Chapter 9: Youth Services

9.1 Overview

Under the Illinois Department of Human Services' Division of Community Health and Prevention, the community-based programs in youth services offer prevention, diversion, intervention and treatment services targeting youth to support families in crisis, prevent juvenile delinquency and divert youth at risk of involvement in the child welfare, juvenile justice or corrections systems.

The most important feature of eCornerstone to youth services and juvenile justice providers is its assessment function. The Youth Assessment and Screening Instrument (YASI) is a computerized tool that assesses the risk level and protective factors of youth. Results of the assessment will serve as a guide to the development of a service plan.

The following youth services programs currently or will utilize eCornerstone:

Communities for Youth – Diversion/Intervention: The Communities for Youth program serves youth ages 10 to 17 who are involved in risk-taking behavior (gang involvement, violence, drugs, etc), youth who have been station adjusted (arrested but not referred to court) or placed on probation supervision to prevent further involvement in the juvenile justice system, and youth who have been placed on probation and are at risk of violating probation or re-offending. The Communities for Youth initiative was created in response to the Juvenile Justice Reform Act of 1998, which is based on the principles of Balanced and Restorative Justice, and seeks to protect citizens from juvenile crime, to hold each juvenile offender accountable for his or her acts, and to provide an individualized assessment of each delinquent juvenile.

Comprehensive Community Based Youth Services: This statewide program serves youth ages 10 to 17 who are at risk of involvement in the child welfare and/or the juvenile justice system. The primary purpose of Comprehensive Community Based Youth Services is to provide services to youth in emergency situations according to their needs, with a primary goal of family preservation or reunification. Services are directed at assuring that youth who come in contact or may come in contact with the child welfare or juvenile justice systems will have access to needed community services. A 24-hour crisis intervention response system is available to link agencies to youth in emergency situations.

Crossroads: This program provides services to youth ages 10-17 who have not been arrested, but who are determined to be at medium to high risk for juvenile delinquency on the YASI. Services are provided in the hope of reducing the likelihood that these youth will become involved with the juvenile justice system.

Delinquency Prevention: The Delinquency Prevention program serves youth who are 12 to 17 years of age, have committed a delinquent offense, and are referred by local law enforcement or probation departments. The purpose of the Delinquency Prevention program is to divert youth who have committed a delinquent offense from deeper involvement in the juvenile justice system. The program focuses on youth who have been taken into custody by the police at least twice for a delinquent act, or youth who have been adjudicated by the juvenile court at least once. The services provided by this program include community outreach, advocacy, individual and family counseling, intake assessment, employment assistance, and recreational activities.

Homeless Youth: The Homeless Youth program is comprised of three components: Transitional Living, Emergency Shelter, and Outreach. Transitional Living programs provide housing and services for up to 24 months with the goal to reunify the youth with his/her family when possible, or to help youth transition from homelessness to self-sufficient living. Emergency Shelter programs provide temporary housing and services for up to 120 days designed to reunify the youth with his/her family or to transition toward independent living or transitional housing programs. Outreach programs provide services in areas where homeless youth congregate or are located, designed to assist them in making healthy lifestyle choices.

Juvenile Justice Alternatives to Detention: The Juvenile Justice Alternatives to Detention programs are designed for youth ages 10 – 17 who are eligible to be held in a secure detention facility. The purpose of the program is to provide highly structured community-based alternatives in lieu of detaining a youth. The services are intended to be short-term (30 – 60 days). The Juvenile Justice Alternatives to Detention programs are provided in coordination with a larger Juvenile Detention Alternatives Initiative effort being undertaken in the targeted community. Successful outcomes include having the youth appear for their next court hearing while not committing new offenses.

Juvenile Justice Delinquency Intervention: The Juvenile Justice Delinquency Intervention programs are designed to provide direct services for delinquent youth on probation and their families. All youth are required to be classified as medium or high risk on the Youth Assessment Screening Instrument (YASI). Programs are evidence-based intervention models that facilitate the principles of Balanced and Restorative Justice. Successful outcomes include the reduction of risk factors and increase of protective factors as measured by the YASI, as well as the youth not committing additional offenses.

