



**STATE OF FLORIDA  
DEPARTMENT OF JUVENILE JUSTICE**

---

**JUVENILE JUSTICE INFORMATION SYSTEM  
BUSINESS RULE**

**SUBJECT:** Case Notebook Module

**PROCEDURE NUMBER:** 10-001

**EFFECTIVE DATE:** July 2010

**REVISED DATE:** August 2011; June 2015; July 2020

**PROGRAM AREA(S):** STATE AND PROVIDER-OPERATED PROBATION  
AND COMMUNITY INTERVENTION PROGRAMS

---

**POLICY**

The Juvenile Justice Information System (JJIS) Case Notebook Module serves as the sole source of documentation for all case management and supervision activities in all state-operated and provider Probation and Community Intervention programs. Staff shall document all case activities in the Case Notebook Module, including the detention screening process. All state and provider Probation and Community Supervision staff shall be trained and provided access to the Case Notebook Module. All other state and provider staff within the Department may have read-only access upon request and as necessary to ensure the continuum of care.

**PROCEDURES**

1. The Case Notebook Module is used to document all case activities that occur, including but not limited to detention screening, intake, diversion, supervision, and non-residential facility-based services.
2. All entries shall be concise, and include basic information such as who, what, when, and where.
  - a. Abbreviations and acronyms should be limited to those that are known and understood statewide, such as CCC, DRAI, JJIS; others should be spelled out.
  - b. If the documentation reflects information gathered by or contacts made by another source the JPO must specifically identify the source.
3. Each case note entered into the Case Notebook Module shall be entered within seventy-two (72) hours of the event that is being documented. After seventy-two (72) hours, the case note is considered a ‘late entry’ and must be labeled as such in the General Narrative.

4. The *Contact Date/Time* shall reflect the time the case activity occurred. JJIS will also log the actual time the note is entered.
5. *Person* - Each person the JPO/Staff contacts or attempts to contact is selected. The writer should not select themselves. The narrative needs to explain the details about the person the contact is with. Each person should be coded as one type. [For example, if speaking to the mother, you would not select Mother and Legal Guardian, only Mother.]
6. Multiple code *types* may be combined in one contact.
7. Only one *location* may be selected if Face to Face is selected. The location chosen must match the location of the JPO/staff making the contact.
8. The *General Narrative* is required for all case notes. The general narrative should reflect basic information surrounding the case activity.
9. A *Case Management Note* documents case management [non-contact] activities, such as filing paperwork, making referrals, closing a case, etc. They do not require Person, Type, or Location.
10. A *Supervisor Note* documents case management [non-contact activities] performed by Supervisor, such as case receipt; assignment; conducting an informal review, etc.
  - a. Supervisor Notes can be entered by JPOS or Senior.
  - b. They do not require Person, Type, or Location.
11. If the youth is being supervised according to a Youth-Empowered Success (YES) Plan, individualized notes should be entered in the specific narrative box associated with the Youth Requirement or Change Goal addressed with the youth during contact. [They are located under the General Narrative box if the YES Plan has been electronically approved).
  - a. All Youth Requirements/Change Goals do not need to be addressed in every case note.
  - b. At least one case note must address each open Youth Requirement/Change Goal every 90 days for all youth on active supervision.
12. The original writer of the note may edit their own entries within five calendar days; all edits are logged by JJIS. A JPO Supervisor, Senior JPO or designee must submit DIO HELP REQUEST if an edit is required after 5 days. The request must include youth name, DJJID and the specific corrections to be made.
13. Case Notes and Supervisory Reviews can only be deleted by your local DIO.
  - a. Deletions should be limited and require supervisory approval.
  - b. A supervisor must grant approval before the DIO can carry out the deletion of the case note or supervisory review. Supervisors should be the one to submit the DIO HELP Request for Case Note deletions. The Help Request must include specific information (contact date/time, content; and reason for deletion) of note or review

that is to be deleted. The Chief or Assistant must submit the request to delete an entry made by a Supervisor.

14. Supervisory review refers to the formal review process to document supervisory case reviews, including the 90- day review of supervision cases in accordance with Florida Administrative Code.
  - a. The unit who has supervisory responsibility is to complete a review of ALL pending notes for all units as required by the Chief Probation Officer.
  - b. All other supervisory contacts will be in the form of a supervisor note.
  - c. For Transfer cases - Supervisory Review includes all related pending notes, on their own unit's notes, completed at the point youth's case is transferred to the new unit/area.
  - d. Each unit maintains its own Supervisory Review schedule.

## **REFERENCES**

Florida Administrative Code 63D-13  
Probation and Community Intervention Policy PCI-10-002  
JJIS Instructional Power Point