

REGIONAL ADMINISTRATION

Case Narratives

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Policy

All staff, including, but not limited to, workers, supervisors, managers, principal/staff attorneys and Regional Resource Group personnel, shall document information related to their work with children and families as case narratives in the computer system, as specified below.

Case Narrative Categories

There are 3 main categories of Case Narratives:

- Case Activity Notes
- Legal
- Medical/Mental Health

Each category consists of several sub-categories, as specified in the computer system.

Case Narrative Requirements

Events related to work with children and families which shall be recorded in the case narratives include, but are not limited to, the following:

- in-person contacts
- behavioral and health care visits
- telephone calls
- substantive email correspondence
- conferences, including supervisory conferences
- team meetings
- consultations
- court events
- other case related activities and decisions, including supervisory and managerial decisions and directives

Each occurrence of the above events must be recorded as a separate narrative entry.

The narrative entry shall:

- be related to a particular case
- record the type, purpose and outcome of the event(s), the person(s) involved, related observations and date of occurrence
- be recorded in a clear, concise, factual manner

be entered into the computer system within five (5) business days of the occurrence.
