

Pennsylvania Practice Standards

Document Key Issues and Decisions

STANDARD: The Child Welfare worker will document factually all key issues and family and collateral contacts related to safety, well-being, permanence, and timeliness in service delivery evaluation, assessment, and decision making. Case notes should be written immediately, and formal case documentation should occur within three to five working days following case activity. The Child Welfare worker must record all decisions, the basis for the decisions, and the objectives.

Knowledge and Value Base (staff responsibilities):

- a. The child welfare worker must understand the importance and necessity of service plan and service delivery documentation.
- b. The child welfare worker must be able to write concise case assessments, service plans, and other supporting documentation into the family case record in a timely manner.
- c. The child welfare worker must be able to list the date of contact, the participants, the content of the discussion, and the result of each contact as it relates to the service plan.
- d. The child welfare worker must understand the importance of conducting and documenting routine and timely case review, and of reassessing the results of service plans and service interventions.
- e. The child welfare worker must know how to make appropriate modifications in the service plan, include the family in decision making, and interpret for the family the basis for the decision.
- f. The child welfare worker must know how to document parent and child success for direction in future planning.
- g. The child welfare worker must understand that the quality and quantity of documentation can influence permanence for children.

Strategies:

- a. The child welfare worker will identify key issues through risk, safety, and family assessments.
- b. The child welfare worker will develop, through training and supervisor feedback, his/her skills to identify and document key issues.
- c. The child welfare worker will use supervisor feedback, training, and independent study to enhance writing skills.
- d. The child welfare worker will record the purpose of collateral contacts, with whom the contacts were made, and the main points resulting from the contact.
- e. The child welfare worker will record how safety, risk, and family assessments are related to decisions made concerning permanence.
- f. The child welfare worker will maintain notes to be used in formal case documentation.