Juvenile Justice Station Adjustment: The Juvenile Justice Station Adjustment programs serve youth who have had an initial police contact but have not been referred to the Juvenile Court for further processing. Youth involved in this program are considered to be low or medium risk and are not on probation. The program is intended to support the 1999 Illinois Juvenile Court Act revisions that created new parameters for the use of station adjustments by police departments. Referrals are predominantly from police departments. Services include case management activities supported through structured interventions. Successful outcomes include the youth not being rearrested.

Juvenile Justice Title V Delinquency Prevention: The Juvenile Justice Title V Delinquency Prevention programs are intended to provide services for low risk youth. The targeted youth are 10 – 17 years old and have one or more identified risk factors but are not on probation. Many of the youth are status offenders or referred by police departments after a first-time contact. Most of the Title V programs are based upon evidence-based models. Successful outcomes include the reduction of risk factors and increase of protective factors.

Juvenile Justice Deinstitutionalization of Status Offenders: The Juvenile Justice Deinstitutionalization of Status Offenders programs are designed to serve status offenders who may otherwise be held in a secure detention facility. Most of the youth served in these programs have a history of truancy. The services are community-based interventions that work with the youth and their family. Successful outcomes include the youth not being detained and a reduction in their status offense behavior.

Release Upon Request: The Release upon Request program serves youth 12 to 17 years of age who have been ordered released from the Cook County Temporary Juvenile Detention Center, but remain there because a parent, guardian or custodian has failed to accept custody. This program is available only in Cook County. The purpose of this program is to ensure that the youth is removed from detention within 24 hours of referral. Once that is accomplished, the focus of the program turns to efforts to reunify the family.

Unified Delinquency Intervention Services: The Unified Delinquency Intervention Services program is focused on youth at risk of placement in the Illinois Department of Corrections. The target population of the program is youth between the ages of 13 and 17 who have been found to be delinquent at least once and are in violation of probation for another delinquent act, or youth who have had at least two delinquent adjudications in the juvenile court or who have committed an extremely serious offense warranting their commitment to the Department of Corrections. The purpose of the program is to divert youth from further involvement in the criminal justice system.

9.2 Related Policies

- Support staff who enter information other than the YASI Pre-Assessment or YASI Assessment must have completed eCornerstone training. (For information on eCornerstone training, visit **www.chtc.org**.)

- A participant may be enrolled in more than one youth service program at the same time, and at more than one provider within the eCornerstone system. For example, a participant may be enrolled in UDIS at one agency, and also enrolled in CCBYS at another agency. Therefore, it is essential that the Participant Lookup be completed on each participant to ensure that a duplicate record for the same participant is not created.

- A record in eCornerstone is the electronic copy of the information collected on the participant that is included in the electronic file. This record will be maintained for five (5) years.

- The original signed eCornerstone Informed Consent Form and client notes that require confidentiality under the Mental Health Code should be maintained in the client's file at the agency and stored in a locked file cabinet or other secure location. The client file will be maintained for five (5) years.

- "Intake" is defined as entering the following information for a client in eCornerstone:
  - name
  - date of birth
  - gender
  - address
  - county code
  - SSN (requested, not required)
  - IDPA Recipient Number
  - completing the consent and family and support contact information.

  These data elements constitute "standard intake" (refer to the Intake Form) and are required to be entered into eCornerstone within 72 hours of initial contact with the participant.

- The provider shall conduct a standardized intake and assessment on all youth referred for service including, if possible, an interview with the youth's parents or guardians and other appropriate family members. During the interview, the provider is expected to gather sufficient information to determine whether further services are required or appropriate.

- All cases on or after an agency's "live date" are to be entered into eCornerstone, whether or not the consent form has been signed. DHS has contractual authority to require grantees to utilize its designated system for data collection for the youth services programs. For many of the youth services programs, the designated system is eCornerstone. This practice follows that which was initiated with the previous use of YSIS (Youth Services Information System) begun when the programs were in DCFS.

- If the agency elects to administer the YASI assessment to youth who are participating in a program not funded by DHS Division of Community Health and Prevention (i.e., not one of the programs currently listed), and the agency uses eCornerstone to record the results, program enrollment should be completed using the "Other YS Program" option (on the Add Enrollment>Program Selection page). This would include any other DHS-funded program or programs funded by other sources.

