

## CASE NOTES

Case notes are intended to document the delivery of services to program clients. Information contained in client case notes should be relevant to the goals of the client. Case notes provide accountability, frequency and detail of services provided, and data validation.

All items shall be documented into the system within 24 hours of the service being provided.

### Effective case notes are...

- ✦ Accurate and factual;
- ✦ Clear;
- ✦ Concise yet thorough;
- ✦ Respectful
- ✦ Non-judgmental and objective (does not include personal opinions);
- ✦ Representative of the client's situation;
- ✦ Statements of the agreed upon goals and plans; and
- ✦ A complete record of service.

### Types of Case Notes

- ✦ *Intake Service Notes*- Case notes related to contact with the client prior to enrollment or registration into a program.
- ✦ *Progress Notes* - Case notes related to providing program services throughout a client's participation in a program.
- ✦ *Exit Notes* -A summary of a client's participation in a program. This case note should be a summary of the client/case manager program history.

### Content of Case Notes

Case notes shall provide a complete, accurate, and concise explanation of frequency and type of contact with clients, as well as type of services provided. At minimum, case notes shall include, but are not limited to:

- ✦ Date of the service or contact;
- ✦ Name of the staff member making the note;
- ✦ Factual description of the service or conversation;
- ✦ Decision made or action taken;
- ✦ Purpose of the decision or action involved;
- ✦ Details supporting the decision or action; and
- ✦ Plans for future action.

Case notes shall support the clients Individual Service Strategy (ISS) or Individual Employment Plan (IEP). All adults, dislocated workers, and youth shall have an IEP or ISS established upon receiving individualized services. The IEP or ISS shall be created collaboratively with the participant within the first 30 days of receiving individualized services, except that In-School Youth will be created within 60 days.

The case manager shall also enter a case note providing more information around the development of the IEP or ISS. The case note shall include the following elements:

- ✦ A brief summary of assessment information;
- ✦ A summary of barriers to successful completion;
- ✦ For youth participants, the plan shall identify which of the 14 program elements are needed and which are declined;
- ✦ A summary of all goals and objectives established with additional information focusing on activities and tools used for achievement;
- ✦ A summary of action steps to eliminate or minimize any barriers;
- ✦ A summary of next steps including follow-up on open goals, objectives, and an IEP or ISS review date.

Ongoing and regular contact on all aspects of the client's workforce development needs should happen and be case noted at least once every 30 days.

## **Things to Remember**

Details are important – Each person is unique. Be descriptive and tell the participant's story.

Timeliness is important – All case notes should be entered within 24 hours of the service that you provided.

Contact participant at least once every 30 days.

Case notes should give insight to goals and objectives on the participant's IEP/ISS.

If it's not documented, we can't prove it happened.