

## DOCUMENTATION ON N-FOCUS

### A. General Rules

1. All documentation on N-FOCUS will occur within 3 business days of the occurrence.
2. Documentation must be thorough and complete, and give the reader enough information to assess the case. This data may also be used for purposes of federal measures and must be sufficient to meet the federal requirements.
3. All information relayed from the Service Coordinator/Contract staff to the CFS Specialist via phone, e-mail etc. shall also be documented in N-FOCUS by the Service Coordinator/Contract staff describing the discussion or information shared.

### B. Identification of Contracted Organizations

1. **Contracted Organization Assignment:** Each child in a CFS Program Case, including non-wards, will need to be assigned to the contracting agency responsible for the case. This information will be used for tracking purposes in regard to the Federal measures, in COMPASS, outcome reports, and other reporting activities.
  - a. This information must be documented in the **DETAIL PROGRAM CASE**, select (highlight) the youth and then select the **CONTRACTED ORGANIZATION ASSIGNMENT WINDOW**. Each Service Area will develop they're own process for ensuring that this function is completed.
    - 1) Enter the **BEGIN DATE**. This is the date that the Contractor assumes responsibility for the case. This may be back dated if necessary.
    - 2) Select the appropriate **ROLE** from the drop down list. Select 'Legacy Child' if this is a currently active CFS case being transitioned to your agency. Select 'New Child' if the case is being assigned to your agency from the very beginning. This includes cases that were previously managed and closed with CFS. You will NEVER select Non-identified or Identified Child.
    - 3) Select the appropriate **CONTRACTED ORGANIZATION** from the Organization drop down list. Be sure you select the Contracted Organization from which the worker is responsible. For example, there are three Boys & Girls Home organizations, if you are a Service Coordinator from North Platte, you need to select the B&G organization from the Western Service Area.
    - 4) Select the Add push button.

5) Repeat Steps for each child in the Program Case.

2. **Assigning a Program Case to a Service Coordinator:** The Service Coordinator or SC Supervisors need to ensure that cases are assigned to the appropriate person. Program Cases are assigned to individuals in order to track the person responsible for the case. This information is also used in all reporting activities.
  - a. The Service Coordinator or Supervisor will document the Service Coordinator Assignment under the **DETAIL PROGRAM CASE**, under **ASSIGNMENTS**. The assigned Service Coordinator will be selected and given the assignment '**ROLE OF SERVICE COORDINATOR**'. You will also see that a CFS Specialist is assigned as one of the following Roles: Primary Worker or CFS Case Manager. Service Coordinators will **NEVER** be assigned as the Primary worker. The Primary Worker must be a DHHS employee.

C. **Safety Plan**

1. **Safety Plan Monitoring:** CFS Specialist and Service Coordinator will document changes/concerns for safety plans, this includes evaluating the sufficiency of the plan and to report any changes in circumstances that pertain to safety.
  - a. Documentation will occur under the **DETAIL PROGRAM CASE**, under the **NARRATIVE** icon, then select **CONSULTATION POINT** and then select **STAFF INITIATED**.
  - b. Please note that the documentation here is for any reported concerns or updates, changes should not be made to a safety plan unless it is identified that a new safety plan is needed. CFS Specialist is the only person that can make changes to the safety plan.

D. **Case Plan & Court Report**

1. **Protective Capacity Assessments:**
  - a. Service Coordinator will document the PCA through the finalized **SAFETY ASSESSMENT**, by selecting the **PCA** button once assessment is open.
2. **Case Plans:**
  - a. Service Coordinator will document the Case plan under the **CASE PLAN** icon.
3. **Case Plan Monitoring:** CFS Specialist and Service Coordinator will document changes/concerns for case plans on N-FOCUS.
  - a. Information will be documented under the **DETAIL PROGRAM CASE**, under the **NARRATIVE** icon, then select **CONSULTATION POINT** and then select **STAFF INITIATED**.
  - b. Please note that the documentation here is for any reported concerns or updates, changes should not be made to a case

4. **Court Reports:**

- a. Service Coordinators will document court reports by going through **LEGAL ACTIONS** icon, then under the **SEARCH LEGAL ACTION** window hit the **SELECT** button, and then select the appropriate legal action/court date.
- b. In cases where a court orders that the Department complete a Court Report on a non-ward case, must be completed utilizing a Word document and then copied into N-FOCUS, **DETAIL PROGRAM CASE**, select the **NARRATIVE** icon, then select **CONTACTS**, then **CORRESPONDENCE**.

