NWF Health Network
Policy & Procedure

Series:	400: Provision of Services	
Policy Name:	Case Note and Meeting Documentation	
Policy Number:	406	
Origination Date:	03/09/09	**Revised:** Board Meeting of 09/10/2026
Regulation:	CFOP 170-1 Chapter 12 SB 664	

Policy

It is the policy of NWF Health Network (NWFHN), that each child provided child welfare services through our Network has a specific record of all case activities maintained in the Comprehensive Child Welfare Information System (CCWIS) by providers with system access in accordance with SB 664.

Each child record in CCWIS must contain a specific record of all case activities provided by the case manager or other child welfare professionals working on the case who have CCWIS access. Notes create a point-in-time log of the child welfare professional's activities. Case notes and documentation of meetings create an audit trail for compliance with federal and state requirements. Case notes are a vitally important record of activities pertaining to any given case and are used to transfer information about a case within the Florida Department of Children and Families (Department), among case managers and service providers and in court. Up-to-date notes ensure that information known and activities that occurred are known to any other person who needs to access immediate and relevant information about a case or provider. A child welfare professional's notes may be subpoenaed and used as evidence in legal proceedings.

Procedure

A. Individual Contacts with Children, Parents and Other Team Members.

1. All case activities, including contacts and attempted contacts with a child, the child's parent or caregiver and collaterals must be entered in CCWIS no later than two business days after the actual contact or other event.
2. Notes are automatically date and time stamped with the date and time that the note was entered. The worker responsible for the note entry will enter the actual contact begin and end date and time. The worker will also complete the note category, type and participants to whom the note pertains.
3. When a face-to-face contact is required, the "Face-to-Face" hyperlink on the CCWIS case note page should be completed in order to document for each participant selected whether a face-to-face contact was completed, attempted or not attempted. A "Reason Not Seen" will be provided for face-to-face contacts that were attempted or not completed.
4. Case notes will provide the most pertinent facts gathered and observations about the child or family that will be used in developing or updating a family assessment or FFA-O, Progress Update, Other Parent Home Assessment, any type of home study or other case record documentation.
    a. Case notes will contain cohesive information that provides a summary of what was learned as a result of the contact or effort to achieve the contact.

b. Case notes shall not contain a specific reference to the child's or any other family member's HIV infection or AIDS. A general term such as child's "chronic illness" will be used.

c. Conclusions, opinions or analyses that are gathered from persons contacted must be labeled as such and attributed to the person making them. Notes may only reflect phrases, quotes, sentence fragments, and lists.

d. When a child makes a disclosure of maltreatment to a child welfare professional that is likely to result in a criminal investigation, more detailed documentation should be provided, see NWFHN Policy 800-805 Incident Reporting and Client Risk.

5. A CCWIS user may create a chronological note for another user provided he or she logs into CCWIS using his or her unique and assigned User ID and password. Under no circumstances should a CCWIS user ever log into the system using another person's User ID and password.

a. If the "Worker Making Contact" is not the same as the person for whom the CCWIS user is creating the note, this this should be clearly documented and explained in the chronological note narrative section.

b. The CCWIS user for whom the note was created is responsible for validating the accuracy of the information.

6. The CMO is responsible for uploading the NWFHN Fatherhood Initiative CMO Monthly Report in CCWIS no later than 2 business days after receipt.

B. Team Meetings, Hearings, Staffings, Etc. The CCWIS Meeting page will be used to formally document meetings, participants and meeting outcomes. The Meeting page may also be used to schedule a meeting and notify intended participants.

