

## Field Record (Pouch) Review/Audit Form

Date \_\_\_\_\_ Worker Name \_\_\_\_\_ DIS/Worker # \_\_\_\_\_ Reviewing Supervisor # \_\_\_\_\_

Total Field Records (FRs) in Pouch \_\_\_\_\_ # of Field Records on open list \_\_\_\_\_ #RI forms in pouch \_\_\_\_\_

# of FRs on open list by type: 700 reactors \_\_\_\_\_ 700 PSA\* \_\_\_\_\_ 900 reactors \_\_\_\_\_ 900 PSA\* \_\_\_\_\_ All others \_\_\_\_\_

Areas observed	#	Acceptable	Unacceptable	Weight
1. Field records are present in pouch and match the open field record report generated from STDNIS. (95%)	/			10
2. Number of field records open more than 7 days does not exceed 20% of total open field records (excluding pending field records)				10
3. Field records are organized appropriately by activity. (95%)				10
4. Field records are documented as record-searched within 24 hours of assignment to DIS. (95%)				10
5. Phone call or field visit is made within 24 hours of field records' assignment dates. (95%)				15
6. When telephone calls fails to reach clients within first 24 hours after assignment, DIS field visits by close of business of the second 24 hours after assignment. (95%)				15
7. DIS requests, documents, and acts upon supervisory input on field records open more than 72 hours. (95%)	/			5
8. Field records have daily documentation for each work day each field record is open until closure. (95%)	/			10
9. Documentation is legible, informative; includes date, time, activity, and result on field records. (95%)	/			10
10. Re-interview and Cluster forms for all open cases and are clusters present in pouch and properly filled out for interviews (85%)	/			5
<b>Totals</b>				( )

DIS Signature \_\_\_\_\_ Date \_\_\_\_\_

*Signature means only DIS has reviewed comments. This signature does not constitute agreement with evaluation above.*

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Scoring: 1-50 **Unacceptable** 51-79 **Needs improvement** 80-100 **Meets program requirements**

- **FLS must print out the open field record report to compare to field records in pouch. FLS must also print out the open case report to compare to the re-interview interview forms in the pouch.**
- **# column** is a tally of number of correctly-performed tasks over the possible number of tasks. Example: DIS makes a phone call or FV on 9 of 10 FRs with 24 hours of assignment date. This would be listed in this column as 9/10, showing 9 performed of 10 possible.
- **Acc {Acceptable} column** is a record of work in the observation that meets the standard. Example: as above, DIS had made a phone call or FV on 19 of 20 FRs with 24 hours of assignment date. This meets the standard of 95%, so the worker would an mark in the “Acceptable” column for this activity.
- **Unacc {Unacceptable} column** is a record of work in the observation that does not meet the standard. Example: DIS had made a phone call or FV on 16 of 20 FRs with 24 hours of assignment date (80%). As this falls short of the standard of 95%, the worker would receive ‘unacceptable’ for this activity.
- **Weight column** defines the weight the program gives this particular activity. Total the number of points gathered by ‘Acceptable’ marks to give an overall score to accompany the individual areas of success/needs improvement.

Scoring: 1-50 **Unacceptable** 51-79 **Needs improvement** 80-100 **Meets program requirements**

1. DIS must have 95% of all open field records present in pouch. There also should also be no field records in the pouch but *not* on the open FR report. This is to be confirmed by comparison with open field record report for that date and worker.
2. DIS must make or exceed the numeric goal (20% or less of FRs open 7 days or fewer) to achieve an ‘acceptable’ rating. Do not count FRs pending lab results.
3. During pouch review, 95% of field records are correctly filed in pouch for phone call, field visit, expected in, pending labs, and supervisor.
4. 95% of field records have a record search (R/S) documented within 24 hours of date of assignment.
5. 95% of field records must have a documented field visit (F/V) or phone call (P/C) within 24 hours of the FR having been assigned.
6. 95% of field records must have a documented F/V within 48 hours of date of assignment if a successful phone referral did not occur within the first 24 hours.
7. 95% of field records open greater than 72 hours must have a documented request for supervisory guidance (pending FRs are exempted).
8. A rating of ‘acceptable’ is only given if 95% of field records have no gaps in documentation.
9. Field record documentation should include date, time of visit, activity, and result (DTAR), including persons encountered at locations on field visits. Example: 11-15-05 F/V 2:44pm white wood frame house, black Ford truck in driveway; went to front door, spoke with Latino male, 5’6”, brown complexion, very short hair, moustache, eagle tattoo on neck. He said his name was ‘Rolando’ and said his nephew, the client, is only at home “at night”.

10. DIS must have re-interview and cluster interview forms (with questions and plans filled out) for all open cases and contact/cluster field records (respectively) to achieve an 'acceptable' rating. Each contact and cluster FR in the pouch must have an accompanying cluster form.