- Refer to the Scope of Services document (found at **http://www.dhs.state.il.us/serviceProviders/grantsContracts/attachProMan.asp**) for information on DHS-funded eligibility.

- Information entered on the **Progress Notes** page in eCornerstone should be limited to information on the participant's progress toward meeting the objectives and goals related to eCornerstone assessments.

- Notes which contain confidential information (such as information that requires confidentiality under the Mental Health Code) shall be maintained in hard copy format in the participant's file at the agency and stored in a locked file cabinet or other secure location. This participant file must be maintained for five years.

9.3 Instructions

Instructions for Youth Services programs are broken down accordingly:

- Section 9.3.1 describes the screens used to **add a new CCBYS participant.**
- Section 9.3.2 describes the screens used to add a **new participant in a program other than CCBYS.**
- Section 9.3.3 describes the screens used in **working with an existing participant.**
- Section 9.3.4 describes the screens used to **build a case plan.**
- Section 9.3.5 describes the screens used in **participant case closure.**
- Section 9.3.6 describes the screens used to **terminate a participant** who does not have a case plan.

9.3.1 Add a New CCBYS Participant

The following are instructions to add a new participant (a participant not already enrolled in eCornerstone) in the CCBYS program. Please refer to the "eCornerstone DRAFT Flow – New Participants for CCBYS (YS 1)" flow chart in the appendices.

PARTICIPANT LOOKUP/PREPARING PARTICIPANT FOR INTAKE

Prior to registration into the eCornerstone system, the Participant Lookup is used to verify the existence of a participant ID number by searching to find a participant who may have previously been enrolled in eCornerstone, or in a Classic Cornerstone program such as WIC, Immunizations, and Early Intervention.

Use of Participant Lookup reduces duplicate entry of participants. For this reason, the Participant Lookup must be performed before a new participant can be added to the eCornerstone system.

If a participant is found, select the participant by clicking on his/her name. The participant's Enrollment History page will be displayed. Verify the information already entered is correct, then save.

*(Please refer to the **Lookup** chapter for detailed instructions).*

If a participant is not found, select the "Add" button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

*(Please refer to the Preparing Participant for Intake section of the **Lookup** chapter).*

PARTICIPANT INTAKE

Once the Preparing for Participant Intake page has been completed, the Participant Intake module is used to continue recording detailed demographic (name, address, and phone number), family and support contact, and cross reference information.

After saving the Preparing Participant for Intake page, the Intake-Demographic page is displayed. Complete this page, then save. The Enrollment History page will be displayed. Access the Participant Intake process, access the Participant menu, and complete the following pages in the Intake submenu:

- Demographic
- Name
- Address
- Phone
- Family/Support
- Cross Reference

NOTE: For Homeless Youth participants with no known address, select "Business" for address type and enter your agency address. If the participant is living in a shelter, use the address of the shelter.

*(Please refer to the Intake section of the **Participant** chapter for detailed instructions.)*

ENROLLMENT HISTORY

The Program Enrollment function is used to assign the participant to the CCBYS program.

To enroll a participant in CCBYS, access the Enrollment History page and select "Add Enrollment". The Add Enrollment – Program Selection page is displayed. Select "Next" to display the Program Enrollment page. Select the appropriate CCBYS category, and complete the page to enroll a participant in CCBYS.

(Please refer to the Enrollment History section of the ***Participant*** *chapter for detailed instructions).*

YASI ASSESSMENT

The YASI Pre-Assessment is used as an initial review of the case characteristics to determine the extent to which intensive services will be required in managing the case, and provides a summary assessment of the level of risk for negative outcomes. The YASI Pre-Assessment (initial assessment) is administered to all applicable clients within two weeks of the initial referral. Applicable clients include all Limited Custody and Non-Mandatory referrals.

The YASI Full-Assessment generates a profile of risk and protective factors. This profile provides supplementary information needed for planning how the intensive services will be targeted to meet the client's needs. The YASI Full-Assessment is completed for all cases scoring "medium" or "high" on the Pre-Assessment version within thirty days of the referral, including all Limited Custody and Non-Mandatory referrals.

For more information on YASI assessments, please refer to the "Youth Assessment and Screening Instrument Manual for Administration and Scoring" received in YASI training.

To perform a YASI pre- or full Assessment, access the Assessment page. Complete each page carefully and review the assessment results.

