

RECORD MANAGEMENT

Table of Contents

A. Record Keeping	1
B. Documentation.....	2
1. Case Notes.....	2
2. Contact Sheets	2
3. Transferring and Closing Records.....	5
4. Monthly/Bi-Annual Reports.....	5
a) In-County Travel	5
b) Out-of-County Travel	6
c) ESE Service Form – Social Work Services	6
d) Student Services Counseling Log	6
e) Open Referrals Form for Social Histories	7
5. Miscellaneous.....	7
C. Communication.....	7
1. Management Information Services (MIS).....	7
2. Internet Access	7
3. E-mail.....	7
4. Telephone Use.....	7
5. Follow-up and Feedback	8
6. Sign-In/Out Sheets	8
7. Weekly Schedule.....	8
8. Emergency Phone Tree	8
9. Use of Electronic Information Services and School Office Equipment.....	8
10. Principal Planning.....	8

A. Record Keeping

Student Services staff will maintain accurate records, logs, statistics, and reports for effective communication, documentation, departmental statistics, accountability, and program evaluation.

In determining the retention requirements of public records, retention values must be considered to assure the records will fulfill their reason for creation and maintenance. These values are administrative, legal, fiscal, and historical. Retention guidelines are stipulated in the Florida Department of State General Records Schedule GS7 for Public Schools Pre-K to grade 12, Adult, and Vocational/Technical.

Note: For further information go to the [Volusia County Schools Records Management](#) website.

B. Documentation

Record retention schedules for Student Services department is included in the definition of Student Education Records: Category B (temporary information). Retention of records is generally three anniversary years.

1. Case Notes

Documentation of all activities regarding student/family must be maintained in accordance with the [Family Educational Rights and Privacy Act \(FERPA\)](#) and [National Association of Social Workers \(NASW\) Code of Ethics Professional Standards](#). Ongoing case notes should be maintained on the [School Social Work Case Notes](#) (form 2007127). These original notes must be considered confidential and handled accordingly. Only original information initiated by the school social worker on a case need be kept (i.e., telephone contact with a parent). Records that would be kept in the cumulative folder (i.e., social histories) do not need to be kept by the social worker.

At the closing of the school year, all original documentation should be sorted alphabetically, placed in a manila envelope marked/labeled by school name and year, and sent to the respective clerical staff member for processing and archiving.

If called upon to produce a record (i.e., for non-attending students with court involvement), the social worker is expected to have access to them via personal possession or record retention office.

2. Contact Sheets

All [Daily/Weekly Contacts](#) (form 2007128) sheets must be completed on a daily or weekly basis. These contacts are entered on CrossPointe database Z014 School Social Work Contacts.

All contacts should be maintained on the [Daily/Weekly Contacts](#) sheets and entered into the computer database by the 10th of each month. If entered by the clerical staff, provide contact sheets daily.

The [Daily/Weekly Contacts](#) sheets should reflect contacts regarding specific students and the action taken or service provided. The system will only permit entry of *one contact code* for Referral Reason, per entry date, but will allow *multiple codes* for Contact/Action. If a second Referral Reason code is to be entered for the same student on the same date, a separate entry will need to be made.

In order to accurately get credit for a contact entry, the workers' assigned numerical codes must be used. Staff members entering their own [Daily/Weekly Contacts](#) data do not need to maintain a separate record of their contacts. This contact information would be reflected, and should be consistent with the case documentation paperwork.

The student contact information and comments must be legibly written. Comments should not duplicate the Referral Reason or Contact/Action codes already listed, but should provide additional information relevant to the case. Remember that this is a useful tool in tracking who has been involved with a particular student and the services offered. The system allows up to two lines of case notation in the "Comments" section. For clerical purposes, please refrain from using abbreviations (i.e., fx for father, etc.) that are not known to the clerical support staff entering your contact data. If you are going to abbreviate due to limited spacing, please provide your clerical support person with your abbreviation and acronym meanings.

