

<b>Policy Title:</b>	Service Reporting (Case Files and IIS) – Policy		
<b>Policy Number:</b>	I-I.1		<b>Effective Date:</b> 01-02-1996

Approved By: *on file*

Date Approved:

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- Policy Procedures Forms, etc. Definitions References Contact

### Reference(s):

- I-I.2, Narrative Recording Policy  
[http://www.dhs.state.or.us/policy/childwelfare/manual\\_1/i-i2.pdf](http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-i2.pdf)
- Oregon Laws 1993, Ch. 546 (141)
- Attachment - Child Welfare Language Directory  
[http://www.dhs.state.or.us/policy/childwelfare/manual\\_1/i-i1att.pdf](http://www.dhs.state.or.us/policy/childwelfare/manual_1/i-i1att.pdf)
- TRHV and ATRA service code procedures  
[http://www.dhs.state.or.us/policy/childwelfare/procedures/trhv\\_atra\\_codes.pdf](http://www.dhs.state.or.us/policy/childwelfare/procedures/trhv_atra_codes.pdf)

### Form(s) that apply:

- CF 307, "Family Identification" Form

### Policy:

#### **Purpose**

Basic client information needs to be recorded in a standard way in case files and the Integrated Information System (IIS) throughout the agency in order for it to be useful. This policy describes the standard timelines, definitions and processes each office uses to record client information.

#### **Definitions**

1. "**Limited English Proficient**" is the status a person is given when, because of their national origin, their *primary language* results in their inability to fully understand English, either spoken or written.
2. "**Primary Language**" is the person's language that is spoken and used to convey and understand the information needed to apply for and benefit fully from the Department services, and the services for which the Department refers them. This includes, but is not limited to, completion of forms, reading materials and participating in conferences or counseling.

3. "**Prime Number**" is the first case number ever used by the person (client), no matter which DHR agency issued it. *Prime numbers* affect issuance of medical cards and payments to medical providers. A client's case number may change for many reasons, but the *prime number* remains the same.

## Procedure

- (1) Case Opening
  - (a) Timelines. Initiate the "Family Identification" Form (CF 307) for each voluntary or involuntary applicant and open the referral on IIS within one working day of receipt of the referral.
  - (b) Computer System Search. Search the computer system to determine whether or not the person has previous contacts with the Department as a client or provider. Additional information is available through AFS computer records.
  - (c) Names
    - (A) Case Members. A case consists of a family. In addition, persons who have a legally recognized parental relationship and/or guardianship of each child should be included even if they are deceased or not members of the household. Other relatives, live-in companions and other individuals who have a significant bearing on the case may be included at the worker's discretion.
    - (B) Use of Names. Legal names should be used for all case members. Person letters should not be assigned to individuals whose names are not known, such as "Unknown Fathers." However, an unborn child may be assigned a person letter, using "Unborn" as the first name, when inclusion of the unborn is vital for recording case information, such as a protective service complaint.

Do not make up names or use nicknames.

A child placed for adoption retains birth name until the adoption is finalized.
    - (C) Case Name. The case name is the current legal name of one of the parents, even if both are deceased, or parental rights are released or terminated. Upon notice from Central Office Permanency and Adoption Unit that a child is legally free for adoption, update IIS service plan, making sure the child has a relevant plan of his or her own. The child continues under the same case number and person letter. A change in the case name does not require a new case number. A child's name shall be used if 1) Both legal parents are unknown (i.e., an abandoned child); or 2) If the minor has been legally emancipated.
  - (d) Case Number. Assign a new case number to a family that has not had an earlier Child Welfare case. Use existing Child Welfare case numbers when a case is

reopened. Assign a new number for a person in an existing case only in the following situations:

- (A) When a prior Child Welfare case has been destroyed per Child Welfare Records Retention policy, III-F.2.3;
  - (B) When a child is legally emancipated by marriage or the court in accordance with Oregon Laws 1993, Ch. 546. (Note: This does not include unmarried teenagers under 18 who become parents, nor does it include informally emancipated youth, nor youth in independent living programs, nor teen parent programs.)
  - (C) When a child placed for adoption begins to receive adoption assistance, the child must be added to the adoptive family case number. Central Office Permanency and Adoption Services will open a case number for the adoptive family and add the child to the adoptive family case number. Field offices will be notified of this action and instructed to change IIS plans and services for the child. If the adoptive placement disrupts prior to legal adoption, close services to the child under the adoptive family number, and reopen the child under birth family number which still shows the child free for adoption.
  - (D) When a family receiving service separates on an apparently permanent basis and a child in each household requires service.
- (e) *Primary Language*. Determine the client's *Limited English Proficient* status, as needed, and record the client's *Primary Language* into IIS based on that determination using the following procedure:
- (A) The service worker makes a determination that the client is *Limited English Proficient* if the client is unable to fully understand English, either spoken or written. The worker writes the name of the *Primary Language* that is spoken and used to convey and understand information on the front of the CF307 for each case/family member;
  - (B) The IIS Input Clerk, using the *Primary Language* codes found on the Child Welfare Language Directory (see policy attachment), enters into IIS the *Primary Language* Code for each case/family member listed on the CF 307.
- (2) Assessment
- (a) The worker is to record the results of the assessment on the CF 307 within 30 days of the date of receipt of the referral or request for service;
  - (b) If the assessment cannot be completed in 30 days, the supervisor may grant an extension up to a maximum of 30 days. Circumstances must be noted on the CF 307 which must also be initiated by the supervisor;
  - (c) If the decision is not to provide service, also check "assessment only" on the CF 307;

