



Date Issued	3/19/2018	Owner	Dana James
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Effective	9/1/2022		
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Next Review	12/31/2024		

FISS #07- Case Record Documentation

I. POLICY

The FISS Case Manager must ensure the timely, appropriate and accurate documentation of all required information relating to the required face-to-face contact with the family and providers, reassessments of the case plan, supervisory consultation, consultation with professionals, service plan, crisis plan, case closure and all other case management activities as required by Division of Milwaukee Child Protective Services (DMCPS) and the FISS program. A listing of all formal and informal providers/supports connected with the family must be documented. Documentation must be updated regularly to reflect current case activity.

II. PROCEDURE

- A. All FISS Case Managers hired must complete the required FISS policy and procedure training in conjunction with case documentation training within the first month of hire. Case documentation training will consist of documentation guidelines for the initial meetings, first week of service implementation, crisis plan development, home/telephone contacts and collateral information.
- B. FISS Case Managers begin case documentation, and enter service authorizations in the eWISACWIS system following case assignment.
- C. FISS Case Managers must document the crisis plan in Synthesis (the Children's Community Mental Health Services and Wraparound [hereby referenced to as Wraparound Milwaukee] IT system), and follow Wraparound Milwaukee's policy regarding the development and implementation of crisis plan.
- D. Crisis plans are reviewed and approved by the Wraparound Milwaukee Psychologist.

- E. FISS Case Managers are required to document all contacts made and all activities conducted by them on behalf of the children and families served. This includes all face-to-face and telephone contact with families and providers, revisions to the service plan, changes in providers, consultation with supervisor and mental health professionals, and all other case management activities.
- F. Case notes must be entered in eWISACWIS within 48 hours of any contact, and must include current contact and collateral information.
- G. FISS Case Managers are not allowed to alter State required forms including striking out, whiting out information, or backdating forms. There is to be no falsification of any documents.
- H. FISS Case Managers must document a Team Meeting every thirty (30) days.
- I. FISS Case Managers must document diligent efforts to maintain regular contact with the family and team members.
- J. FISS Case Managers will document all supervision/consultation in a progress note within eWISACWIS. At minimum supervision/consultation occurs every thirty (30) days.

Approval Signatures

Step Description

Approver

Date

Michael Lappen: BHD
Administrator 8/31/2022

Brian McBride: ExDir2 –
Program Administrator 8/31/2022

Dana James: Integrated
Services Manager- Quality
Assurance 8/30/2022

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Services Manager- Quality
Assurance 8/30/2022