



## TANF 1507-1 Case/Person Notes

**Supersedes:** 1507-1 (1/1/06)

**Reference:** 45 CFR 206.10

**Overview:** System case/person notes must document actions taken and decisions made concerning eligibility/benefit determination and case status. Documentation must sufficiently detail reasonableness and accuracy of each action taken.

A note should only be changed or updated by the original author the same day it is entered. An amended note may be entered at a later time to document changes or corrections.

**LEGAL RECORD:**

Notes are a legal record of case history. Notes may be used as evidence in various reviews and settings.

**PURPOSE:**

Notes serve the following purposes:

1. Chronicle a series of events;
2. Summarize non-financial and financial eligibility requirements;
3. Outline actions in cases of noncompliance;
4. List types and results of referrals;
5. Describe development, progress and compliance with Employability/Service Plan (E/SP) activities;
6. Record TANF cash assistance time-limits; and
7. Document the family's progress in finding alternatives to public assistance.
  - a. Identify barriers to employment and how they were addressed.
  - b. Identify and facilitate the family's access to services.

**FREQUENCY:**

CHIMES notes must be completed:

1. For every concluded or attempted client contact;
2. For every action taken on a case;
3. Individually for each main note topic title; and

- a. When there is more than one main topic each topic should be broken into separate notes.
4. Within three (3) business days of client contact, decision or other case action.

**CONTENT:**

The prudent worker must be able to distinguish between information that is relevant and that which is not. Notes must:

1. Be clear, specific, objective and complete;
2. Detail significant facts which justify actions taken and decisions made;
3. Record only factual information which can include statements made by the client;
  - a. Personal opinions must never be noted.
4. Document any issue not fully explained by data entry in other places on the system; and
5. Explain any questionable or unusual situations.

**MEDICAL CONCERNS:**

Notes regarding medical, mental health or substance use conditions require extra caution due to both HIPAA guidelines and Medicaid regulations. Medical conditions should not be listed unless required for eligibility purposes and even then general terms should be used (rarely would this include an actual diagnosis) and only the “minimum necessary” information should be included.

**ACCESSIBILITY:**

Upon request, case records, including notes, are available to the filing unit and/or to their authorized representative. Notes may also be viewed by other individuals involved in program compliance.

Many Department personnel have system security allowing journal entry access. These individuals have security clearance to review notes and investigate the case circumstances and all information as part of their job duties. These duties may include, but are not limited to:

1. Third-party liability information;
2. Fraud and recovery;
3. Program compliance;
4. Time clock adjustments;
5. Fair hearings;
6. Fiscal data;
7. TANF out-of-state inquiries;
8. Policy clarifications;
9. Federal reporting requirements; and
10. System programmer adjustments.

**SECURITY:**

Certain individuals engaged in administering public assistance programs have system security that allows them to record their specific actions. These individuals are:

1. Office of Public Assistance (OPA) staff;
2. Pathways staff;
3. Specific central office staff;
4. System programmers; and
5. Claims and recovery unit staff.

**Effective Date:** January 01, 2018