



**DEPARTMENT OF FAIR EMPLOYMENT
AND HOUSING
ENFORCEMENT DIVISION
DIRECTIVE**

**DIRECTIVE NUMBER
315
DISTRIBUTION DATE
November 13, 2002**

1. **SUBJECT: AUTOMATED CASE DIARY SYSTEM**
2. **PURPOSE:** To set forth the procedures for preparing and maintaining case diaries.
3. **BACKGROUND:** The Department of Fair Employment and Housing (DFEH) has implemented an automated Case Diary system in order to record case activity and time spent performing various case processing tasks. Information collected from the system will assist the Department in evaluating resource needs.
4. **PROCEDURES:**
 - A. **Recording of Case Related Processes:**
 - 1) All case processing activities will be recorded on the automated Case Diary. An automated Case Diary shall be maintained for all cases investigated by DFEH. Effective November 1, 2002, all cases will be incorporated in the automated Case Diary system. Consultants will enter all case activities occurring after that date on the automated Case Diary. All case processing activities occurring prior to November 1, 2002, will remain on the written Case Diary and will not be converted or transferred to the new system.
 - 2) Each entry will be recorded by date and reflect the activity, the initials of the person performing the activity, the appropriate code for the activity, and the amount of time spent performing the activity.
 - a) The amount of time spent performing the activity is to be recorded in fifteen (15) minute increments, i.e., 15 min. = .25; 30 min. = .50; 45 min. = .75; 1 hr. = 1.00; 1 hr. 15 min. = 1.25; etc.

- b) The codes to be used for identifying the time spent performing an activity will be recorded in the "**Codes**" section of the Case Diary.
- 3) At the time the case is closed, the total time spent performing case processing activities will be noted on the EDP Update/Closure Report (DFEH-800-02).

B. Case Diary:

- 1) The automated Case Diary is to be maintained for every file and will reflect all case activity and contacts with the complainant, respondent, or witnesses. All contacts are to be recorded whether they are in writing, by telephone, or in person. There should be file notes corresponding to all Case Diary entries. For instance, if the Case Diary reflects that a telephone call was made to the complainant, the file should contain *legible* notes regarding the date the call was made, the number(s) called, the time of the call, and the outcome of the call (e.g., complainant not home – left a message on answering machine, left message with complainant's brother, etc.) or a record of the conversation.

A hard copy of the completed Case Diary is to be placed in the case file at the time the case is closed.

- 2) The detailed substance of supervisory advice, legal advice, and detailed notes *should not be recorded* in the Case Diary.
- 3) Information entered on the Case Diary should include, at a minimum, all of the following:
 - a) Service of complaint;
 - b) PDS attempt and settlement discussion (without details);
 - c) Contacts or attempted contacts with respondent, complainant, and witnesses;
 - d) Issuance of subpoena or interrogatories;
 - e) Receipt of response;
 - f) Reply to subpoena or interrogatories;
 - g) Case reviews;
 - h) Field visits;
 - i) Case conference;
 - j) Case reassignment;
 - k) Issuance of right-to-sue letters;
 - l) Date investigative finding discussed with the complainant;

- m) Date investigative report and 14-day letter submitted for review;
 - n) Formal conciliation conference;
 - o) Date case sent to Legal;
 - p) Date 14-day letter approved; and
 - q) Date 14-day letter mailed to complainant.
- 4) The automated Case Diary should include time spent on case processing activities as they occur.
- 5) A written Case Diary will only be used in those rare instances where the consultant does not have access to the wide area network, e.g., conducting an onsite investigation or the system is down due to technical difficulty. Consultants should include in their case activity notes the reason for use of the written Case Diary (conducting an onsite, system down, etc.). Once the system becomes accessible, the written entries will be entered into the automated Case Diary to ensure that there is a complete record and the written Case Diary will be retained in the file.

5. **APPROVAL:**

Dennis W. Hayashi, Director

Date