message.

Staff are reminded that this form of correspondence is open to release when a request is made for a file. Since email may be released with the rest of the file, it is important that staff are careful to only include necessary and pertinent information.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60

Memoranda History:

1.3 Recording Guidelines

1.3.1 Definition, Purpose, Style

The family record shall summarize all activities, including family strengths, efforts to address safety and risk issues, and a summary of the activities of any treatment agents and/or family support teams. The record must also include the family's involvement in and reaction to services provided.

The guidelines listed below are intended to provide a basic structure for capturing relevant information. They are designed to serve as a general framework for all recording. Emphasis is placed on being purposeful, specific, factual, and focused on the investigative, assessment and/or treatment process. The Children's Service Worker and supervisor are free to modify certain components, when appropriate, in order to accommodate the needs of specific situations.

The Children's Service Worker's use of "I" (first person pronoun) is preferred when describing his/her activities. This conveys a sense of ownership and accountability. Avoid using third person descriptors, such as "worker" for this purpose.

1.3.2 Recording Guidelines – Investigations

All CA/N investigation narrative recording is done on the CPS-1 and supplemental pages. Handwritten notes should be destroyed. Handwritten notes should only be maintained as part of the record if they are necessary as evidence to meet the Preponderance of Evidence standard for abuse/neglect. Any information maintained is subject to subpoena and the Children's Service Worker should keep this in mind when completing the investigation. Narrative recording serves as a means for the worker to document all investigative activities. It also assists the worker in making decisions by:

- Enhancing communication between the worker and supervisor;
- Serving as documentation of the worker's decision; and
- Gathering all information in one place to facilitate decision-making.

The investigative record aids the Children's Service Worker in planning for and conducting the investigation. In addition, it provides valuable information to staff who are subsequently assigned to provide services to the family. Thorough narrative recording will also demonstrate compliance with agency policy and legal mandates.

The purpose of narrative recording of CA/N investigations is to:

- Provide a chronological list of all the investigator's activities related to the investigation;

- List the facts and direct observations obtained by the investigator during the investigative process; and

- List the evidence that supports the facts.

To accomplish these objectives, the narrative must be thorough, accurate, clear, specific, timely, and factual.

1. **Thoroughness**: The investigator must secure and record all information necessary to make critical decisions affecting the conclusion. Narrative recording is thorough when it answers the following questions for the reader: who, what, when, where, why, and how the incident occurred. Some information, particularly reports from law enforcement/prosecution, may not be available to staff when the investigation is completed. Update the information at a later time, as the information becomes available.

2. **Accuracy**: Descriptions of observations, physical evidence, and statements must be recorded with accuracy and in detail. The following is a seven-point review, which is a good test of the accuracy of narrative recording:

    - Is the data contained in the recording accurate;
    - Is the data contained in the recording complete;
    - Are there persons or places in the report for which full identifiers are not given;
    - Are the events described in the recording understandable in that they are in proper sequence and the chronology is clearly set forth;
    - Are all articles of evidence, whether obtained by worker or others, identified and their location given;
    - Can the reader tell from the report the relevance of each item of data that has been presented.

3. **Brevity**: Effective writing is concise. Narrative recording should contain no unnecessary words or sentences. Lengthy run-on sentences only confuse the reader. Short declarative sentences convey information more efficiently.

4. **Separating Facts from Judgments**: It is important that the Children's Service Worker separate facts from judgments made about those facts.

This separation encourages the worker to detail facts of the investigation before forming judgments. The facts should support the judgments rather than vice versa.

When forming and recording professional judgments, the Children's Service Worker should be extremely cautious with "labeling" terms. The worker should avoid the use of psychological or medical diagnosis which he/she is not qualified to make when describing a condition/behavior.

5. **Timeliness**: Timeliness in recording information is important for two major reasons:

    - The sooner the information is recorded, the more accurate it is likely to be;
    - For information to be introduced as evidence in a court hearing, records must:
        - Be made during the regular course of the investigation;
        - Be made at or near the time the event(s) occurred; and
        - Be recorded by someone who has knowledge of the event(s).

6. **Discussions with the Division of Legal Services:** Discussions with the Division of Legal Services (DLS), including the name of the DLS attorney, dates of discussion or options discussed, should **not** be documented in the record as this waives the right to attorney/client privilege. Rather, the narrative should reflect the decision reached by the Children's Service Worker after discussions with DLS. If there would normally be an entry in the narrative concerning social work activity following a discussion with DLS that entry may indicate a contact with DLS, but must not be specific with regards to content or options/recommendations discussed.

