

Big Bend Community Based Care Policy & Procedure

Series:	900: Data Collection, Records and Reporting	
Policy Name:	Contents, Organization and Maintenance of FSFN, the Case File of Record and the Paper Case File	
Policy Number:	900	
Origination Date:	03/09/2009	Revised: Board Meeting of 12/13/2018
Regulation:	65C-15.030, F.A.C. 65C-15.031, F.A.C. 65C-15.032, F.A.C. CFOP 15-24	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to maintain FSFN, the case file of record, and a paper case file for each child or sibling group and to organize the paper case file information in a uniform manner.

Procedure

- A. Contents of Electronic Client Record.** The contents of the electronic case file of record will be entered into and maintained in FSFN.
1. Demographic information will include, but is not limited to:
 - a. Name, address, sex, race, Social Security number, birth date, and birth place of the child;
 - b. Names, addresses, telephone numbers, Social Security numbers, birth dates, races, religion, and marital status of the child's parents;
 - c. Names, addresses, and telephone numbers of siblings and other significant relatives and kin.
 2. This information will be on a standardized face sheet in the case record.
 3. This information will be updated as new information is acquired and as changes develop.
 4. **Semi-Annual/Annual Photograph of the Child.**
 - a. The record will contain semi-annual pictures for children age 5 and under or annual pictures for children age 6 and above.
 - b. At the time permanency is achieved, the pictures will be given to the adult assuming responsibility for the child's care.
 5. **Placement History.**
 - a. A log will be maintained in each child's record which outlines the child's placement history.
 - b. This log contains a record of the child's prior placements with names of caregivers, addresses, dates of placement, and specific reasons for the move.

Big Bend Community Based Care Policy & Procedure

- 6. Permanency Plan Reviews.** Dates and actions taken at each permanency plan review team meeting will be documented in the record and updated in the case plan.
- 7. Chronological Notes.**
 - a. Notes will reflect the dates and content of the Family care Manager's face-to-face and telephone contacts with the child, the parents, the foster parents or other caregivers, and collaterals.
 - b. Progress notes will document progress the case manager is making in providing/arranging the services reflected in the Case Plan.
 - c. This documentation shows that reasonable efforts toward reunification or another identified permanent plan are being made.
 - d. Documentation of visits between the parent and the child will reflect the dates and length of visits, as well as the substantive interactions between the child and parent during the visit.
 - e. Since visitation is an indicator of progress or lack of progress in achieving case plan objectives, quality documentation of visits can be used to support decision-making.
 - f. Any other information/forms required by DCF under 65C-15.031, F.A.C., to comply with state and federal reporting requirements.
- 8. FSFN Case Detail.** The FSFN Case Detail and the case-related information which is maintained in FSFN as the electronic case record is listed below.
 - a. Removal Info;
 - b. Placement Info;
 - c. Court Review History;
 - d. Used only for Reunification with Offending parent(s);
 - e. If no Removal Exists (IE: VPS Unit);
 - f. Used for Runaway or Absconded;
 - g. DJJ placement;
 - h. CSU Stay Hospitalization;
 - i. Case Name;
 - j. Begin Date;
 - k. Adoption Info;
 - l. Handicap Info;
 - m. Case Participation Date;
 - n. Reason Child Was Removed From Home;
 - o. Child Most Recent Legal Status;
 - p. Goal for Child's Future Living Arrangement (IE: LTR, Reunification, Adoption, etc.);
 - q. Address, Phone;
 - r. SS#, DOB, Gender, Race;

Big Bend Community Based Care Policy & Procedure

- s. Birth Verification;
- t. Finger Prints;
- u. Photos;
- v. Case Name, Case #, Primary Worker, Family Struct., Start Date, Status;
- w. Editing Notes;
- x. Workers Visit Notes;
- y. Everyone Involved In Case. (i.e., Child, Custodian, Perp);
- z. Lists all the workers Involved in the case since opened.

B. Maintenance of Case File.

1. In order to ensure the security and confidentiality of client records and protected health information, all paper case files will be located in a centralized record room in each CMO.
2. For service centers with a centralized file room, the paper case files will be maintained by the staff located in the centralized record room in each CMO to ensure all case documentation are filed in an organized, timely and standard manner according to BBCBCs' "Record Room Process".
 - a. The centralized record room will be staffed by Administrative Support staff at all times during regular business hours (8:00 a.m. to 5:00 p.m., Monday through Friday).
 - b. All client records checked out after regular business hours must be documented according to the standard record request procedure.
 - c. The centralized record room will use a "library" system.
 - d. Staff will be able to review client records in the record room area without checking the records out through the records tracking system.
 - e. When the staff is finished reviewing the record, it will be placed in the records cart and re-shelved by records room staff.
 - f. The staff member that checks out the record is responsible for the record until it is checked back into the records room and processed through records tracking system.
3. In locations without a centralized record room, each case manager manages their client files and is responsible for tracking, maintaining and securing the file when not in use. When the file is not being used by the case manager it is locked in the lateral file cabinet.