

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Case Requirements
Policy Number: 5.03.03
Policy Name: Case Record and Case Documentation

Original Effective Date: 01/24/1996
Revision Date(s): 09/01/2018, 09/01/2015, 10/18/2006
Current Revision Date: 01/01/2022
Approved By: Cynthia G. Weiskittel

PURPOSE: To ensure that CCDCFS maintains current, accurate and complete case records in the statewide automated child welfare information system (SACWIS) and in other hard copy or electronic systems in accordance with Ohio Administrative Code 5101:2-33-23.

SCOPE: This policy applies to all staff responsible for case activities and / or maintaining case records for families, children and / or resources.

For the purposes of this policy “case record” refers to any family, child, foster home, resource or adoptive family case record. “Worker of Record, (WOR)” refers to the person with primary responsibility for the family, child, foster home, resource or adoptive family record.

POLICY

- I. Current, accurate and complete case records are essential to our work with children, families and resources. Our records could be the basis upon which critical decisions about the lives of children are made. CCDCFS ensures that documentation meets standards for completion and timeliness.
- II. Case information is maintained in SACWIS whenever possible. Case information that cannot be entered and / or maintained in SACWIS is maintained in Traverse.
- III. Case documentation demonstrates alignment with Ohio Administrative Code 5101:2-33-23 and all other rules, policies and best practices pertaining to the subject matter.

PROCEDURES

- I. The WOR ensures the case record is current and accurate.
 - A. The WOR completes activity logs in SACWIS to document all activities on the case. Activity logs are kept current, within 72 hours of the case activity.

1. Activity logs are marked in a “completed” status as soon as the WOR is finished with the log, within 72 hours.
 2. Activity logs are documented by the CCDCFS worker with the most direct knowledge of the activity.
- B. The WOR completes assessment tools in SACWIS in accordance with applicable instructions and time frames.
- C. Activity logs and assessment tools accurately reflect the specific information required and are not generic or “copy and paste” statements.
- D. Communication with the Assistant Prosecuting Attorney’s office is only recorded in the “Attorney Communication” and never in an activity log or other location.
- E. Data and demographic information in SACWIS is kept current by the WOR. This information is updated within 72 hours of it becoming known. This includes:
1. Intake participants, case / household members, associated persons and their contact information.
 2. Demographic information, such as, date of birth, social security number and race/ethnicity.
 3. Medical information, substance use, and mental health information including psychotropic medications.
 4. Educational information including current school of attendance.
 5. Suspected or known human trafficking information.
- F. The WOR ensures legal status / rulings are reflected in SACWIS within 24 hours of the legal status change.
1. The WOR notifies the supervisor of the legal status / ruling immediately, providing a copy of the journal entry whenever possible.
 2. The supervisor enters the legal status / ruling into SACWIS within 24 hours of the legal status change.
- II. The WOR scans or uploads records to Traverse within 72 hours of receipt and submits hardcopy documents to the Records Department for active and closed case storage in accordance with policy 14.00.00 Records Management.
- A. WOR destroys SACWIS printouts, duplicate copies, unnecessary documents and third-party documents once verified in Traverse rather than submit these items for scanning / storage.
- B. WOR uses the Traverse Taxonomy when scanning or uploading documents in Traverse.

SEE ALSO:

Ohio Administrative Code

Section: 5101:2-33-23

Cuyahoga County Division of Children and Family Services Policies and Procedures Manual

Policy 14.00.00 – Records Compliance and Maintenance

FORMS

Division of Record Content