    If the Children's Service Worker desires to retain the content of the entire discussion, this information should be retained in a separate file in the circuit manager or supervisor's office. Information retained in a separate place is **not** subject to release or subpoena.

1.3.3 Policy Requirements Related to Narrative Recording

For consistency throughout the state, narrative recording must, at a minimum, follow the guidelines and format described in this section. Exceptions to these methods require supervisory approval and will be limited to rare situations.

Case contacts and activities shall be summarized in the case narrative:

- At the conclusion of the assessment process in the form of an opening summary.
- At least every thirty (30) days;
- Upon transferring an open case to another worker or county;
- At the conclusion of the treatment plan; and
- At closing of services to family.

More frequent entries may be utilized if warranted.

To ensure legibility and a business-like appearance, all case narratives shall be typed. Case narrative entries are to be signed and dated by the worker as indication that narrative entries are accurate.

Information referring to unsubstantiated CA/N investigations shall not be included in the family record.

Unsubstantiated reports and family assessments (when a family is not opened for services) should be filed so that staff can quickly access the record.

Unsubstantiated reports are retained in the county that completed the investigation. The county completing the investigation will receive the expungement list for the unsubstantiated report. Unsubstantiated reports are not transferred to another county with open family records.

- The date of expungement, if unsubstantiated, must be noted at the time investigation is completed, if there will be no record opened as a result of the investigation.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60

Memoranda History:

CD09-128

1.4 Recording Guidelines - Family Assessments (Ongoing Work with Families)

Instructions for this section describe how the Children's Service Worker is to maintain a written account of social service work activity.

Initial family assessments are completed using a Child Abuse/Neglect Investigation/Family Assessment Summary (CPS-1), Safety Assessment (CD-17), and If applicable, any Safety Plan(s) (CD-18). For ongoing work with a family, the Children's Service Worker will complete the FCS Family Assessment (CD-14) Packet or a **copy** of related portions of that packet.

In addition to the Family Assessment Packet, it will be necessary to utilize the following recording guidelines to organize the massive amounts of information sometimes assembled by the Children's Service Worker.

Case narrative recording refers to the written documentation compiled and included in the case record to describe casework activity. This documentation will be written in a specific format that includes the following elements: an opening summary, case contacts, a monthly progress summary, a closing summary (when terminating services), and a transfer summary (when transferring an open case to another worker or county).

These narrative elements are defined below and are used to document the Children's Service Worker's efforts to address and eliminate the problem behaviors placing child(ren) at risk of abuse or neglect.

- **Opening Summary**: a brief descriptive summary used when opening a case. This should include the reason for case opening as well as any other pertinent information not already included in the CD-14 Packet.
- **Case Contacts**: contacts made during the course of service provision.
- **Monthly Progress Summary**: a treatment-focused summary completed monthly to summarize progress made towards treatment goals.
- **Transfer Summary**: a summary of case activity up to the point of case transfer.
- **Closing Summary**: a summary completed when terminating services to a family.

1.4.1 Initial Recording

Opening Summary

An opening summary begins the initial case narrative recording, after the completion of the FCS Family Assessment, CD-14, and Written Service Agreement, CD-14B. This should include the reason for case opening, in addition to any relevant information that pertains to the family's presenting and underlying problems if this information is not clearly described in the CD-14. The

Opening Summary should not replicate information already contained in the CD-14, but may supplement and expand on the descriptive information contained in this packet. Diligent search efforts to locate the absent parent(s), relatives, and kin should also be documented.

Example: Billy Jones came into custody as a result of physical abuse by his biological father. His mother failed to protect him. A consultation occurred with MSW, Kim Smith who agreed that safety could not be assured and that a recommendation for protective custody was necessary. Billy was placed with his aunt and uncle. I made a home visit with Billy, assured safety, and assisted him in transitioning to his new environment. After a complete assessment of the family, it is determined that Billy is in need of individual therapy to cope with his separation from his family. Mr. Jones is in need of anger management and individual therapy to address his anger management issues and to develop better coping skills. The family will also be asked to participate in family therapy. The family support team determined that Billy would have visits with his parents three times a week in the home. Billy's aunt and uncle will supervise these visits.

1.4.2 Subsequent Recording

Subsequent (on-going) case narrative recording is composed of a monthly Case Contacts, a Monthly Progress Summary using the Family Functioning Assessment/ReAssessment, CD-14A, (every 90 days), a Risk Reassessment, CS-16e (every 90 days), and a Termination of Services After Care Plan, CD-14D, at the time of closing. These elements must focus on observable changes occurring during the treatment process. They must summarize and record the Children's Service Worker's pertinent observations regarding the case contacts.

