


SOLANO COUNTY CALIFORNIA PROBATION DEPARTMENT	POLICY NUMBER: 208	EFFECTIVE DATE: December 2, 2019
	SUPERSEDES: NEW POLICY	
APPROVED BY:  CHIEF PROBATION OFFICER	TITLE: JUVENILE PROBATION YOUTH CASE NOTES	

1. **Policy** – An electronically maintained chronological record of all case activities shall be maintained for each juvenile case that is referred to the Solano County Probation Department (Department).
2. **Definitions** – (**Attachment A**)
3. **Procedures** – All case notes shall be maintained in the Department’s Case Management System as follows:
 - A. **General**
 - (1) The dropdown box shall reflect the actual contact date.
 - (2) The appropriate contact type (e.g., face-to-face office, face-to-face field, telephone) shall be entered following each contact.
 - (3) The youth’s next reporting date and time shall be entered at the end of the case note. *Note location if different from assigned work site.
 - (4) Each case note shall reflect the nature and outcome of the event or activity, the means by which the information is acquired and the person or agency who initiated the contact.
 - (5) Case notes shall be accurate, concise, and professionally written with regard to content.
 - (6) Case notes shall be recorded in a timely manner, and as soon as practical after the event or activity has occurred, but normally no more than two (2) business days from the date of the event.
 - (7) Any case note entry that includes information obtained from an identifiable individual other than the youth, shall include that individual’s name, title, and phone number, if known.

- (8) A supervisor may make entries into the case notes that provide case specific direction to the supervising Deputy Probation Officer (DPO), but shall not enter commentary regarding the employee's performance.
- (9) Case notes shall be subject to confidentiality per Department Policy and only accessed by authorized Department employees for legitimate Department business.
- (10) Any changes in contact information shall be updated in the appropriate node.

B. Supervision Case Note Entries

- (1) Case note detail may vary depending on the type of youth contact interaction, but they are intended when reviewed holistically, to capture pertinent events, youth conversations, and treatment services.
- (2) A case note may contain a summary of several contacts attempted/completed rather than individual contacts.
- (3) The DPO responsible for youth supervision shall record case note information that, depending upon the type of youth interaction, shall include but is not limited to:
 - a. The date the case was assigned to the DPO.
 - b. All case activities, events and circumstances, whether initiated by the DPO, the youth, or any person or agency having an interest in the youth.
 - c. A summary of each youth contact and case activities.
 - d. Youth barriers/issues/struggles/lack of insight/low motivation towards positive change and possible solutions.
 - e. Letters and reports mailed, received, or returned.
 - f. Messages left on voicemail and/or text messages.
 - g. Youth face-to-face contact and any collateral contacts.
 - h. Field and home visits.
 - i. Discussion of drug test results and/or use, action plan if any, and further testing directives.
 - j. Discussion/documentation of law enforcement contact.

- k. All fees, fines, and restitution related activity including payments and balances.
- l. Youth response/participation when a supervision tool is implemented.
- m. Information related to the progress of court conditions.
- n. Completion of any Assessments and feedback provided.
- o. Any classification overrides or reclassifications.
- p. All program referrals to include an explanation in cases when the Juvenile Probation Criminogenic Needs Interventions and Program Referral Guidelines (P-200 Attachment K) was not followed.
- q. A summary of any initial My Change Plan(s) or Case Plan and any My Change Plan(s) or Case Plan progress or modifications.
- r. All program / treatment progress or lack thereof to include discussion of skills learned and/or applied.
- s. Completion by the youth of a Change Plan or Case Plan Goal.
- t. All significant contacts with or from the youth's treatment provider to include a brief summary of any youth progress reports.
- u. Application of verbal affirmations for pro-social behavior, the pro-social behavior being reinforced, and any material incentives earned and selected.
- v. Any youth non-compliant behavior and any actions taken.
- w. Documentation of missed or rescheduled appointments and steps taken to contact/locate youth who miss a probation appointment.
- x. At termination, ways discussed with the youth to be successful and remain delinquency free.

C. Dispositional Report Case Note Entries

- (1) The DPO responsible for the preparation and investigation of the Dispositional Report shall record case note information that includes, but is not limited to:
 - a. Date file received and reviewed for completeness by DPO completing the Report.

- b. Date and description of each contact and case activity including:
 - i. Telephone calls, Field/Office Visits, and Letters / Correspondence for:
 - 1. Youth
 - 2. Victim
 - 3. Collateral Contacts
 - 4. Attorneys
 - ii. All restitution activity.
- (2) Contact information such as telephone numbers, address and name of contact shall be included.
- (3) All the information contained in the narrative of each individual section of a Dispositional Report does not need to be entered as an individual case note; rather the entry may refer to the completed Report.
- 4. **Exceptions** Any exceptions to the provisions set forth in this policy shall require prior written approval from the Chief Probation Officer.

DEFINITIONS

- A. **Case Management System (CMS)** The electronic system in which case management activities are documented and recorded. Currently the system used for probation case management is CASE.
- B. **Case Notes** Electronically maintained documentation of casework maintained for each youth.
- C. **Date** The date and time, if appropriate, that each task or event occurs, or when any information is received.
- D. **Deputy Probation Officer** The Juvenile Probation employee responsible for overseeing the supervision of Juvenile Probation youths.
- E. **Reports** Any information received through third party dissemination such as, but not limited to school records, substance abuse evaluations, psychiatric and psychological reports and employment histories.
- F. **Youth** An individual minor placed on juvenile probation supervision as a ward of the Court.