

CASE RECORDING

AUTHORITY

Wisconsin Administrative Code 938.396; 328.04(2)(j)

GENERAL STATEMENT

It is the field staff's responsibility to record all activity associated with a case in the youth's case record. Case notes are the business records of the Department and are to be recorded in a professional manner. It should be noted that these records are subject to release under the open records law.

CASE RECORDING

Case notes are maintained in COMPAS by the staff working with each youth. Staff must record all contacts with the youth and with any collateral source associated with the case **within three business days**.

Critical incidents, such as violations, apprehensions, or police or victim contacts, must be recorded **no later than the next business day**. This includes personal contacts, telephone contacts, or any other type of case-related communication.

The case notes must give a description of the nature of each contact. Concise and accurate information is essential. Decisions made regarding case action must be documented in the case notes. **Staff shall not express personal opinions regarding case actions, decisions or procedures.**

Notes should be entered directly into COMPAS and not inserted from another document.

Source documents should be summarized when possible and lengthy text should not be copied from another source into the notes. The original document can be stored electronically with other file information or printed for the file.

NOTE TYPES

There are five types of notes that will be utilized:

General Notes	Entries under this type of note will be related to any general documentation of case activity that is not directly related to the assessment or case plan. Any youth contact that would be considered a face to face contact with quality case planning should not be entered as a general note, but as a supervision contact note. Collateral and employment contacts that are required as contact standards should also be entered as a supervision contact note.
Supervision Contact Notes	Supervision contact notes should be used for any youth contact that would be considered a face to face contact, or virtual contact when appropriate, with quality case planning. Collateral and employment contacts that are required as contact standards should also be entered as a supervision contact note. In order for contacts to be removed from the task due list, staff must select the corresponding contact under the "supervision contact type" dropdown menu. The note subtype is where staff will document whether the supervision contact was an office visit or a home visit.

	<p>Supervision contact notes for individuals will address the following:</p> <p>Check-in:</p> <p>Review:</p> <p>Criminogenic Need to be Addressed:</p> <p>Intervention/Risk Reduction Supervision Strategies:</p> <p>Assignment:</p> <p>Other: (if applicable)</p> <p>Next Appointment:</p>
Program Notes	Entries under this type will include information provided directly from program providers by phone, mail, e-mail, in person, etc.
Assessment Notes	Entries under this type will include anything related specifically to the assessment only.
Home Visit Notes	Home visit notes will document scheduled or unscheduled visits to a youth's reported residence/property where the youth resides. Within the home visit note, the staff member who made the contact must set the next home visit due date in order for the next home visit date to show due on the agent's task due list in Workload Manager. This will be a required field unless staff select a reason not to enter a next home visit such as discharge or termination/revocation.

Use of the Confidential Notes Button:

The confidential button in COMPAS notes shall be checked for any confidential information including all individually identifiable medical, dental, mental health and AODA information. This includes diagnosis of a need for medical, dental, mental health and AODA treatment; and any health care services (treatment) provided; victim information (phone number, address, sensitive crime details, victim input on early discharge, etc.), and involvement as a confidential informant. This information shall be stored in a separate note than other non-confidential information. Confidential information should not be combined with non-confidential information and saved as one note.

YOUTH RESIDENTIAL, EMPLOYMENT AND EDUCATION CONTACT RECORDING

Primary address, employment and education information is required to be in COMPAS for every youth who is on active supervision in the community. "In the community" means not incarcerated or confined in the youth Juvenile Correctional Facility or the Wisconsin State Prison System.

Primary Address: The agent of record will enter and update youth address, phone, and e-mail information in the "Contact Information" field under Person Summary. Date resided means the date the youth first resided at the residence. This information is not required to be documented in a Note. The primary box should be checked for the current address and phone. When the primary box is checked, the address will appear on the printed caseload listing. If the youth has been deported, select "Foreign Country" from the "State" drop down menu.

The agent of record will be required to validate the youth contact information in COMPAS at least every six months. Agents shall create a new validation within the Contact Information when prompted by the workload manager task or as Contact Information changes. As youth contact information changes, the agent shall update the Contact Information module within one business day.

Employment: The agent of record will enter youth employment in the "Employment History" module and document employer name, occupation, start date, end date, or presently employed, and rate of pay. The agent of record shall also document if a youth is unemployed in this same module. The agent of record will be required to validate the youth employment information in COMPAS at least every six months.

Education: The agent of record will enter youth education in the "Education History" module and document education information including Highest Grade Completed, Schools attended if known, and if the youth is actively attending school list the school name and location. The agent of record will be required to validate the youth education information in COMPAS at least every six months.

CAUTIONARY FIELDS

Agents can add cautionary information in the youth's COMPAS case record. When information is entered, an alert will appear on the Person Summary page in COMPAS. The agent of record shall review any Cautionary Fields every six months.

Options for cautionary information include:

Aggressive Pets: Agents should document any known pets that may pose a safety risk to staff.

Antagonistic Family Members/Roommates: Agents should document any family members or roommates who may pose a safety risk to staff.

Threat/Assault against DOC Staff: In addition to a J-Tracker incident report, staff shall enter any assaultive behavior and/or threats against DOC Staff.

Prior Threats/Assaults to Law Enforcement: Staff should document any history of assaultive behavior towards law enforcement, including non-cooperation with the arrest or detention process.

Weapons: Staff shall document circumstances involving weapons which may pose a safety risk to staff. Examples include but are not limited to: Active apprehension request due to weapons-related violations or known weapons in the residence.

Opiate History: This cautionary field readily identifies individuals with an Opioid use history.

Special Rules: Staff shall identify special rules for each rule warranting custody. Entries into cautionary information for this purpose shall be reviewed for continued applicability at least every six months or when completing the reassessment tool.

If a change in cautionary status occurs, e.g. death of a pet, an end date for the alert shall be recorded. This will remove the active alert on the Person Summary page; however, historical cautionary information will be retained in the module. Information should be recorded in the respective fields as intended. Protected health information shall not be entered in the cautionary information field.