- **Case Contacts** must be entered in FACES at least every 30 days following the assessment and initiation of the service plan.

- A **Monthly Progress Summary** must be completed in FACES at least every 30 days following the assessment and initiation of the service plan to determine and document progress towards treatment goals.

All narrative recording must be authorized by the worker and approved by the supervisor as indication of accuracy and accountability.

1.4.3 Subsequent Recording Outline

Case Contacts – contacts made during the course of service provision which includes:

- Purpose of contact: Give a brief explanation of the purpose of each contact or what it intended to accomplish; and

- Result of Contact: Describe information obtained during contact when it is pertinent to the treatment process or changes occurring in the family

system. Include the family's reaction and response to contact if applicable.

- Contacts include, but are not limited to:
    - Case consultation with supervisor
    - Consultation with any external consultants
    - Family Support Team meetings
    - Court hearing (type of hearing, who present, and the outcome or order of the court)
    - Mail sent and received
    - Certification for CTS, child care, etc.
    - Date and type of any review done on the case record (Peer Record Review, Program Development Review, etc.)
    - Home visits
    - Telephone calls

Case Contact Examples:

- Joanie Smith (service worker) conducted a home visit with Alison. She was alert and appeared healthy. She was crawling on the floor and exploring her surroundings. I said hello to her and she looked at me. She is responsive to her name. While I was there, she handed me a toy and I gave it back to her to play with. I did not observe any safety issues.

  I spoke to Susie Davis, relative provider, who stated that Alison was doing well in her home. She said that Alison's has learned how to stand while holding onto the couch since my last visit. She said that Alison is also beginning to talk. She said that she can say a few words. She said that she just took her to the doctor for a check-up. The doctor reported that Alison is developmentally on target. She said that Alison's parents came along to the doctor visit. She said that they were appropriate during the visit. I asked her how the supervised visits between Alison and the parents were going. She said that they were going well. She said that she is supervising visits four days a week. She said that the parents are very attentive to Alison's needs. She said that they help feed Alison and they get on the floor and play with her. I asked her how Parents as Teachers was going. Susie reported that Parents as Teachers is coming to the home once a week to meet with her and Alison. She said that they

have been helpful. She said that she is still receiving assistance from WIC. I asked her if she had any problems with the child care facility. She said that Alison was still attending Sunny Days and appears to enjoy it there. We scheduled our next home visit.

- I received a telephone call from Mary Brady, mother's therapist regarding her last counseling session. Mary told me that she had discussed the allegations with the mother. I told Mary that I had concerns regarding the mother's lack of boundaries and her lack of remorse for the incident that occurred. Mary mentioned that the mother was abused as a child. She said that she was going to approach this issue with the mother to see if she can find any correlations between her abuse and the child's abuse.

Monthly Progress Summary - A monthly service-focused summary which summarizes the case contacts. It summarizes the progress, or lack of progress, being made towards established service goals. Use behavioral descriptions where possible to accurately summarize and illustrate the observed changes taking place in the family system. Record the family's reaction and response to services provided. Briefly summarize the outcome or consequences of the treatment services provided to date. Describe how treatment services have changed the underlying sources of family dysfunction that may have led to the presenting problem. Diligent search efforts to locate the absent parent(s), relatives, and kin should also be documented. Address issues such as:

- Changes in the observed safety or risk;
- Changes that are observed in the presenting problem(s). Describe these changes using an individual and systems viewpoint;
- Changes in resource usage and interaction with outside systems; and
- Changes in the service strategy for the next 30 days if services are to continue.

Monthly Progress Summary Example:

Derrick remains in CD custody with placement in the kinship home of John Thompson. Derrick seems to be doing well and is well adjusted to his placement. He has friends and is interested in trying out for the football team this year. He will be starting practice in a few weeks and official tryouts will be at the end of the summer. He continues to struggle in school, but has been making some progress since starting the new semester. He continues to participate in outpatient substance abuse treatment and appears to be making good progress there with good attendance, participation, and no negative urinalyses. He continues to do well in individual counseling and is working on self esteem, taking responsibility, and working through past issues with his parents. I noticed that he seemed happier this month during my home visit and we discussed his strengths and needs with regards to the Older Youth Program and gaining

Chafee services. He has made improvements with his hygiene in that he is showering each day. Derrick reports no safety concerns at this time.