(Please refer to the Assessments section of the ***Participant*** *chapter for detailed instructions.)*

ASSIGN A PARTICIPANT

The Assign a Participant page is used to assign a participant to a case worker. Complete the page to assign a participant to a case worker.

(Please refer to the Assignment chapter of the ***Participant*** *chapter for detailed instructions).*

ENROLLMENT-ASSESSMENT RELATIONSHIP

Once the assessment is complete, you must link the assessment to the appropriate program. To do this, access the Enrollment-Assessment Relationship page. Select the "Link an Initial Assessment" link in the appropriate program box to display the Enrollment-Assessment Relationship - Assessment Selection page. Select the Completion Date/Time link of the appropriate assessment.

(Please refer to the Assessments section of the ***Participant*** *chapter for detailed instructions.)*

PROGRESS NOTES

The Progress Notes page is used as needed to document notes regarding the participant's progress toward meeting the goals of the program. Progress notes are not "Case Notes" in the sense that they should not contain confidential data covered under the Mental Health Code. However, notes are not shared outside of the agency, and only the applicable Supervisor and Case Worker can view progress notes if they are marked Private. Progress notes cannot be edited once they are saved.

*(Please refer to the **Progress Notes** chapter for detailed instructions.)*

9.3.2 Add a New Participant in a Program Other Than CCBYS

The following are instructions to add a new participant (a participant not already enrolled in eCornerstone) in a program other than CCBYS. Please refer to the "eCornerstone DRAFT Flow – New Participant except for CCBYS (YS B1)" flow chart in the appendices..

PARTICIPANT LOOKUP/PREPARING PARTICIPANT FOR INTAKE

Prior to registration into the eCornerstone system, the Participant Lookup is used to verify the existence of a participant ID number by searching to find a participant who may have previously been enrolled in eCornerstone, or in a Classic Cornerstone program such as WIC, Immunizations, or Early Intervention.

Use of Participant Lookup reduces duplicate entry of participants. For this reason, the Participant Lookup must be performed before a new participant can be added to the eCornerstone system.

If a participant is found, select the participant by clicking on his/her name. The participant's Enrollment History page will be displayed. Verify the information already entered is correct, then save.

*(Please refer to the **Lookup** chapter for detailed instructions).*

If a participant is not found, select the "Add" button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

*(Please refer to the Preparing Participant for Intake section of the **Lookup** chapter).*

PARTICIPANT INTAKE

Once the Preparing for Participant Intake page has been completed, the Participant Intake module is used to continue recording detailed demographic (name, address, and phone number), family and support contact, and cross reference information.

After saving the Preparing Participant for Intake page, the Intake-Demographic page is displayed. Complete this page, then save. The Enrollment History page will be displayed. Access the Participant Intake process, access the Participant menu, and complete the following pages in the Intake submenu:

- Demographic
- Name
- Address
- Phone
- Consent
- Family/Support
- Cross Reference

NOTE: For Homeless Youth participants with no known address, select "Business" for address type and enter your agency address. If the participant is living in a shelter, use the address of the shelter.

*(Please refer to the Intake section of the **Participant** chapter for detailed instructions.)*

ENROLLMENT HISTORY

The Enrollment History function is used to assign the participant to the youth services program(s) in which he or she will be participating.

To enroll a participant in a program, access the Enrollment History page, and select “Add Enrollment”. Complete the page to enroll a participant in the applicable youth services program.

(Please refer to the Enrollment History section of the ***Participant*** *chapter for detailed instructions).*

ASSIGN A PARTICIPANT

The Assign a Participant page is used to assign a participant to a case worker. Complete the page to assign or reassign a participant to a case worker.

(Please refer to the Assignment section of the ***Participant*** *chapter for detailed instructions).*

ASSESSMENT

The YASI Pre-Assessment is used as an initial review of the case characteristics to determine the extent to which intensive services will be required in managing the case, and provides a summary assessment of the level of risk for negative outcomes. The YASI Pre-Assessment (initial assessment) is administered to all applicable clients within two weeks of the initial referral. Applicable clients include all Limited Custody and Non-Mandatory referrals.