E. **Independent Living Plans:**

1. Service Coordinator will develop an Independent Living Plan through the **CASE PLAN** icon. This plan should be a part of a separate **OUTCOME** for youth in need of such plan.

F. **Parenting Time/Visitation:**

1. **Parenting Time/Visitation Plans:** Service Coordinator will draft and the CFS Specialist will finalize all new/updated visitation plans.
  - a. Parenting Time/Visitation Plans will be documented under the **DETAIL PROGRAM CASE**, under the **VISITATION PLAN** icon.
  - b. To document details regarding the Parenting Time/Visitation plan such as reasons for change, success, parental participation, safety issues etc the CFS Specialist and Service Coordinator will document under **DETAIL PROGRAM CASE**, under the **NARRATIVE** icon, then select **CONTACT**, then select the appropriate item in which you garnered the information.
  - c. To document a summary of Parenting Time/Visitation for the Court Report information will be documented under **LEGAL ACTION**, search for the most recent legal action and open, under the **NARRATIVE** icon, then select **COURT REPORT-CASE** then select **VISITATION PLAN AND MODIFICATION**.

G. **Contact with Family**

1. **Initial Contractor Contact with the Family:** Service Coordinators are required to have initial contact with the family within one day of referral. This information will be entered onto N-FOCUS within three business days.
  - a. Contact will be entered under **PROGRAM CASE**, select the **NARRATIVE** icon, select the Subject Area called **'CONTRACTOR SPECIFIC'** and the Item Type called **'INITIAL FACE TO FACE FAMILY CONTACT'**.
  - b. Pay particular attention to the occurrence date and make sure that it is the date that you actually made contact with the family.

2. **Contractor Required Contacts:** Monthly contact with children, parents and placements conducted by the Service Coordinator will be entered onto N-FOCUS within three business days. For each child on your caseload, you must document your monthly face to face contacts.
    - a. All contacts will be entered under the **CHILD'S NAME** under the **PROGRAM PERSON ICON**. Select the **NARRATIVE** icon, select the **CONTRACTOR SPECIFIC** subject area, then select the appropriate item. You would select the item types that apply to the contact you made with the child, parent or provider. It is critical that the occurrence date be updated to the date that you actually made the contact.
  3. **Family Team Meetings:** Service Coordinators are required to ensure monthly family team meetings are held.
    - a. Service Coordinators will document the Family Team Meeting on N-FOCUS under the **DETAIL PROGRAM CASE** screen, under the **NARRATIVE** icon, specifically under the **FAMILY TEAM MEETING** drop down.
- H. **Narrative:** Narrative is a large component of N-FOCUS. There are two types of narrative; Program Case and Program Person Specific.
1. Program Case narrative is generally about the family and not a specific individual. There are some general provisions below, but refer to specific program areas within this document for specific instructions. Program Case Narrative includes documentation of day to day contact with persons involved in the case i.e. phone calls/correspondence with the family, service providers and other interested parties (relatives, information supports). Items to be documented under Program Case Narrative would be Family Team Meetings; Contacts; Consultation Points. Contractor Specific Program Case Narrative item areas include: Initial Contact with the Family, Exception to the 24 Hour Response and Aftercare.
  2. Program Person Specific narrative is information directly related to an individual. There are some general provisions below, but refer to specific program areas within this document for specific instructions. Program Person specific narrative includes documentation of educational, medical etc information about a person, particularly information that would be included in a Court Report. Items to be documented under Program Person Specific narrative would be medical, education, child characteristic and the monthly required contacts. Program person narrative specific to the Contractor would be Contractor Specific Monthly Required Contacts.
  3. **Consultation Points:** The purpose of case consultation is to assure staff, families and the public of consistent application of