There have been significant concerns with mom and dad participating in therapy. They are only completing minimal work and they are not willing to address the issues and boundaries in their home. The Family Support Team had discussed transitioning Derrick home this month since weekend visits had been going well, but due to these concerns, the team wants the therapist to further explore these issues before Derrick returns home. A reassessment was completed this month and there are no additional needs to be addressed with the family.

1.4.4 Treatment-Focused Summarized Recording

A vast collection of information, unless required for legal purposes, tends to inhibit an accurate reflection of treatment. It requires others to weigh and interpret information in order to glean important facts. Treatment-focused summarized recording, on the other hand, reduces the amount of peripheral information in order to focus staff on the family's progress and treatment.

Since the Children's Service Worker's efforts to improve family functioning must be guided by a precise recognition of the presenting problems and specific unacceptable behaviors to be modified, as well as the strengths of the family, the ongoing narrative should focus on clear, behavioral definitions of the current problems to be addressed. Focusing on specific behaviors is essential if the worker is to respond appropriately to the family system's evolving character, needs and priorities. The narrative must describe strategies for resolving these problems.

As no record can accurately reproduce everything that is said and done, the Children's Service Worker must sift out and select items of information which he/she thinks are of the greatest significance. Generally, the narrative should not include all that happened during any one interview, conference, or time period. Treatment-focused summarized recording briefly describes what took place between the worker and family or collateral. It should summarize events based upon the worker's evaluation of their significance to the treatment process.

Omit excess material and communicate only the important activities and events relating to the treatment process. Carefully appraise the facts pertaining to the reasons for Division involvement with the family and the family's reactions to treatment and intervention and record only information that is essential to an understanding of the family system and its dysfunction.

Treatment-focused summarized recording is useful to describe ongoing trends, progress, or regression, within a certain time period (i.e., 30 days). Topical headings may be used to further organize the content of events, which occurred within the time period.

The following guidelines will assist in the preparation of treatment-focused summarized recording. The Children's Service Worker should:

- Keep complete and accurate notes by date in a notebook/pad so meaningful material can be selected for the record;
- Evaluate and organize the material before recording it. Identify items that pertain to the treatment process;
- Omit unnecessary and repetitious words;
- Avoid lengthy explanations or detailed accounts of activities that do not focus on the treatment process. Activities such as searching for a record or attempting to reach someone by phone do not require much attention;
- Describe people in a few words with clarity. Recognizing the significance of their appearance and behavior is important. Lengthy description of an individual for the sake of description is not purposeful;
- Avoid repetition. Even when there is a change of Children's Service Workers, there is no need for repeating information already in the record and;
- Pay particular attention to items that may be critical in court testimony.

Summarized recording may be used whether information is organized in a chronological manner or by topical headings.

1.4.5 Topical Headings

Topical Headings - Topical headings may be used if the Children's Service Worker feels the need to highlight certain significant events or observed changes within the recording period. This method should be used in conjunction with a chronological contact summary, which includes a description of the purpose of the contacts with references to specific domains and sub-factors identified on the Family Functioning Assessment/Reassessment, CD-14A, as a strength or need.

Refer to the subject areas listed below. Address the following areas on the monthly summary screen to further describe pertinent observations:

a. **Family System Dynamics** - Use the following headings as needed to describe changes in the family system dynamics since the completion of the assessment or since the previous monthly summary.

    1. **Family System Composition:** Describe the changes in the family system's composition since the assessment was completed, or since the previous month. If the family structure changes significantly, the Children's Service Worker should

diagram the family again. This should be included within the body of the case narrative.

2. **Internal Family Interaction:** Describe observable interaction between family members, such as:

   - Observable changes in roles, such as leadership role(s) and power position(s);
   - Role conflicts which are identified;
   - The level of cooperation between family members; and
   - Recreational interests or pastimes.

3. **Family Interaction with Outside Systems:** Describe the changes in the interaction of the family system with outside systems since completion of the assessment or since the previous narrative entry. Address areas such as:

- Employers	- Police
- Church	- Neighbors
- Health care system	- Babysitter
- Schools	- Extended family
- Children's Service Worker	- Family Support Team members

4. **Collateral Information:** Document significant collateral information that has been obtained since completion of the assessment or previous narrative entry.

b. **Physical and Behavioral Observations** - Describe relevant observations relating to the family's environment or to the family members.

