

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 17-15	Policy #5.8
Applicability: <input checked="" type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards & References: DJJ 3.25, 5.1, 16.5 ACA Standards: 3-JDF-1E-01, 07 to 08 4-JCF-6F-01	
Chapter 5: RECORDS MANAGEMENT	Effective Date: 12/20/17 Scheduled Review Date: 12/20/18	
Subject: DOCUMENTATION STANDARDS	Replaces: 11/20/15 Administrative Services Division	
Attachments:  None	APPROVED:  <hr/> Avery D. Niles, Commissioner	

**I. POLICY:**

As good documentation is essential to all operational areas of the agency DJJ secure facilities, programs, community service offices, and the Central Office shall ensure that a system is in place to reflect good record keeping and up-to-date documentation at all levels of the agency.

**II. DEFINITIONS:**

**Case Record:** An organized compilation of written or electronic (e.g. Juvenile Tracking System, emails, etc.) documents, reports, evaluations, notes, contacts, summaries, and other information pertaining to the provision/coordination of or referral for necessary services.

**Health Record:** An organized compilation of paper or electronic (e.g., Juvenile Tracking System, emails, etc.) documents, reports, evaluations, notes, contacts, summaries, treatments, treatment plans, and other information pertaining to the health of a youth which accurately and cumulatively reflects the health, illnesses, diseases, and conditions of that person along with treatment measures.

**Records:** All documents, papers, letters, maps, books, tapes, photographs, computer based or generated information, or similar material (i.e., e-mail, calendars, internet records) prepared and maintained or received in the course of the operation of the Department as a public agency.

**III. PROCEDURES:**

- A. Employees will make all documentation within the minimum professional standards for the employee's assigned duty and within Department policy. Employees will document in a manner that facilitates the communication of relevant information.
- B. The facility/program/office Director will be ultimately responsible for the oversight of the operation's documentation and related issues.

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- C. Employees will retain and destroy all records within the guidelines established in DJJ 5.1, Records Management.
- D. General documentation standards:
1. Employees will mark all documentation with the actual date and time of the activity being documented.
  2. For health records, all documents will be filed (including documenting in the Juvenile Tracking System) within 24 hours of the service being rendered or sooner as required by policy.
  3. For case records, all documents will be filed (including documentation in the Juvenile Tracking System) within 5 business days or sooner as required by policy.
  4. Black or blue ink will be used for all documentation unless otherwise noted.
  5. The use of signatures stamps may only be authorized by the Commissioner or designee. Owners of signature stamps will be held responsible for all use.
  6. Employees will not use correction fluid or erasure.
  7. If it is necessary to correct or delete a paper note or logbook entry, the incorrect word(s) will be crossed through with a single line, initialed and dated with the date of the correction. Employees will make every effort to cross through the words in such a way for them to continue to be easily recognizable. Employees will not completely obscure the original writing when crossing through.
  8. Employees will not delete JTS progress/case notes. For erroneous entries, the employee will enter an additional progress/case note in JTS to document the error.
  9. After a given process has been completed (e.g., disciplinary process, special incident reporting process, etc.), no records will be changed. If the record needs to be supplemented with new and/or correct information, a new document will be added to the record that reflects the current date and signature.
    - a. When reviewing a Special Incident Report (SIR), the Director will indicate any comments, additions, corrections, or new information in red ink. After an SIR has been entered into the database, no further changes to the original SIR will be made. Any additions, corrections, or new information will be added via a supplemental document that bears the current date and Director's signature. The supplemental information must also be entered into the database.

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- b. During the disciplinary process, the youth must be informed of his/her rights and will be encouraged to check the appropriate boxes concerning his/her due process rights. (See DJJ 16.5, Attachment B, Disciplinary Report.) Before the hearing occurs, the disciplinary hearing officer will ensure that it is clear that the youth has asserted or waived his/her rights by checking each of the boxes either “yes” or “no.” If it is not clear, the due process waivers and notices must be re-explained to the youth and a supplemental Disciplinary Report added to the packet, with the new signatures and date.
- c. Deletions and corrections to the Juvenile Tracking System (JTS) entries will be submitted via the JTS Report an Issue Link within JTS. The data request should occur within 24 hours of the error being entered/discovered in JTS.
- E. Employees will avoid even the appearance of documentation impropriety. Acts of documentation impropriety include:
- Forgery;
  - Falsifying or presenting falsified documents;
  - Destroying documents;
  - Back-dating documents;
  - Making any false entry in a document;
  - Manipulating documentation for the purpose of influencing or misleading any auditor;
  - Altering, mutilating, or concealing any document with the intent to impair the document’s integrity or availability;
  - Assisting others in acts of documentation impropriety; and
  - Ordering or persuading others to commit acts of documentation impropriety.
- F. Any act of documentation impropriety will subject an employee to disciplinary actions up to and including termination.
- G. It shall be the responsibility of each employee to immediately report any violations of this policy. The Department encourages such reports to be attempted through the established chain of command, if plausible, but can also be reported directly to an Assistant Deputy Commissioner, a Deputy Commissioner, the Assistant Commissioner, or the Commissioner. It is preferred that you identify yourself when making such a report, but you may do so anonymously if this is more comfortable. (See DJJ 3.25, Whistleblowers.)

**IV. LOCAL OPERATING PROCEDURES REQUIRED: NO**