- a. Service Coordinators must document consultation points in N-FOCUS under **DETAIL PROGRAM CASE** screen, under the **NARRATIVE** icon, subject area **CONSULTATION POINT**. Then select the appropriate **ITEM**.
- b. Service Coordinator Supervisors must document case staffings or any clinical staffings that have occurred with their families in this same section.
4. **Phone calls:** Phone calls include voice mail messages and the content of the narrative would include the date and time that a call was received and/or made and the description of the call including whether you spoke to a person or if a message was left.
  - a. CFS Specialist and Service Coordinator will document any phone calls under **DETAIL PROGRAM CASE** screen, under the **NARRATIVE** icon, specifically under the **CONTACT** drop down, and then select **TELEPHONE/TDD CALL**.
5. **Emails:** E-mails must be sent and received utilizing a Secure E-mail system. Service Coordinators will utilize IronPort unless their agency has purchased a DHHS e-mail account. E-mail information must be copied and pasted into N-FOCUS.
  - a. CFS Specialist and Service Coordinator will document any emails under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically under the **CONTACT** drop down, then select **CORRESPONDENCE**.
6. **Letters/Written Communication:**
  - a. CFS Specialist and Service Coordinator will document any letters/written communication under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically under the **CONTACT** drop down, then select **CORRESPONDENCE**.
7. **Signed Releases of Information:**
  - a. CFS Specialist and Service Coordinator will document any signed releases of information under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically under the **CONTACT** drop down, then select **CORRESPONDENCE**.

## I. **Juvenile Services**

1. **Violations of Conditions of Liberty:**
  - a. CFS Specialist and Service Coordinator will document any violations in conditions of liberty under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically

**CONTACT** drop down, and then select **OTHER VISIT**.

2. **Behavioral Accountability Meetings:**
  - a. CFS Specialist will document results of behavioral accountability meeting under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically under the **CONTACT** drop down, then select **OTHER VISIT**.

J. **Education/School**

1. **Child's educational information:** This information is used for the Court Report.
  - a. Service Coordinator will document information related to the child's education including school attendance, grades, participation in school activities etc.
    - 1) Highlight the child's name, select the PROGRAM **PERSON** icon, then select the **NARRATIVE** icon, and then select the **COURT REPORT – PERSON** subject area, then select **DEVELOPMENTAL/EDUCATIONAL/VOCATIONAL** as the item type.
  - b. Service Coordinator will document the child's school attendance.
    - 1) Highlight the child's name and go to **PERSON DETAIL**, select the **SCHOOL ATTENDANCE** pushbutton. Update and document any new information. This includes updating the name of the school the child is attending, grade level of the youth and any special needs.

K. **Medical/Mental Health/Behavioral Health**

1. **Child's physical. Mental, behavioral and emotional health:** This information is used for the Court Report.
  - a. Service Coordinator will document all rationale for not placing children with relatives by highlighting the child's name, select **PROGRAM PERSON** icon, then select the **NARRATIVE** icon, and then select **COURT REPORT – PERSON** as the subject area, then select **MEDICAL CONDITIONS/NEEDS** as the item type. Complete the appropriate narrative item areas.
  - b. Service Coordinator will document each child's physical health information related to dates of last exams, allergies and names of physical health care providers.
    - 1) Highlight the child's name and select the **PROGRAM PERSON** icon, then select the **MEDICAL** pushbutton. Complete/Update all information. Names of physical health care providers are completed using the **PROFESSIONAL RELATIONSHIPS** icon from the **DETAIL PROGRAM CASE** screen.

L. **Legal**

1. **Preliminary Hearings:**

- a. CFS Specialist will document results of preliminary hearing under **DETAIL PROGRAM CASE** screen, under the **DETAIL NARRATIVE** icon, specifically under the **CONTACT** drop down, then select **OTHER VISIT**.

M. **Locating/Identifying Families/Relatives**

1. **Due Diligence:**

- a. CFS Specialist and Service Coordinator will document due diligence efforts under the **DETAIL PROGRAM CASE** screen, under the **KINSHIP NARRATIVE** icon, highlight the appropriate name and then select **NEW**, and then select the appropriate narrative type.

