

# Practice Points

## **Documenting Contacts with All Members of a Household and All Recommendations of Team Members**

The purpose of this Practice Point is to remind staff of the expectation to document their direct contact and observations on case specific forms and in FACES, regardless of whether they are performing duties of a case manager, service worker and/or conducting child abuse/neglect investigations, family assessments or referrals.

**Staff are required to document all contacts with all members of the household.** Additional information on documenting visits with all children, families and care providers in accordance with policy can be found in [Section 5 Chapter 1 Documentation and Record Maintenance](#). The official record is a statement of accountability that child safety is a priority in Missouri and that our staff and agency are committed to monitoring each child's circumstances.

**Staff should document the recommendation of each team member at Family Support Team meetings and/or case staffing which is essential to assuring children's safety and moving children toward permanency.** [Section 4 Chapter 9.6 Operation of the Family Support Team \(FST\)/Permanency Planning Review Team \(PPRT\) Meeting](#) describes the general operation and reporting guidelines of Family Support Team meetings. The Child Welfare Manual also describes steps to take when there is a lack of consensus at Family Support Team meetings in [Section 4 Chapter 7.2.4 Lack of Consensus at Family Support Team \(FST\)/Permanency Planning Review Team \(PPRT\) Meetings](#).

For further information regarding the importance for all staff to document their direct contact through the use of case specific tools and FACES consistent with policy, and to ensure that these contacts are being documented in a timely, consistent and behaviorally specific manner, refer to [Memorandum CD08-18](#) and/or the [Documentation Power Point](#).

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