1. The Meeting page will be used to document the following:

a. Administrative Review
b. Adoption Applicant Review Committee
c. Adoption Match Staffing
d. Adoption Meeting
e. Adoption Quarterly Staffing
f. Case Plan Conference
g. Case Staffing
h. Case Transfer Staffing
i. Child Protection Team Staffing
j. Children's Medical Services Staffing
k. Comprehensive Medical Assessment Team Staffing (CMAT)
l. Human Trafficking Staffings
m. Department of Juvenile Justice Staffing
n. Educational Meeting
o. Family Team Conference
p. High Risk Staffing
q. Independent Living Staffing
r. Investigations Meeting
s. Legal Consultation
t. Legal Meeting
u. Legal Staffing
v. Mediation
w. Medical Staffing
x. Mental Health Staffing
y. Multi-Disciplinary Staffing
z. Other Meeting
aa. Other Staffing
bb. Peer Review Meeting
cc. Permanency Planning
dd. Permanency Staffing
ee. Placement Meeting
ff. Pre-Trial Conference
gg. Reunification Staffing
hh. Safety Management Staffing
ii. Safety Planning Meeting
jj. Separated Sibling Staffing – Adoption
kk. Separated Sibling Staffing – Placement
ll. Service Staffing
mm. Supervisory Meeting

nn. Transfer Staffing (Between Programs)
oo. Transition Planning – Initial
pp. Transition Planning – Ongoing
qq. Transition Planning – Closure

2. The following information about meetings will be recorded:
   a. Date and time of meeting.
   b. Brief statement as to reason for meeting and outcomes, in particular any decisions made.
   c. Participants.
   d. Meeting type as listed above.
3. When a required monthly face-to-face contact with a parent/legal guardian occurs during a meeting, in addition to the meeting documentation the contact should be documented in Case Notes. The face-to-face contact note should describe any conversation with the parent that is not reflected in the Meeting note. A cross reference to the Meeting note should also be provided.
4. Other than face-to-face contacts, there should not be a duplicate entry in Case Notes about a meeting documented in the meetings page.

C. CCWIS Documentation.

1. The CCWIS Supervisor will use Case Notes Page in CCWIS utilizing the Supervisor Consultation note type for all of the following:
   a. Safety Plans within 5 days of case transfer and ongoing as family dynamics change that result in a change to the Safety Plan;
   b. Critical Junctures;
   c. Family Functioning Assessment and Progress Updates;
   d. Case Plans and Modifications of Case Plans;
   e. Judicial Reviews for cases under judicial oversight;
   f. Case Closure; and
   g. Case Preparation Activities
2. The CCWIS Case Note page will be used to document ongoing case management activities as follows:
   a. All case activities, including contacts and attempted contacts with a child, the child's parent or caregiver and collaterals must be entered in CCWIS no later than two business days after the actual contact or other event.
   b. When a case note is about a face-to-face or other type of contact with a case participant, the participants must be selected using the CCWIS functionality for all note types to document specifically who was seen or interviewed.
   c. The Case Manger Supervisor shall review child welfare professional case notes to ensure timeliness of case note documentation.
3. All decisions made regarding case closure or redirection, along with the rationale for the decisions reached, will be clearly documented in the case record.
4. All decisions made regarding services and compliance will be clearly documented in the case record.

5. Other contacts with clients, including telephone conversations and in person and virtual visits will be clearly documented.
6. Documentation should be accomplished within two business days after an activity.
7. Documentation should include:
    a. Who is present
    b. Where the meeting/contact occurred
    c. Type of contact
    d. What was discussed
    e. Date of meeting/contact (day, month and year)
8. Documentation will be placed in the electronic case file and/or in the Comprehensive Child Welfare Information System. Case record in defined as a combination of Florida System of Record and the electronic file record in Perceptive Content.
9. Pertaining to Supervisory Review, the following must be documented quarterly in each child's chronological notes utilizing the Review, Supervisor note type:
    a. Date of Supervision and individuals present
    b. Topics discussed including progress and barriers to permanency as it related to the Family Plan
    c. Tasks and who is responsible
    d. Follow-up on tasks from previous supervision.
    e. The Case Manager Supervisor must note in the Comprehensive Child Welfare Information System that a "supervisory review"" has occurred.
    f. Discussion of monitoring of oversight of safety plan management.
    g. Discussion surrounding what should be changed in order to meet conditions for return.
    h. Child needs
    i. Evaluation and scaling of protective capacities.