

DOCUMENTATION

Documentation is essential in assessing the effectiveness of service coordination activities. The documentation should be entered promptly, be factual and accurate, and inclusive of all components of the activity. All documentation in the SHS Information System are legal documents of record. All contacts with or about the participant should be documented in the SHS Information System as soon as possible, but no longer than ten (10) business days after the date of the contact.

- Documentation should be written in first person, using complete sentences or bullet style formatting.
- The use of the “Home Visit Template” for progress notes is encouraged.
- Documentation must be comprehensive enough to justify staff actions and shall include an action plan allowing others to intervene in the Service Coordinator's absence.
- Reports, Individual Educational Plans, etc., that are reviewed by staff and require no action should be initialed, dated, and filed. Receipt and review of documentation along with a brief summary must be noted in the SHS Information System.
- Do not copy and paste email correspondence (as a whole or as a screen shot) into the SHS Information System. Instead, use a summarization to document the content of the message(s).

Entries in the SHS Information System “Forms” screen do not require additional documentation in the Progress Notes.