1. **Physical Environment:** Describe changes in the family's physical environment since completion of the assessment and initial entry, or since the previous month. Address areas such as:

   - Housekeeping standards;
   - Home/property condition;
   - Neighborhood condition;

- Utilities;
- Relocation of residence.

2. **Changes in Health, Physical Appearance, and Behaviors:** Describe relevant observations regarding each family member since completion of the assessment and initial narrative, or since the previous month. Address areas such as:
    - Health;
    - Physical appearance (bruises, clothing, hygiene); and
    - Noteworthy behavioral changes.

c. **Treatment Issues -** Describe observable changes relating to the treatment issues. Use behavioral descriptions where possible to accurately illustrate changes observed during the treatment process, since completion of the assessment and treatment plan, or the previous monthly summary. Address issues such as:

1. **Presenting Problems:** Describe changes in the presenting problem(s) since the assessment or previous monthly summary.
    - Has the frequency and/or intensity of the problem behavior(s) changed;
    - Has the problem behavior(s) become more or less serious;
    - Why the problem behavior(s) has changed.
2. **Family's Response to Presenting Problems:** Describe changes in the reactions of the family to the presenting problem(s) since the assessment or previous monthly summary.
    - Has the function of the presenting problem (symptom) been changed;
    - Family members' understanding or perception of the presenting problem(s);
    - Increased or decreased coping skills.
3. **Additional Problem Behaviors:** Document whether additional problem behaviors have developed since the assessment or previous monthly summary. If they have, provide:

- An accurate description in behavioral terms; and
- An opinion on why the new problem behaviors have surfaced.

Case Transfer Summary: In the event a child or family moves from the county of jurisdiction, a transfer summary must be completed within 10 days by the worker in the case managing county prior to transfer of case record. The transfer summary should include:

- Reason for opening and reason for transfer;
- Current status of child and family with regard to established goals;
- List of upcoming appointments as well as with whom they are scheduled (e.g. upcoming FST meetings, medical appointments, court dates etc.);
- Visitation plan if applicable;
- Any other information pertinent to the case that is necessary for optimal service delivery to the family.

Transfer Summary Example:

On 2/24/2001 a case was opened as a result of a substantiated report of educational neglect and substandard living conditions in the home. On 4/1/00 the entire family is moving to an adjoining county where they have procured housing closer to Mr. Jones's place of employment. Family will continue with parent aide services on a weekly basis to assist them towards goal of learning appropriate housekeeping skills. Billy Jones will continue with IEP in his new school in order to achieve his goal of advancing to the next grade level. Billy has an appointment on 3/15/2001 with Dr. Jones (573-999-6666) for a psychological evaluation.

The transfer summary should be submitted to the immediate supervisor for review and approval in FACES.

Closing Summary: This summary is done within 30 days of terminating services with a family. The closing summary should include:

- Reason for opening;
- Current status of child and family including safety status of child;

- Justification for case closure which should include behaviorally specific description of how the family has stabilized and achieved the goals in the original or updated case plan;
- Family reaction to termination of services;
- Community referrals made by worker to support family after case closure;
- Any ongoing aftercare services the family will be receiving (e.g., continued counseling). (Reference the Risk Reassessment, CS-16E, and the Termination of Services After Care Plan, CD-14D);
- For all youth exiting care to independence, an identified plan for self-sufficiency which addresses the nine domains of independent living and an exit verification letter stating the dates the youth was in care. Documentation of when the Exit Packet and the exit verification letter were provided to the youth is included in the narrative.

The closing summary should be submitted to the immediate supervisor for review and approval in FACES.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60

Memoranda History:

CD07-34, CD07-38, CD09-05, CD09-128, CD11-48, CD11-86

1.5 Recording Guidelines – Out-of-Home Placement

Instructions for this section describe what and how, the Children's Service Worker is to record when an out-of-home placement has occurred.

1.5.1 Initial Recording:

1. The Children's Service Worker should identify reason(s) for removal and the date of removal.

2. If there have been preventive and protective services, specify why the written service agreement developed with the parents failed to prevent placement, or document the reasonable efforts to prevent placement in an emergency placement.

3. In the case plan, the Children's Service Worker should state the specific placement plan, such as "temporary foster care – goal to return child to birth parents." Address the following specific components of the case plan:

    - Child's Progress - Describe the out-of-home placement and provide details of the appropriateness of the placement such as:

        - Is the child getting proper care;

        - Is the child in the least restrictive placement environment and in proximity to the birth family? If close proximity is not advisable, explain. Provide reasons a relative placement is not advisable;

        - Are appropriate services being provided to the child, and the foster parents;

        - What are the child's needs and are they being met; and

        - What is the child's present health or what are the child's health needs?