Instructions to Complete Contact Sheets:

a	b	c	d	e	f	g
↓	↓	↓	↓	↓	↓	↓
Date	ALPHA ID	Student's Name	RR	Type Of Contact/Action	School #	Comments

- (a) **Date** – The date that a contact regarding a student is made.
- (b) **Alpha ID** – List the student’s Alpha ID correctly and legibly (please note that the “U” and “V” letters should be clearly distinguished).
- (c) **Student’s Name** – Legibly write the student’s last name and initial of first name.
- (d) **Referral Reason (RR)** – (See the list of codes below.) List only one code for the primary reason for the referral on a specific date. This Referral Reason code may change from contact to contact, if you initially become involved for one reason, and during the course of your intervention you assist with other needs, (i.e., truancy [H] is Referral Reason for first contact but financial/material needs [B] is the Referral Reason for a second contact with the same student).

Note: List the Referral Reason which is most appropriate for that particular date of intervention. There are now **19 active codes** for Referral Reason. For the secondary school staff members, the contact records will be higher for your schools since SSW and PLUS entries are combined, but each worker will have their individual contacts reflected on their individual reports.

Code	Referral Reason	Code	Referral Reason	Code	Referral Reason
A	Academic	H	Truancy/Non-Attendance Issues/ Learnfare	Q	Crisis Intervention <i>(Child Abuse, Suicide, Intent to Harm)</i>
B	Financial Need	I	Behavioral/Emotional/ Manifestation	R	CARS Services
C	Immunization Records	J	Expulsion/DSPC (Expulsion SSW only)	T	Transition Services
D	School/Parent Communication	K	Home Education	V	ESOL
E	School Zone Determination	L	Court Referral (Court Liaison only)	W	Homeless
F	Social History	N	Legal Issues		
G	Student Health Problems	P	Alcohol/Drugs (PLUS only)		

(e) **Type of Contact/Action** – These codes should record the type of contact and/or action rendered for a particular student.

Code	Contact/Action	Code	Contact/Action	Code	Contact/Action
A	Contact/Conference with School Personnel and/or Student and/or Parent/Guardian	H	Home Visit with Parent/Student/Other	O	Student Observation
B	Contact/Conference/Referral with Outside Agency	I	PST for Attendance	P	Group Work
C	Contact/Conference with Parent/Guardian	J	Letter/Report, Truancy Referral (BEACH House/State Attorney)	Q	Social History Report Process (Typing/Editing/etc.)
D	Contact/Conference with School/District Personnel	K	Meetings (Staffing, PST, ESE, FSPT, Dept. of Children and Families, etc.)	R	CARS Services
E	Contact/Conference with Student	L	Phoned/Left Message with Parent/Guardian, Community Agency, School District Personnel	T	Bilingual Services
F	Cumulative Record Review	M	PLUS Assessment	X	Attendance Follow-Up
G	Court Hearing and Consultation	N	Translation Services	Y	Case Management

Code A – face-to-face conference or contact with school personnel and either the student and/or parent. (It is not necessary to also use codes C or D.)

Code B – personal visit or contact with community agency.

Code C – face-to-face conference or personal contact with a parent or guardian, which may include e-mail.

Code D – face-to-face conference or contact with school/district personnel, including teachers, school counselors, school psychologists, PLUS caseworkers, school social workers, administrators, and other personnel. This code would be utilized for internal referrals from school social worker to PLUS and vice versa. *It is not necessary to mark this code four times if you met briefly with four different school personnel on the same date regarding one student.*

Code E – face-to-face conference or contact with student.

Code F – review of cumulative/electronic record during assessment process, data gathering process, etc.

Code G – attendance at court hearings or consultation with court personnel.

Code H – home visits. (It is presumed that you would leave a business card or a note for the parent or speak with the person home at the time.)

Code I – students brought before the team or building level PST committee for attendance reasons only. This code will also be applicable for ESE attendance meetings.

Code J – letters or reports generated or write-ups for truancy referrals (i.e., CINS/FINS, ASAP, etc.).

Code K – attendance at meetings (i.e., Staffings, PST, ESE, IEP, Family Services Planning Team, DCF, CBC, etc.).

Code L – phone calls made or messages left in attempts to communicate with school personnel, parent/guardian, or community agency.

Code M – the completion of a PLUS Assessment (PLUS caseworker will not use Code E as well, as this code implies contact with a student).

Code N – translation services provided by the bilingual school social workers.

Code O – observation being conducted with student.

Code P – group work being conducted with student.

Code Q – Social and Developmental History report process (i.e., typing/editing, etc.).

Code R – any Medicaid billable services indicated on the [Student Services Counseling Log](#) (form 2008090).

