

Consumer Service Records (CSR) folder Legalities.

Each consumer of our center has a paper record (CSR folder) and a CFAL (electronic or computer) record.

The CSR folder and all the forms we are required to keep in it are legal documents.

They can be subpoenaed and used as evidence in court proceedings.

They must meet certain minimum requirements:

- Documents and notations must be in blue or black ink (no pencil, no red or purple, etc)
- All signed forms must be originals (provide a copy to the consumer)
- No white out
- When you need to make a correction, draw a single line through the error and initial it. This way the original can still be read.
- Staff signatures are required on intake forms (ILP or IWP, CAP form, indemnity form, and photo and information release).
- Consumer signature is required on the ILP (or IWP), CAP form, Voter declaration, indemnity form, photo and information release.
- You may make a “late entry” on the contact sheet if you find you have forgotten to include something. For example, you have entered a note for 1/7/08 and then you remember you talked to the consumer on 12/5. Just write “12/5/07 late entry” and proceed with the note.
- Be sure the date on the contact sheet in CSR matches your CFAL date for that contact.
- No sticky notes or loose papers in the file- they are messy and can fall out creating potential for personal identifiable information to be lost.
- Keep information about any other consumers out of the file notes for example- “Jane” participated in a workshop with other consumers. NOT-“Jane” participated in a workshop with Bobby and Mark.
- When completing service notes-write from the beginning of the line to the end. If your note stops before the end of the line simply draw a single line to the end thus preventing anyone from “adding” or “altering” anything to the notes later.
- The same goes for the end of the page, if you are unable to utilize the entire page and must begin another, if there is any free space left over please draw a line through it preventing anyone from adding anything there later.
- You must sign and date each entry.
- All information must remain confidential.