    - Parental Progress:

        - Are they receiving services;

        - Are these services appropriate;

        - Is the parent(s) cooperating; are they making progress;

  - What is the frequency of the visitation schedule? Are the parents participating? Interacting with the child during visits;
  - Are the parents providing child support;
  - What is the status of the parents' compliance with the Written Service Agreement and;
  - What are the efforts to locate absent parents, if applicable?
- Coordination of Services:
  - Are services to the child, the resource providers, and birth parents coordinated toward a specified goal;
  - Are services being provided in accordance with the recommendations of the Family Support Team/Permanency Planning Team and;
  - Are plans/services appropriate to the permanency plan, court order and/or special court instructions?

The Children's Service Worker should identify that the rights of the parents were safeguarded. He/she should identify the date that the procedural safeguards and parent's rights were provided to and discussed with, the parents regarding the removal of the child. The worker should also document that the procedural safeguards were given to the parents regarding intended changes in placement and/or visitation. If this was not done, explain.

The Children's Service Worker should identify the service plan and outline the next steps in the provision of services to be directed toward the return of the child or other permanent plan. The worker should then project the next review date.

1.5.2 Interim Recording

All contacts shall be recorded chronologically in the narrative section of the family record. Chronological dictation will include the date, time, person(s) contacted, and a description of the content of the communication. Contacts include:

- All personal contacts such as home visits, office visits, and telephone calls;
- Conferences with supervisors regarding specific family situations;
- Court hearing information such as the type of hearing, persons present, and the outcome of the hearing;

- Permanency Planning Review Team (PPRT) meetings, including the date parents and foster parents were notified, those present, and the PPRT recommendations;
- An indication of the date when the Child Assessment and Service Plan, CS-1, was completed and sent to court;
- An indication of the date when the Adolescent FST Guide & Individualized Action Plan, CD-94, for youth fourteen (14) and older was completed.
- The date youth age fourteen (14) and older were referred for Chafee Foster Care Independence Program Services.
- All correspondence sent and received;
- Documentation of the need for purchased services such as child care and Children's Treatment Services and all referrals that have been completed and all services authorized;
- The date the Vendor Licensure/Placement Resource Form, SS-60, and the Alternative Care Client Information screen, SS-61, were submitted for an opening, a closing, or an updating of the case situation; and
- An evaluation of the progress made toward achieving a permanent plan.

1.5.3 Assessment of the Case Plan in Initial and Interim Recording

The Children's Service Worker will include in the case plan review the following:

- An evaluation of the child, parents, and resource providers' progress in completing the case plan;
- An assessment of the appropriateness of the services being provided to the child, such as counseling, medical, educational, and child care services;
- A description of how these services are meeting the specific needs of the child;
- An assessment of how the services provided are meeting the needs of the parents;
- A description of how the terms of the Written Service Agreement and/or court approved service plan are being met by the parent, the child, and the worker; and

- A description of the child and resource provider's involvement in the development of the services and visitation plans. This will include narrative on how these plans are beneficial to meeting the goal of permanence for that child.

1.5.4 Documentation of Discussion with the Division of Legal Services

As stated in 1.2.2, regarding investigation documentation, discussions with the Division of Legal Services (DLS) should **not** be documented in the case record. See that section for further clarification and information about where content of those discussions or documents may be retained.

1.5.5 Documentation of Information Regarding Domestic Violence

The disclosure and documentation of domestic violence may dramatically increase the risk of harm to the child and adult victim. Therefore, any specific information disclosed by the child or adult victim that is requested to be kept in confidence shall be. However, it is imperative to share with the family up front that all issues compromising the safety of the child will be addressed openly. Consultation with a supervisor on making this distinction is recommended. Any reference to domestic violence in the case narrative or narrative summaries is not protected and will be released. Staff should be cautious of including this information in any section other than the domestic violence section.

Documentation of instances of domestic violence and any collateral information to back up the allegations (order of protection, police reports, witness statements, etc.) shall be kept in the domestic violence section of the file that will be marked by a red cover page. This section will not be released to the domestic violence offender. If this information must be shared per court order, the adult victim should be notified in advance so that he/she may consider safety plans.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60

Memoranda History:

CD09-05, CD09-128

1.6 Recording Guidelines and Record Composition – Resource Provider Records

Case recording for Resource Provider records should be completed quarterly, signed by the worker, and reviewed and signed by the supervisor. This documentation should include, at a minimum, the dates of the licensing worker's home visits (which must be conducted quarterly) and who was seen at the visit, current number and type of placements, changes in household composition, licensing concerns, and progress on the Professional Family Development Plan, CD-100, (see Section 6 Chapter 2). Documentation of progress on the, CD-100 should include any training attended during the quarter and any training scheduled that address the needs identified in the plan. Quarterly documentation should also address any identified safety issues. The case narrative and documentation should be reviewed and signed quarterly by the licensing worker's supervisor.

