

# Documentation Standards

<b>DIVISION OF CHILD AND FAMILY SERVICES Juvenile Justice Services STATEWIDE POLICY</b>	
<b>SUBJECT:</b>	Documentation Standards
<b>POLICY NUMBER:</b>	DCFS/JJS 100.13
<b>EFFECTIVE DATE:</b>	August 7, 2020
<b>APPROVED BY:</b>	Kathryn Roose, Deputy Administrator – Division of Child and Family Services
<b>DATE:</b>	07/27/2020
<b>SUPERSEDES:</b>	New Policy
<b>APPROVED BY:</b>	Ross Armstrong, Administrator – Division of Child and Family Services
<b>DATE:</b>	07/27/2020
<b>REFERENCES:</b>	NRS 62.H; JJOC Strategic Plan (FY 19 – FY 23); Confidentiality and Release of Information (DCFS/JJS 300.11)
<b>ATTACHMENTS:</b>	Attachment A: Tyler Supervision Mandatory Data Requirements Attachment B: YPB Tyler Supervision QA Checklist Tool Attachment C: Facility Tyler Supervision QA Checklist Tool Attachment D: Tyler Supervision Reference Sheet – Facility

## I. SUMMARY

The Division of Child and Family Services (DCFS) promotes effective and accurate record keeping, documentation, and reporting standards for each youth throughout their time within a state facility and on parole.

## II. PURPOSE

To provide a well-developed system for documentation and reporting and to ensure overall program effectiveness to:

1. Monitor youth progress from intake through programming to aftercare or transfer.
2. Identify strengths and opportunities in programming and services provided to youth under the care of DCFS.

## III. 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.
- C. Tyler Supervision: The web-based case management software system utilized by DCFS.

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## IV. REQUIREMENTS

- A. DCFS facility and Youth Parole Bureau Staff are expected to maintain accurate records for each youth committed to DCFS.
- B. Each youth is to have their own individual case record in Tyler Supervision.
- C. The Mandatory Data Requirements (Attachment A) are the minimum standards for Tyler Supervision documentation for DCFS facility and Youth Parole Bureau staff.
- D. Superintendents and the Chief of the Youth Parole Bureau shall establish reasonable timeframes for data entry.
- E. DCFS facility and Youth Parole Bureau staff shall refer to Confidentiality and Release of Information (DCFS/JJS 300.11) for confidentiality and release of information requirements.
- F. The Programs Office shall utilize an array of data reports to provide outcome and performance measures required by the Juvenile Justice Oversight Commission, as outlined in the FY 19 – FY 23 Strategic Plan (located on the DCFS website <http://dcfs.nv.gov/>).

## V. TRAINING

- A. DCFS facility and Youth Parole Bureau staff shall be trained in how to use Tyler Supervision within 90 days of hire. Training may be tailored to job duties and documentation responsibilities.
- B. Tyler Supervision trainers shall be identified for both youth parole and DCFS facilities. It is recommended each facility identify an internal trainer and the Youth Parole Bureau have at least one statewide trainer.
- C. Tyler Supervision trainers shall be responsible for ongoing training as necessary when new functionality is launched.
- D. Tyler Supervision 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 Tyler Supervision Reference Sheet (Attachment D) by the Training Officer as part of their training. Note: The Tyler Supervision Reference Sheet is not an official document and may be updated by the facility as needed.

## VI. QUALITY ASSURANCE (QA)

- A. Youth Parole Bureau Unit Managers shall review a sample of five percent of active youth parole case records quarterly for quality assurance purposes.
  - 1. The Youth Parole Bureau may request assistance from the Juvenile Justice Programs Office with this task.

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- B. Facility Training Officers shall review a sample of five percent of active facility case records quarterly for quality assurance purposes.
  - 1. Facilities may request assistance from the Juvenile Justice Programs Office with this task.
- C. Errors discovered in case reviews shall be remediated to bring the Case File into compliance.
- D. The Superintendent/Chief of the Youth Parole Bureau or designee shall review the outcomes of the case review and ensure training and/or corrective action occurs as needed.
- E. The facility/Youth Parole Bureau shall keep records of completed QA case record reviews and follow-up (e.g., training, corrective action) to be reviewed during the annual Quality Assurance Review performed by the Juvenile Justice Programs Office.

### **VII. STANDARD OPERATING PROCEDURES**

- A. Each facility and the Youth Parole Bureau shall create Standard Operating Procedures consistent with this policy, to include:
  - 1. A QA Checklist Tool, to be approved by the Juvenile Justice Programs Office.
    - a. The Juvenile Justice Programs Office has created approved QA Checklist Tools to accompany this policy.
    - b. Facilities/Youth Parole Bureau may request revisions to the QA Checklist Tools based on new functionality in Tyler Supervision, decisions to focus on certain aspects of case records, or other reasons (YPB – Attachment B and Facilities – Attachment C).
    - c. Revisions to the QA Checklist Tools require Juvenile Justice Programs Office approval.
  - 2. Training procedures and curriculum for new staff.
  - 3. A schedule and a curriculum for annual refresher trainings.
  - 4. Criteria for assigning staff to remedial training.
  - 5. 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.
  - 6. Identification of staff responsible for data entry by job duty, by title, or by shift.
  - 7. Establishing a timeline and process for case reviews.
    - a. Corrective action processes (e.g., case record correction, retraining) and timeframes.