- (d) Completed assessments are to be recorded in IIS within three working days from when the CF 307 is completed.

(3) Brief Services

- (a) If the assessment decision is to provide service for less than 30 days, a plan must be opened on IIS. No service is to be entered unless a payment is authorized. Narrative is to be completed on the back of the 307;
- (b) The worker must close the plan and case on IIS within three working days of close of brief service.

(4) Opening Plan and Services

- (a) Timelines. The worker is to open the plan on IIS within 30 days of the referral date. This includes a plan for extended assessment if an extension beyond 30 days has been approved by the supervisor. However, if a service is paid, it must be entered into IIS within three working days of the start of the service. Other services are to be recorded in IIS within 30 days of the service beginning.
- (b) Plan Open Date. The opening date of a plan is the date the assessment was completed or later. However, if a paid service is included during the assessment phase, the plan open date is the payment begin date.
- (c) Multiple Plans Required. More than one plan in IIS on a case is required when:
  - (A) More than one child in one case is in substitute care and they have different goals, workers or narrative due dates.
  - (B) One or more children are in substitute care and other children remain at home who require services.
- (d) Multiple Plans Prohibited. A protective service plan and a preventive/restorative plan may not be open at the same time. Multiple protective service plans and multiple preventive/restorative plans are also not allowed.
- (e) Adoption Plan. A child is to receive services only under one plan in only one case. When a child becomes part of an adoptive family case number because of adoption assistance, the plan and services for the child must be opened under the adoptive family case number. As soon as notice of adoption assistance services arrives, assigned workers must:
  - (A) Close all services for the child under the "old" birth family number. The notice of adoption assistance will provide the date for closing services;
  - (B) Open all current services for the child under the "new" adoptive family number. The notice of adoption assistance will provide the date for closing services.

**NOTE TO FIELD OFFICES:** Do not enter or change adoption assistance eligibility, medical assistance eligibility or adoption assistance payment when opening or closing services under the adoptive family number.

Adoption assistance is exclusively authorized by the Central Office Permanency and Adoption Services Unit.

- (C) When a child is placed for adoption, update IIS to show adoption services provided during the supervisory period. Child Welfare adoption workers will claim an IIS adoption service for cases they supervise. Child workers need to ensure an IIS adoption service is opened for foster parent placements they supervise, and for services provided by other agencies (both private adoption agencies under contract or courtesy services provided by another state child welfare agency). Refer to CF 305 for selection of IIS code.
  - (f) *Prime Number.* At the time a child is placed into substitute care, the child's *prime number* must be identified and entered into IIS. This number is used to communicate medical eligibility information to the state's Medicaid Management Information System (MMIS). Pre-existing *prime numbers* established by AFS must be used. Use the current Child Welfare case number/person letter if there is no existing *prime number*. AFS will send discrepancy reports to Child Welfare branches for action. Central Office Permanency and Adoption Services will assign a new *prime number* for a child receiving adoption assistance.
- (5) Review
- (a) The worker is to review all IIS client data at the time of six month case reviews.
  - (b) Data reported in IIS is to be consistent with narratives and other documentation in the case record.
  - (c) Names are not to be deleted from a case except to correct an error. Do not delete a person (or cross out name) who has been freed for adoption or moved to another case for other reasons.
- (6) Closings. The worker is to close services, plans and cases on IIS within 30 days of, a) achieving objectives, b) loss of legal basis for service, c) client request, or d) loss of contact for 60 days except:
- (a) Paid services must be closed on IIS within three working days of the date the paid service ends;
  - (b) Youth who remain in the Department's care and custody but have run away or have been abducted leave case and plan open.
- (7) Responsibilities. Each location responsible for entering client data is also responsible for establishing procedures to ensure the accurate, timely data entry of information. This includes information not specifically discussed in this policy such as legal information, special problems, and demographic details.

## Exceptions

Requests for exceptions to these guidelines should be directed to the assistant administrator, Field Operations.

Contact(s):

- **Name:** CAF Reception; **Phone:** 503-945-5600

Prior Version