The YASI Full-Assessment generates a profile of risk and protective factors. This profile provides supplementary information needed for planning how the intensive services will be targeted to meet the client’s needs. The YASI Full-Assessment is completed for all cases scoring “medium” or “high” on the Pre-Assessment version within thirty days of the referral, including all Limited Custody and Non-Mandatory referrals.

For more information on YASI assessments, please refer to the “Youth Assessment & Screening Instrument Manual for Administration and Scoring” received in YASI training.

To perform a YASI Pre- or Full Assessment, access the Assessment page. Complete each page carefully and review the assessment results.

(Please refer to the Assessments section in the ***Participant*** *chapter for detailed instructions.)*

ENROLLMENT-ASSESSMENT RELATIONSHIP

Once the assessment is complete, you must link the assessment to the appropriate program. To do this, access the Enrollment-Assessment Relationship page. Select the “Link an Initial Assessment” link in the appropriate program box to display the Enrollment-Assessment Relationship - Assessment Selection page. Select the Completion Date/Time link of the appropriate assessment.

(Please refer to the Assessments section of the ***Participant*** *chapter for detailed instructions.)*

PROGRESS NOTES

The Progress Notes page is used as needed to document notes regarding the participant’s progress toward meeting the goals of the program. Progress notes are not “Case Notes” in the sense that they should not contain confidential data covered under the Mental Health Code. However, notes are not shared outside of the agency, and only the applicable Supervisor and Case Worker can view progress notes if they are marked Private. Progress notes cannot be edited once they are saved.

(Please refer to the ***Progress Notes*** *chapter for detailed instructions.)*

9.3.3 Work With an Existing Participant

Once a participant has been enrolled in a youth services program, several modules are used to perform various actions and record information for the participant. This section provides an overview of those modules and how they are used.

Please refer to the "eCornerstone DRAFT flow – Existing Participant (YS 3)" flow chart in the appendices.

INTAKE
- Used to update demographic information
- Used to record changes in consent status
- Used to update or add family and support contacts

ENROLLMENT HISTORY
- Used to view a participant's enrollment history
- Used to enroll participants in each program under which services are provided
- Used to update a record
- Used to terminate a participant in a program

ASSIGNMENT
- Used to assign participants to a case worker
- Used to change case worker assignment for participant
- Used to reassign worker's entire caseload to another staff

ASSESSMENT
- Used to add a YASI pre-assessment
- Used to complete a full YASI assessment

ENROLLMENT ASSESSMENT RELATIONSHIP
- Used to link an Initial Assessment, Reassessment, and Closing Assessment to a specific program.

WORK WITH CASE PLAN
- Used to add, edit, or delete an action step.
- Used to accept a case plan.
- Used to perform a review.

PROGRESS NOTES
- Used to add progress notes.

SERVICES
- Used to add a service.
- Used to edit/cancel a service.

TIME/ACTIVITY
- Used to view time and activity for a participant.
- Used to record time/activity for a participant.
- Used to edit time/activity for a participant.
- Used to delete time/activity for a participant.

9.3.4 Build a Case Plan

The following are instructions to build a case plan. Please refer to the "eCornerstone DRAFT Flow – Build a Case Plan - (YS 4)" flow chart in the appendices.

PARTICIPANT LOOKUP
Participant lookup is used to find the participant whose case will be closed. Once the participant is found, select the participant by clicking on his or her name.

If a participant is not found, select the "Add" button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

*(Please refer to the Preparing Participant Intake section of the **Lookup** chapter).*

CREATE CASE PLAN
The case plan function uses information from the YASI Assessment and the participant's program to set goals, action steps, and selected services for the participant. The participant will agree to work on mitigating some or all of the risks to try to achieve an agreed upon goal or goals through a set of one or more action steps and services.

Select "Select Assessment Domains" from the case plan menu. The Assessment Domain Selection page is displayed. The Assessment Domain Selection page is used to enter the participant's presenting problem, and to select the Assessment Domains that will be included in the case plan. Subsequent pages allow the selection of goals to be addressed in the case plan. The goals are generated based on selections made on the Assessment Domain Selection page.

Once goals are selected, action steps that will be taken to help achieve the goals may be planned for using the Action Step Detail and Service Type Selection pages.

