

CCS Policies/Procedures  
Monitoring and Documentation  
DHS 36.07 (5)(s)

Policy Statement: Program monitoring and documentation will be thorough, timely, and according to acceptable standards of practice. Program monitoring will be the responsibility of the Service Director.

Discussion and Procedures:

1. Records and documentation will be maintained in accordance with DHS 36.18 and DHS 36.12(d).
2. Documentation will be monitored by the Service Director and designated supervisors on an ongoing basis.
3. Records will be maintained electronically as part of the Mental Health Module of the DCDHS Information System which will assist in the monitoring of the CCS Program by the CCS Administrator/Service Director.
4. Documentation will include, but not be limited to: results of initial and annual functional screens, signed admissions agreement statement, informed consents for services/treatment and for medications if any, up to date authorizations to release information, an assessment completed within 30 days of application, annual assessment updates, an initial recovery plan, a full recovery plan written within 30 days of application, recovery plans each 6 months thereafter, services notes documenting each contact and actions taken on behalf of the consumer within 48 hours of the service occurring, and the discharge summary at the time of discharge.
5. Through a random sampling method, the Service Director, or designee, will audit client records at least every six months.
6. Audit results of records reviews will be grouped by Service Facilitator caseload and used as a way for the Service Facilitator and supervisor to discuss, learn about and improve documentation skills.
7. Aggregate record reviews will be shared with the Coordination Committee for its feedback and recommendations at least annually.

5.1.14, 9.3.14  
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