

Policy and Procedure Milwaukee County Housing Division	Date Issued 03/18/2015	Policy Number HOUSING 104	Page 1
	Date Revised	Subject: Client Record/Documentation	

1. POLICY:

It is the policy of the Housing Division that Providers are responsible for maintaining a current, complete, and accurate client record. Providers must retain all documentation necessary to adequately demonstrate the time, duration, location, scope, intervention, and effectiveness of services rendered to a client. Providers are responsible for following all applicable case record and/or documentation requirements as specified by: the Wisconsin State Statutes and Administrative Codes.

2. PROCEDURE:

- A. All Providers must maintain a client record for each client.
- B. Providers must ensure all client records are adequately safeguarded against destruction, loss, or unauthorized access or use.
- C. Client records, both current and discharged, must be accessible at any time for the purposes of audits / reviews by authorized representatives of the Milwaukee County Health and Human Services Department (DHHS). Providers are required to produce paper copies of electronic records upon request.
- D. Providers that are utilizing electronic signatures must have established policies and procedures regarding the use and authentication of electronic signatures. These policies and procedures must be made available upon request. Providers are required to meet the following guidelines when using electronic signatures:
 - 1. The electronic signature of the performing provider must be under the sole control of that individual. Only the performer has the authority to use his or her electronic signature
 - 2. Documentation must show the electronic signature that belongs to each performer. For example, if a performer uses a number, the provider is required to maintain a confidential list that contains the performer's name and corresponding electronic signature number.
 - 3. The following are examples of electronic signatures:
 - i. Typed Name- Performer may type his or her complete name.
 - ii. Number- Performer may type a number unique to him or her.
 - iii. Initials- Performer may type initials unique to him or her.
- E. All client-related activities and contact must be documented in the client record. Documentation reflective of service provision must be in the client record before a service is billed.
- F. All documentation submitted to the Housing Division must be typed. Any handwritten documentation submitted for authorization of services will be denied.
- G. Progress notes must include the name of the client, the date of service, times of session (**start and end time**), duration of session, location of service (e.g. office), summary of contact with the client, and Direct Service Provider's signature (the individual actually providing the service). Each progress note must be signed separately with a handwritten or electronic signature. Progress notes must be kept in chronological order with the most recent progress note on top.

Policy and Procedure Milwaukee County Housing Division	Date Issued 03/18/2015	Policy Number HOUSING 104	Page 2
	Date Revised	Subject: Client Record/Documentation	

- G. Providers must follow all client record content and documentation requirements as specified by the Housing Division Provider Network **Service Description** for each service provided to the client.
- H. Providers are responsible to ensure adequate and accurate documentation is maintained in the client record per statutory requirements.
- I. Failure to complete necessary documentation can result in recoupment of any payments made to a Provider.
- J. When applicable, urinalysis (UA) services must be documented and the documentation must include the date of service, time that it was completed, signature of the collector, and signature of the client.
- K. Records shall be retained for a minimum of seven (7) years after covered services have completed.

Reviewed & Approved by: *Stacey L. Bielski*
Stacey L. Bielski, Manager
Special Needs Housing Division

