

## Narration Standards

- Aging and Disability Services has developed a list of essential narrative elements to be used when recording information about client benefits or client situations. Narration is a chronological record of any contact or action that affects the client. If it is not narrated, it didn't happen.
- Essential elements as identified for each case status should be narrated at intake and reassessment. Narration will be done at the time of contact or activity and entered and finalized no later than one business day after the event. Record should not be saved as "draft" or "incomplete" unless extenuating circumstances require user to do so.
- Narration will be objective, factual, and free from personal bias, comments, or emphasis. Quotations are only used for actual statements. Narratives can be read by clients and their representatives,
- Narration will be descriptive, concise and complete so that other can understand the case and work actions. Each narration should include:
  - Who was seen, contacted, initiated the contact?
  - What was the purpose of the contact?
  - When & where did the contact take place?
  - What Changed?
  - What & Why were action taken? When are they effective?
  - What is the plan? What follow-up is needed?
  - How were decisions determined?
- Instances of client involvement or the reason why the client is unable to participate should be documented.
- Narratives should be checked for proper grammar, spelling and punctuation, and should use sentence case and agency-accepted acronyms and abbreviations.
- Narration will address each eligibility factor and the decision made and/or action taken. This will be done at application, redetermination and when changes occur. Each eligibility case must have a narrative entry at least annually.
- All mathematical calculations must be documented.
- Narration will not include any information on HIV/AIDS or Protective Services. Domestic Violence allegations are only addressed through objective observances and quotes from the client.

### CONTACT INFORMATION - Central ADS

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