2. **ICWA:** The CFS Specialist and Service Coordinator will document all information related to a child's involvement with a tribe.

- a. CFS Specialist and Service Coordinator will document all request for ICWA identification under the **DETAIL PROGRAM CASE** screen, under the **KINSHIP NARRATIVE** icon, highlight the appropriate name and then select **NEW**, and then select **INDIAN CHILD WELFARE ACT**.

- b. CFS Specialist and Service Coordinator will document tribal involvement by highlight the **CHILDS NAME**, select the **PERSON DETAIL** icon, then select the **TRIBAL INFORMATION** pushbutton. Enter all pertinent information.

3. **Location of relatives:**

- a. CFS Specialist and Service Coordinator will document all efforts to locate relatives under the **DETAIL PROGRAM CASE** screen, under the **KINSHIP NARRATIVE** icon, highlight the appropriate name and then select **NEW**, and then select the appropriate narrative type.

N. **Placement of Children**

1. **Relative Placement Decisions:** CFS Specialist and Service Coordinator will document all rationale for not placing children with relatives.

- a. Highlight the child's name, select the **PROGRAM PERSON** icon, then select the **NARRATIVE** icon, and then select the **RELATIVE PLACEMENT DROP DOWN**.

2. **Child Placements:** Documentation of placement changes shall reflect the child's physical location. For example, Boys Town has several treatment Group Homes; you must document the placement of the child to reflect the actual physical location of the child.

- a. Service Coordinator will document the request for approval of a placement under **DETAIL PROGRAM CASE** screen, then

**NARRATIVE** icon, then select the **CONSULTATION POINT** subject. Then select the appropriate item:

- 1) Recommend Return Home – to be used when recommending that a child be returned to the custodial or non-custodial parent for placement.
  - 2) Place Outside a Service Area – to be used when recommending any type of placement of a child outside of the service area in which the child/parent resides.
  - 3) Place in a Restrictive Setting – to be used when recommending a placement that is not a family like setting such as a group home or other congregate care setting.
  - 4) Adoptive Home Placement Setting – to be used when a recommendation is being made to change a current foster placement to an adoptive or to move a child into an adoptive home.
  - 5) Staff Initiated – to be used when recommending a change of foster placements not described above.
- b. Service Coordinator will document all placement changes under the **REMOVAL/PLACEMENT** Icon on N-FOCUS.
  - c. When a child is placed with a non-custodial parent, the Service Coordinator will select the placement type as ‘With Non-Custodial Parent’. DO NOT ADD THE NON-CUSTODIAL PARENT AS AN ORGANIZATION ON N-FOCUS.
  - d. When a placement provider changes from one type of facility to another, such as was the foster home and is now an adoptive home or was an approved relative and now is a licensed relative, the current placement must be closed and a new placement documented indicating the ‘new’ facility type. This does NOT count against the case in number of placements, but will allow us to accurately report youth placed in adoptive and licensed homes.

O. **Child Characteristics:** The Service Coordinator shall update child characteristics at least every six months. An update includes a review of what has been selected and ensuring the information is correct. For all selections, except for Additional Child Characteristics, the condition MUST be diagnosed by an appropriate medical or mental health professional. There are two parts to child characteristics, one is narrative and the second is pre-defined criteria.

1. Service Coordinator will document the individuals physical description and providing more detail to any physical, mental health, developmental or behavioral issues by highlighting the child’s name, select the **PROGRAM PERSON** icon, then select the **NARRATIVE** icon, and then select the **CHILD CHARACTERISTICS DROP DOWN.**
2. Child Characteristics will be answered by highlighting the child’s name, select the **PROGRAM PERSON,** then select the