*(Please refer to the Case Plan sections of the **Participant** chapter for detailed instructions.)*

VIEW PLAN AGREEMENT
Once the case plan is developed, select the "View Plan Agreement" link from the case plan menu. The Case Plan Agreement page is displayed. Print the case plan agreement for the participant and/or legal guardian to sign. Once the participant and/or legal guardian has signed the Case Plan Agreement, indicate that the case plan has been accepted by selecting the "Accept/Lock" button on the Case Plan Agreement page.

*(Please refer to the Case Plan sections of the **Participant** chapter for detailed instructions.)*

9.3.5 Participant Case Closure

The following are instructions to close a participant's case plan. Please refer to the "eCornerstone DRAFT Flow – Participant Case Closure (YS 5)" flow chart in the appendices. A YASI Full-Assessment must be completed, if one has not previously been performed, in order to close the participant's case.

PARTICIPANT LOOKUP

Participant lookup is used to find the participant whose case will be closed. Once the participant is found, select the participant by clicking on his or her name.

If a participant is not found, select the "Add" button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

(Please refer to the Preparing Participant Intake section of the ***Lookup*** *chapter).*

ENROLLMENT-ASSESSMENT RELATIONSHIP

After selecting the participant, access the Enrollment-Assessment Relationship page to link a Closing Assessment to a specific program. Perform a new assessment which will be linked as the closing assessment, or use an existing assessment that will be used and linked as the closing assessment. A closing assessment must be linked to a specific program before termination can occur. To do this, access the Enrollment-Assessment Relationship page. Select the "Link an Initial Assessment" link in the appropriate program box to display the Enrollment-Assessment Relationship - Assessment Selection page. Select the Completion Date/Time link of the appropriate assessment.

(Please refer to the Assessments section of the ***Participant*** *chapter for detailed instructions.)*

CLOSE CASE PLAN

The Close Case Plan page is used to provide a termination/closure reason and date. Complete the page to close the case plan. On the Close Case Plan Confirmation page, confirm each program enrollment, action step, and service included in the case plan has a valid completion date and status. Once the information on this page is confirmed, the case will be terminated.

(Please refer to the Close Case Plan section of the Participant chapter for detailed instructions.)

PROGRESS NOTES

The Progress Notes page is used as needed to document notes regarding the participant's progress toward meeting the goals of the program. Progress notes are not "Case Notes" in the sense that they should not contain confidential data covered under the Mental Health Code. However, notes are not shared outside of the agency, and only the applicable Supervisor and Case Worker can view progress notes if they are marked Private. Progress notes cannot be edited once they are saved.

(Please refer to the Progress Notes section of the ***Participant*** *chapter for detailed instructions.)*

9.3.6 Terminate a Participant / No Case Plan

The following are instructions to terminate a participant who does not have a case plan. Please refer to the “eCornerstone DRAFT Flow – Terminate a Participant with no Case Plan - (YS 6)” flow chart in the appendices. To terminate a participant’s case plan, refer to the Participant Case Closure section of this chapter.

PARTICIPANT LOOKUP

Participant lookup is used to find the participant whose case will be closed. Once the participant is found, select the participant by clicking on his or her name.

If a participant is not found, select the “Add” button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

*(Please refer to the Preparing Participant Intake section of the **Lookup** chapter).*

PROGRAM ENROLLMENT (terminate)

The Program Enrollment page is used to terminate a participant from a program when a case plan has not been created. Selection of the “Terminate” button will generate the Terminate Enrollment page on which the termination reason will be selected.

*(Please refer to the Enrollment section of the **Participant** chapter for detailed instructions.)*

SERVICES

The Service Detail page is used to cancel and/or complete services that were identified to be completed on the participant’s behalf. Select the appropriate items in the drop down menus to indicate if the service was completed or canceled, and enter the appropriate date of the service completion/cancellation.

*(Please refer to the Services section of the **Participant** chapter for detailed instructions.)*

PROGRESS NOTES

The Progress Notes page is used as needed to document notes regarding the participant’s progress toward meeting the goals of the program. Progress notes are not “Case Notes” in the sense that they should not contain confidential data covered under the Mental Health Code. However, notes are not shared outside of the agency, and only the applicable Supervisor and Case Worker can view progress notes if they are marked Private. Progress notes cannot be edited once they are saved.

*(Please refer to the Progress Notes section of the **Participant** chapter for detailed instructions.)*