

**Multnomah County Domestic Violence Coordinator's Office
Client File Standards for CHS Contractors**

CLIENT FILES:

Procedure: Client files are required as per program instructions. At a minimum, case files should be created by the third interaction with client.

When a client file is required, minimum client file standards include:

Information Required	Examples
General Client Information	Agency intake
Assessment Information	Primary (Strength Based) Assessment form. (Needs to be completed within first 2 weeks)
Service Plan / Case Plan	Identify goals related to assessment with measurable activities (should be tied to reason we are funding the program)
Program Service Contract	Should include expectations of both the client and the agency.
Progress Notes / Case Notes	Notes show dates, staff ID, length of time spent with client, summary of interactions with client, services provided, referrals made, and advocacy contacts made.
Required Documents	Explanation of Grievance Procedures, explanation of Client Confidentiality, copy of Safety Plan developed with the client, any signed authorizations for Release of Information (<u>only</u> signed if needed), Participant Rights and Termination Summary/Exit Information.
Client Assistance Information	Supporting documents for client assistance amounts such as copies of check requests and related receipts, copies of Clearinghouse forms, petty cash receipts.
Specific forms required per Program Instructions or Program Manuals	Examples include HUD forms, Immunization status, Housing Assistance Program Policies and Procedures Manual, Housing Stabilization forms.
Other forms related to client services or for safekeeping	Examples include co-case management agreements, advocacy agreements, applications for other assistance, other forms directly related to client and service provision.

SERVICE LOGS:

Procedure: Client files are not required in all instances (refer to program instructions).

Examples:

- Information and referral
- Outreach (less than 3 interactions)
- Education/support groups
- Recreational activities
- One-time-only assistance not requiring case management
- Emergency one-night vouchers. NOTE: Clearinghouse requires case management and case files for clients receiving vouchers other than emergencies. Refer to Clearinghouse instructions.

When a client file is not required, the minimum information required includes:

Information Required	Examples
Client Name	Client assistance provided per service type
Attendance log	Attendance log with dates, by type of service, such as education/support group, recreation activities, workshops, one-time outreach