

Data Collection and Documentation Standards

Division of Child and Family Services (DCFS)
Juvenile Justice Services (JJS)
Statewide Policy

POLICY NUMBER:	DCFS/JJS 100.13
EFFECTIVE DATE:	January 1,2025
APPROVED BY:	Sharon Anderson, Deputy Administrator – DCFS 
DATE:	December 27, 2024
SUPERSEDES:	DCFS/JJS 100.13 Documentation Standards effective August 7, 2020
REFERENCES:	NRS 233B.050; NAC 62B.100; Confidentiality and Release of Information, DCFS/JJS 300.11
ATTACHMENTS:	Attachment A: Mandatory Documentation Requirements Attachment B: YPB Data QA Checklist Tool Attachment C: Facility Data QA Checklist Tool Attachment D: Data Reference Sheet – Facility
REVIEW DUE BY:	January 1,2028

I. PURPOSE

To provide a well-developed system for effective and accurate record keeping, documentation, and reporting standards for each youth committed to the State.

II. DEFINITIONS

As used in this document, the following definitions shall apply:

- A. Case Record: A compilation of written or electronic assessments, evaluations, notes, reports, or other pertinent information.
- B. Quality Assurance (QA): A structured, internal monitoring, evaluation, and corrective action process designed to ensure effective services and improved outcomes.

III. REQUIREMENTS

- A. DCFS facility and Youth Parole Bureau (YPB) staff shall maintain accurate and up to date records for each youth committed to DCFS.

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- B. Each youth shall have a unique case record in the DCFS web-based case management system.
 - 1. Prior to creating a new youth case record, the DCFS web-based case management system shall be searched for youth to be entered to limit duplicate records.
- C. The Mandatory Documentation Requirements (Attachment A) are the minimum standards for the DCFS web-based case management system documentation for DCFS facility and YPB staff.
- D. Superintendents/Chief of Parole shall establish reasonable timeframes for data entry.
- E. The Juvenile Justice Program Office (JJPO) shall be responsible for ensuring appropriate parties have the correct access to the web-based case management system (e.g., full, read-only).
 - 1. The JJPO shall review system users to remove parties no longer requiring access at least quarterly.

IV. TRAINING

- A. DCFS facility and YPB staff shall be trained in how to use the DCFS web-based case management system within 90 days of hire (NAC 62B.100). Training may be tailored to job duties and documentation responsibilities.
- B. DCFS web-based case management system trainers shall be identified for both youth parole and DCFS facilities.
 - 1. It is recommended each facility identify an internal trainer and the Youth Parole Bureau have at least one statewide trainer.
- C. DCFS web-based case management system trainers shall be responsible for ongoing training as necessary when new functionality is launched.
- D. DCFS web-based case management system trainers shall provide refresher trainings to staff annually at a minimum, and more frequently as needed for staff identified as in need of remedial training based on case reviews or any other concern with documentation.
- E. Facility staff shall be provided with the DCFS web-based case management system Reference Sheet (Attachment D) by the Training Officer as part of their training.
 - 1. The DCFS web-based case management system Reference Sheet may be updated by the facility as needed.

V. QUALITY ASSURANCE

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- A. YPB Unit Managers or designee shall review a sample of five percent of active youth parole case records quarterly for quality assurance (QA) purposes.
 - 1. The YPB may request assistance from the JJPO with this task.
- B. Superintendents shall designate a staff person to review a sample of five percent of active facility case records quarterly for quality assurance purposes.
 - 1. Facilities may request assistance from the JJPO with this task.
- C. Errors discovered in youth records shall be remediated to bring the case file into compliance.
- D. The Superintendent/Chief of Parole or designee shall review the outcomes of case reviews and ensure training or corrective action occurs as needed.
- E. Records shall be kept of completed QA youth record reviews and follow-up (e.g., training, corrective action) to be reviewed during the annual Quality Assurance review process.

VI. STANDARD OPERATING PROCEDURES

- A. Each facility and the Youth Parole Bureau shall create standard operating procedures consistent with this policy, to include:
 - 1. Training procedures and curriculum for new staff.
 - 2. A schedule and curriculum for annual refresher trainings.
 - 3. Criteria for assigning staff to remedial training.
 - 4. Timeframes for data entry by action, such as number of days from commitment date, admission data, incident occurrence, room confinement occurrence, discharge, etc.
 - a. More targeted dates include assessments, case plans, program enrollment, activities, visits, etc.
 - 5. Identification of staff responsible for data entry by job duty, title, or shift.
 - 6. Establishing a timeline and process for case reviews.
 - 7. Corrective action processes (e.g., youth record correction, retraining) and timeframes.
- B. The DCFS Juvenile Justice Programs Office shall review this policy every three years, or sooner if deemed necessary (NRS 233B.050).