Code T – social histories completed by the bilingual school social workers.

Code X – case management/follow-up being done for attendance cases.

Code Y – case management services being provided for student referred from the expulsion committee, PLUS case management, cases being tracked for behavioral/emotional concerns, etc.

- (f) **School #** – Please mark the four-digit numerical code (Facility #) for student’s school. This section allows you to list students from different schools on the same sheet.
- (g) **Comments** – This section archives the school social work records. You may make case notations up to 150 characters (two lines). It is strongly encouraged that everyone make notations that would make the SSW query more clear and meaningful.

3. Transferring and Closing Records

After three years of no action, any case records may, at the discretion of the social worker, be destroyed in such a manner that they may not be read.

If a student transfers to schools within the county after the request for service is processed, the case will be transferred to the appropriate school social worker for completion of social work services.

4. Monthly/Bi-Annual Reports

a) In-County Travel

All employees using a personal car for school business are required to carry liability insurance on the vehicle in use. Volusia County Schools reimburses mileage from your assigned school/office to other schools/facilities or work-related destinations within Volusia County at the maximum federal prescribed rate. Reimbursement for the use of privately owned vehicles for in-county travel is based upon an online mileage calculating system. Travel vouchers must be completed online and submitted at the end of the month to the School Social Services Coordinator for approval. Approved travel for in-county workshops or conferences must also be completed online.

Note: In cases where the amount due for travel for one month is less than \$10, submit it with the following month’s travel voucher. If you would like your travel check mailed to your home, notify the Finance Office.

Other approved substantiated expenses that are reimbursable include: parking fees, registration fees for in-county meetings, materials not covered by registration fee, and business-related communication expense. **These expenses are only reimbursable with receipts.** Neither per diem nor the meal allowance is given for in-county travel.

b) Out-of-County Travel

All employees using a personal car for school business are required to carry liability insurance on the vehicle in use. Volusia County Schools reimburses mileage for approved out-of-county travel at the maximum federal prescribed rate. Out-of-county travel **must be submitted** to the School Social Services Coordinator at least **two weeks in advance** for approval. The information/paperwork that needs to be submitted and approved prior to travel includes the [Temporary Duty Log and Summary of Services](#), [Request for Leave](#) (indicating temporary duty), and a copy of the registration or workshop agenda. After returning from the out-of-county event, complete/submit the [Out-of-County Travel Voucher](#) (form 93123 – must be printed on green paper), travel receipts, a copy of the registration or workshop agenda, and a copy of the [Request for Leave](#) form.

Other approved substantiated expenses that are reimbursable include: turnpike tolls, parking fees, registration fees for out-of-county meetings, materials not covered by registration fee, and business-related communication expense. **These expenses must have prior approval and are only reimbursable with receipts.**

Note: For meal reimbursement for out-of-county travel with no overnight stay, complete and submit a [Class C Meal Reimbursement](#) (form 2004133), and an [Application for Advance on Travel Expenses](#) (form 93249), along with the approved [Request for Leave](#) and [Out-of-County Travel Voucher](#).

String numbers need to be filled in on every voucher (in- and out-of-county).

Refer to the designated clerical staff for assistance with travel reimbursement procedures.

Further information can be found on the [Volusia County Schools Finance](#) website. There is also a [“Travel on the Web”](#) training video.

c) ESE Service Form – Social Work Services

Student Services staff are required to complete a [Social Work Services ESE Referral/Social History](#) form (a.k.a., Medicaid Bubble Sheets) for Medicaid reimbursement of social work services. These forms are generated by the Medicaid office and sent to the assigned worker. The forms must be turned in to the Medicaid office before leaving for winter break and at the closing of the school year.

d) Student Services Counseling Log

Student Services staff are required to complete the [Student Services Counseling Log](#) (form 2008090) for Medicaid reimbursement of Counseling as a Related Service (CARS). These forms are generated by the school social worker. Copies of the logs must be turned in to the Medicaid office before leaving for winter break and at the closing of the school year. Originals should be kept by the worker.

e) Open Referrals Form for Social Histories

Student Services staff must review their Social History Referrals' status twice a month. The first generated [Open Referrals by Social Worker](#) form is for review purposes only. The second form should be submitted to the School Social Services Coordinator's office before the end of the month.