**CHARACTERISTICS** pushbutton and entering information related to that specific child.

- P. **Adoption:** The Service Coordinator is responsible to ensure that youth free for adoption and not placed in an adoptive home are placed on the state and/or national adoption exchange websites. Documentation of the status needs to be completed by
1. Highlighting the name of the child, and select the **PROGRAM PERSON**, then select the **ADOPTION** pushbutton and entering information related to that specific child. This information must be kept current.
  2. Upon the request from an approved Adoptive family, enter the family's information onto the state and national adoption registry. This status must be documented on N-FOCUS from **DETAIL ORGANIZATION**, select the **HOME DETAILS** pushbutton, select the **ADOPTION EXCHANGE** pushbutton and enter all required information.
- Q. **Background Checks:** The CFS Specialist or designee is responsible for ensuring that background check information collected and documented on N-FOCUS.
1. CFS Specialist will document background checks under the Safety Plan, by select the individual's name and then select the **SUITABILITY** icon. CFS Specialist will then select the **BACKGROUND CHECK** icon and enter results of checks.
- R. **Case Closure:** The CFS Specialist will ensure that cases or individuals are closed on N-FOCUS. Non-Court Involved cases, the CFS Specialist will determine that a child is SAFE or in Court involved cases the court determines that DHHS intervention is no longer necessary the case or a specific individual within the case should be closed.
- S. **Resource Development**
1. **Adding Organizations:** Lead agencies will add new fostering organizations to N-FOCUS.
    - a. No organization should be added without a completed W-9.
    - b. Complete a Search to determine if the organization already exists within N-FOCUS. Conduct separate searches by Organization Name, Doing Business As Name, and by FID/SSN. If no, match displays you may add a new organization. If a match displays you need to utilize that organization unless you go through your Service Area Contract Liaison (SACL) for approval to add another of the same Organization. The SACL will then contact Production Support.

- c. Add a New Organization by select the **ORGANIZATION** icon from the **MAIN MENU**, select **NEW** complete all the required information.
  - 1) Please note that the name of the Organization MUST be identical to the W-9/SSN information. (For example, you have Bert & Ernestine Sesame as a foster family and you have Bert's SSN. The organization must be loaded with the name **Sesame, Bert**.
  - 2) You cannot have it loaded as Sesame, Bert & Ernestine. You may add **Sesame, Bert & Ernestine** as **DOING BUSINESS AS**.
2. **Home Studies (including background checks):**
  - a. Lead agencies will load home studies under the **ORGANIZATION**. From **DETAIL ORGANIZATION** select the **HOME DETAILS** icon, then go to **ACTIONS, CREATE INITIAL HOME STUDY** or **CREATE UPDATE HOME STUDY**, then enter the information.
  - b. Lead agencies will enter the results of background checks for licensed and approved foster homes. Go to **DETAIL ORGANIZATION**, enter all **ORGANIZATION RELATED PERSONS**, and select the **BACKGROUND CHECK** icon. Document all background checks on all persons.
3. **Complaints:** The Lead Agency will contact the Resource Development Worker and document on N-FOCUS any and all complaints that they receive regarding any Organization with which they are working.
  - a. The lead agency will document complaints under **DETAIL ORGANIZATION**, select the **NARRATIVE** icon, select the **CONTACTS** subject area. Select the appropriate item area.
    - 1) Some complaints will require immediate contact with the Child Abuse/Neglect Hotline and/or Law Enforcement.
    - 2) Resource Development staff will document the Complaint in the Complaint section of N-FOCUS.
4. **Home Details:** The Lead Agency will load basic information as to the status of the requested home to be approved or licensed.
  - a. Once one or more facility types are selected and 'in process', the organization should be **ASSIGNED**. From **HOME DETAILS**, select the **ASSIGNMENTS** icon, go to **ACTIONS**, and select **ASSIGN POSITION**. Select the person(s) to be assigned. The assignment should identify a **DHHS PERSON** as the **PRIMARY WORKER** and the **CONTRACTOR** as the **ADDITIONAL WORKER**.
  - b. To document approval/foster home information from the **DETAIL ORGANIZATION** screen, select the **HOME DETAILS** pushbutton. Enter the appropriate information.

- c. Once a license has been issued, the Lead Agency or the Resource Development staff will change the facility type status to **ACTIVE**.
5. **Licensing:** Resource Development Staff will issue all licenses once all the required paperwork is submitted by the lead agency.
- a. Requests for Waiver of Training for relatives must be documented by the Lead Agency. From **DETAIL ORGANIZATION**, select the **NARRATIVE** icon, select the **TRAINING** subject area.