1.6.1 Record Composition

Documentation and file maintenance are as important in resource provider files as they are for foster youth's case files. These files may be accessed by the general public (See Section 5 Chapter 2 for information on who may access resource provider records and requirements for obtaining this information). No child-specific information should be placed in the resource file with the exception of the Cd-104 located inside the front cover of the file. The following is a guideline for file set up and maintenance. Items identified by an asterisk (*) must be in all records:

Forms Section (Yellow)
Assessment Application, CS-42*
Resource Home and Safety Checklist, CS-45*
Out of County Home Assessment Request, CD-174
Resource Parent Acknowledgment of Home Assessment & Case File Information Access, CD-128 *
Well Water Check (Health Department), if applicable
Discipline Agreement, CD-119*
Safe Sleep Practices, CD-117*
Liability forms; Swimming Pool, Trampoline, etc.
Current Authorization for Release of Information, SS-6*
Current Vendor Licensure/Placement Resource Report, formerly referred to as the SS-60, now the Vendor Licensure/Approval and Renewal screen in FACES.*
Sanitation Inspection, CS101J, if applicable
Fire & Safety Inspection, CS101I, if applicable
Resource Family Exit Interview, CD-112

HIPAA (White) (Information in this section is not available to the public)
Foster/Adoptive Medical Report, CW-215*
Psychological Evaluations/Therapists Reports
TB Test

Background Section (Green)
Criminal Background Check*
Case.Net Check*
Current Fingerprints*
Family Care Safety Registry*
Sex Offender List by address, Search Missouri Sex Offender Registry
Alternative Care Vendor Licensure History print out

Correspondence (White)
Letters to Foster Family
Any other written correspondence (including business email)

Training (Buff)
All Training Certificates*
Training sign in sheets*
Training record screens*
Resource Family In-service Training Request, CD-114
All flyers and notifications of In-service training opportunities

Cooperative Agreements (Yellow)
Alternative Care, CM-3*
Professional Parenting, CM-14*
Respite, CM-10
Elevated Needs Level B Respite, CM-9
Elevated Needs Level B, CM-8
Level A Foster Care, CM-3 Amendment
Medical Home, CM-3 Amendment

Family Assessment (White)
STARS Initial In-Home Consultation
Resource Provider Family Study and Addendums*
Personal Reference Questionnaire, CS-101F*
School Reference Request, CS101E*
Employer Reference Questionnaire, CS-101C*
Reassessments*
Professional Family Development Plan, CD-100*
Outdated CD-56's
Quarterly Summaries

OHI Reports (Pink)
The cover sheet should include:
- Case Name
- Date of Report
- Incident Number
- Expungement Date

Administrative (White)
Resource Home Adverse Action Report, CS-20

Notification of Resource Home Adverse Action, CS-20a
Alternative Care Grievance Review Request, CS-70
Service Delivery Grievance Form, CS-131
Notification Letter for Adoption and Guardianship Subsidy Denial, CD-87
Application for Fair Hearing, CD-53
Withdrawal of Request for Hearing, CD-54
CA/N Check

Narrative (Blue)
Dictate when a Family is licensed/re-licensed
Dictate when a child moves in and out
Record all home visits and meetings with resource provider family
Record when training notices have been mailed
Record when foster parents have participated in training
Record any licensing concerns noted and action taken
Document closing narrative
Level A/Level B/Medical Staffing Outcomes (non-child specific)

Emergency Plan/Disaster Plan (Red)
Required information as outlined in memo CD06-33

1.6.2 Initial Recording

The initial recording should document the date the Specialized Training Assessment Resources and Support (STARS) assessment was reviewed and signed by the family and Children's Division staff. Staff should also meet with the family's biological/adopted children separate from the parents to discuss their feelings on alternative care placements and sharing their household. An overview of the Foster Family Profile, CD-56, and the types of placements and children desired as well as the strengths and needs identified in the assessment and during the initial contact with the family should be included. The date the vendor was opened in the system should also be noted. The STARS class work/homework documents are to be returned to the resource provider once their license has been approved and opened in the system.