5. Miscellaneous

Miscellaneous reports are due as assigned. These reports are the responsibility of each employee and must be completed in a timely manner.

The PLUS caseworker should maintain an accurate case log, pre- and post-tests, exit surveys, case notes, and any other required monthly items.

C. Communication

1. Management Information Services (MIS)

[MIS](#) serves the students, parents, and employees by providing technology-related services. They oversee the district-wide database containing demographic data, class scheduling, computer browse records (i.e., attendance, exceptional education, and Section 504 information), as well as other data on schools and individual students. Paperwork to initiate access for new employees to this system is set up through the [Human Resource](#) department and the security administrator at the designated site. Other features include data warehouse, parent portal, employee portal, etc.

2. Internet Access

Internet access enables staff to perform searches on relevant topics quickly and from a wide variety of sources. Some valuable websites include the [National Association of Social Workers](#) (NASW), [Florida Association of School Social Workers](#) (FASSW), and [Volusia County Schools](#).

3. E-mail

E-mail allows for quick, efficient communication. E-mail is not a replacement for valuable face-to-face contact, but it is a means to obtain quicker, more inclusive feedback on issues relevant to the staff. See the technology specialist at the assigned schools for help in setting up the particular "interface" required for specific e-mail needs. The school social workers are further connected to the entire district staff through Microsoft Outlook, providing multiple e-mails to the entire department with one keystroke. Staff members are able to access their work e-mail at home (Outlook Web Mail) or other school sites.

Note: *Be mindful of what is shared in writing.*

4. Telephone Use

In-house use of the Volusia County Schools telephone system requires dialing the particular 5-digit school or office extension number you wish to reach. To make a local call outside the system, dial 9, plus the 7-digit phone number. To call long distance, dial 8, plus 1, followed by the area code, and 7-digit phone number.

Note: Some of the Volusia County district (parts of DeBary, Deltona, Orange City, and Osteen) is in area code 407, which requires dialing 9, plus the area code, and 7-digit phone number.

5. Follow-up and Feedback

Student Services staff will provide feedback to the appropriate personnel in a timely manner. This may be completed through e-mail, in person, by phone, or in writing. All feedback should be documented on the [School Social Work Case Notes](#) (form 2007127).

6. Sign-In/Out Sheets

Sign-In/Out sheets are used to inform each satellite office of the whereabouts of their staff members. Student Services staff must sign in/out on a daily basis in their designated office.

If your travel plans indicated on the form change, notify your clerical staff. When visiting a school, Student Services staff must sign in/out on the [Student Services Staff Visitation Record](#) form. If the school does not turn in this monthly visitation log via county truck mail, please submit the form to the School Social Services Coordinator's office.

7. Weekly Schedule

Weekly schedules are completed at the beginning of each new school year on the [School Social Worker Schedule](#) form. Weekly schedules are provided to the appropriate clerical staff, school contact persons, and the School Social Services Coordinator. The schedules are placed in the sign-in/out notebook in the appropriate satellite office. The schedules provide information for schools as to where their Student Services members will be on a particular day.

8. Emergency Phone Tree

Student Services staff is required to provide [Emergency Contact Information](#), which is confidential and used for internal purposes only. Home/cell phone numbers are **NOT** to be released to individuals outside of our department. An [Emergency Phone Tree](#) is updated and distributed each school year. In the event of an emergency, each person is responsible for calling the individual directly below their name. If unable to reach that person, the procedure is to leave a message and then call the next person in line, to ensure that the succession of the phone tree is maintained.

9. Use of Electronic Information Services and School Office Equipment

Student Services staff must follow the guidelines for the use of electronic information services (i.e., e-mail) and school office equipment ([policy Number 518](#)) as put forth by the Volusia County School District Support Services Policies. To access any district policy, go to the [School Board Policies](#) website.

10. Principal Planning

Principal planning provides an opportunity for communication between Student Services staff and schools. The facilitation of this meeting is rotated between the school social worker, school psychologist, and school guidance counselor. The facilitator is provided an agenda for the meeting from the School Social Services Coordinator, in the form of a [Student Services/Principal Planning Session Annual Meeting Interoffice Memo](#). It is the facilitator's responsibility to coordinate with their school, schedule the time and date, invite the participants, conduct the meeting, and type and distribute the Student Services Principal Planning Session notes.