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Approved:	Cynthia K. Walcott	Effective: 1/8/09 FINAL
Supersedes:	Social Services Policy No. 41	Dated: 7/1/04

## Policy

Case notes provide a chronological record of the delivery of services to children and their families. These notes also provide the necessary documentation to support claims to federal funding sources. Case notes provide a single place for social workers, supervisors and colleagues, state and federal auditors, etc., to read about recent case activity.

### Entry of Case Notes


Case notes will be current and focus on the plan of services for the child and family. Case notes are an objective, non-judgmental summary description of the nature and content of the contact, and actions taken as a result of the contact.

Case notes will be recorded in the automated case note system within one week of the contact.

### Medicaid Case Management

In recording a case note, the worker is required to identify whether the contact meets the definition of Medicaid Case Management. Medicaid Case Management includes **only** the following:

- **Assessment** -- Assessment of a person to determine service needs by:
  - taking a client history and identifying needs;
  - gathering information from family members, medical providers, educators and others to form a complete assessment; and,
  - related documentation.
- **Developing a case plan.**
- **Monitoring case plan implementation**, including:
  - arranging for ongoing assessment;
  - arranging for support services needed to maintain the child at home or in substitute care;
  - referrals and related activities to help an individual to obtain needed services; and
  - arranging parent-child/family visits; arranging supervision of visits;

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- **Monitoring the progress towards goals by maintaining contact** with the child, his/her family, and service providers through home visits, telephone contact and correspondence.

Guidance on recording of Medicaid Case Management is contained in Appendix A of the procedure.

**Guidance on Recording Medicaid Case Management Activity**

When a worker reports time spent on Medicaid Case Management, the case note must describe that activity in terms that an auditor will recognize as a Medicaid activity. The following is a list of terms that correspond to the service definitions of Medicaid Case Management:

- Advocate:** To actively arrange or secure services or benefits; to overcome barriers to the effective delivery of services.
- Arrange:** To plan or prepare activities and services related to the child's case plan.
- Convene:** To call together a group of individuals to discuss the child's needs and progress.
- Coordinate:** To harmonize the actions, efforts and services of various service providers, family members and others to meet the goals of the child's case plan.
- Correspond:** To communicate, primarily by letter, about specific issues related to the child.
- Explore:** To investigate or examine options to achieve the goals of the child's case plan.
- Facilitate:** To make it easier for the child to benefit from a service. To ensure the smooth delivery of a service or functioning of a treatment team. To ease the child's transition to a new service or placement.
- Inform:** To give specific information to another person for the purpose of improving.

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modifying or impacting a child's circumstances or progress towards the goal of the case plan.

- Monitor:** To keep watch over the child's condition or circumstances, the services provided to the child and progress towards the goal of the child's case plan and to direct or influence conditions, circumstances or services that impact the child.
- Negotiate:** To arrange for services otherwise inaccessible or unavailable to the child; to arrange for financing of services for the child; contracting for a service.
- Participate:** To take part, but not lead, an activity intended to benefit the child's progress.
- Prepare:** To make the child ready to receive a service.
- Refer:** Directing a child, family member or service provider to a service for information or services which will further the goal of the child's case plan.
- Schedule:** To plan an appointment for activities or events related to the child's case plan.

**Note:** The following are not Medicaid Case Management activities:

- Writing case plans and court reports.
- Attending case plan reviews.
- Attending court hearings and status conferences.
- Supervising parent-child visits.
- Investigations of child abuse, unmanageability, etc.
- Provisionally approving foster and kinship homes.
- Direct counseling.
- Crisis intervention.
- Meeting with supervisor in supervisory session.
- Recording case notes.
- Placement related activities.