The next recording should be to document the discussion of and agreement to the Professional Family Development Plan, CD-100. Within 30 days of the family becoming licensed, the worker is to schedule a meeting to develop a Professional Family Development Plan CD100, with the resource.

Any placements made, contacts with the family, staff concerns with the family, and trainings attended should be documented by the licensing worker. A summary should be completed at the end of each quarter that addresses any concerns or issues noted during the quarter, number and types of placements made, reasons for any moves out of the household, and training attended.

1.6.3 Subsequent Recording

Subsequent recording should document the date of the licensing worker's home visits (which must occur a minimum of once each quarter) and contact with the family's biological/adopted children (separate from the parents). The worker should also document discussion of any licensing issues, placement concerns, progress and/or changes to the Professional Family Development Plan, CD-100, or the Foster Family Profile, CD-56, and any other issues/concerns noted by the Children's Services Workers.

Ongoing documentation should include anytime the home is considered for placement and why the home was chosen or not, and the date any children moved from the household and why.

The quarterly summary is attached to the home assessment. The quarterly summary should include the number and types of current placements, changes in household composition (i.e. divorce, death, illnesses, adoptions, births, etc.), and changes to the physical environment (moves, additions, remodels, etc). There should also be a discussion of any hotline reports, incidents, issues or concerns involving the foster, relative or kinship family and any action taken. It should also be noted if no action was taken and why.

The CD-100 should be reviewed and updated quarterly, annually and at each license renewal and this should be documented in the case record.

Yearly updates should include the families' progress in the CD-100 and with documentation of any changes made to the plan. A summary of the family's performance should also include whether the family is meeting the core competencies, there are areas of need identified for the family, and what strengths have the family demonstrated.

1.6.4 Documentation of Contact with Children in Division Custody

Contact with all household members should be documented. However, only initials should be utilized when making reference to children in Division custody. This is true of all current and previous placements in the household. Resource family records are not confidential and may be requested by the public but information on children in our custody is confidential. Using initials only will help to maintain confidentiality of the children in Division custody.

A list, Placement Report for Resource Home Record, CD-104, should be maintained in the front of the file with the names, placement and removal dates of all children in the resource family home. This form will be removed prior to the records being made public.

1.6.5 Foster Family Profile

A photograph of the resource provider's family and the Foster Family Profile, CD-56, are to be placed under separate cover sheet and placed in the front of the Resource Provider record. The Foster Family Profile is to be accessible to the

Family Support Team in making its determination and selection of placements for children. A new CD-56 is to be completed at the time of re-licensure or when there are changes in the household composition that impact the information gathered on the Foster Family Profile. The most recent CD-56 is to be kept in the front of the Resource Provider record. The obsolete CD-56 should be placed in the Family Assessment Section of the Resource Provider file, with a notation on the front page of the profile identifying it as obsolete.

1.6.6 Documentation of Criminal History

Staff should not list specifics in the narrative section of the file when documenting criminal history. The narrative should simply reflect one of the following:

- History is present and the Division is denying/suspending/revoking the license based on the criminal history;
- History was present but will not result in an adverse action to the license; or
- No criminal record found.

Specific criminal history information may be included in the Resource Home Adverse Action Report, CS-20, when it is the basis for denial or revocation.

At the time of re-approval or re-licensure, staff should destroy the criminal history report obtained for the last approval/licensure period. The previous record is obsolete and no longer required to be maintained in the record. Staff should document that the report was destroyed. This should be done only after receipt of the new criminal history report. Staff should not maintain any electronic copies of criminal history records.

1.6.7 Closing Summary

There should be a summary completed whenever a resource home is closed. For those closed voluntarily, the narrative should include why the family chose to close their license as well as any concerns or strengths of the family noted by staff. For those closed due to revocation, the licensing issue that led to the revocation and any other concerns should be **documented clearly**. The date of the exit interview and the discussion with the family should be documented in the closing summary also. Provide a copy of the Resource Family Exit Interview, CD-112, for the resource provider to complete. The CD-112 shall be placed in the forms section of the case record. The CD-112 can be used to assist the worker in conducting the exit interview with the resource provider.

Chapter Memoranda History: (prior to 01-31-07)

CS03-51, CD04-45, CD04-79, CD05-72, CD06-15, CD06-60,
Memoranda History:

CD07-54, CD07-61, CD08-108, CD09-105, CD10-63, CD10-70, CD11-97