

Child and Family Services Policy Manual: Confidentiality, HIPAA and Case Records Supervisory Case Review of Case Records

Policy	Child protection specialist supervisors are responsible for ensuring that training and consultation is provided to child protection specialists on paper and electronic case record management and case planning. Child protection specialists and/or clerical staff are responsible for preparing and maintaining case records, dictation, case plans, documentation and other contents of the case record.
Review	<p>Child protection specialist supervisors are responsible for evaluating each case and the service provided to the client.</p> <p>Cases must be reviewed by supervisors at the time of transfer or closure and an entry shall be made into the case record to document the review.</p>
Content of Review	The child protection specialist supervisor's evaluation of a case shall include ongoing reviews throughout the life of the case to determine whether all electronic and paper case file information is completed appropriately and in a timely manner (See policy section 202-4, Investigation - Documentation of Investigation and Opening a Case). Documentation of these reviews should be completed on the various <i>Safety Assessment</i> forms via the supervisor's dated signatures. Supervisors also document supervisory case review on the ACTL (Activity List) screen in CAPS at the time of the review. Dated initials throughout the case record signify that the supervisor is verifying tasks have been completed and are evidence of completed tasks in the case record. Disagreement or dissatisfaction with child protection specialist activity on a case should be dealt with as a training and/or disciplinary matter.