

Hennepin-Carver Workforce Development Area Technical Assistance

May 25, 2021
Hennepin County

Effective Case Noting

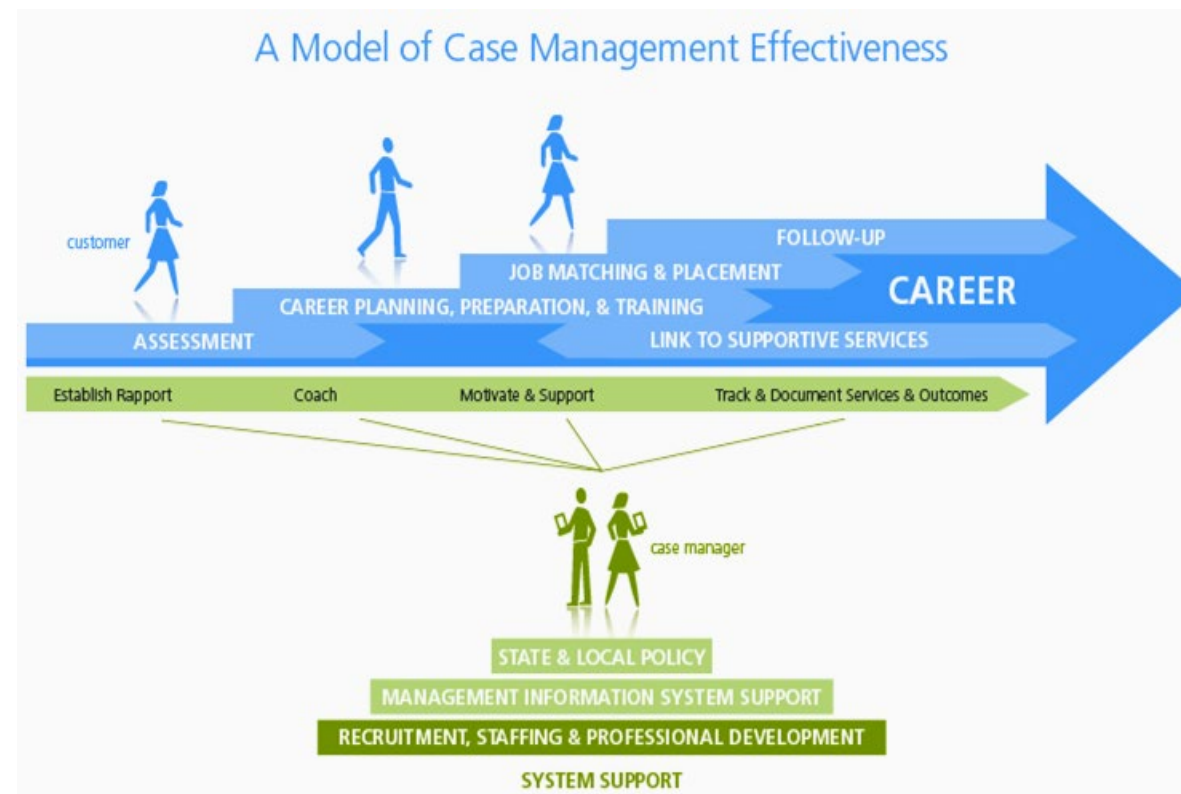


Writing Effective Case Notes



Definition: Case Management

Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options/services required to meet a participant's needs.





Definition: Employment Counselor

A person who assists in the planning, coordination, monitoring, delivery, and evaluation of services





Case Notes & Documentation:

1. Data Validation
2. Counseling
3. Guidance
4. Communication (staff to staff)
5. Providing a better level of service





Outcomes not output:

Output

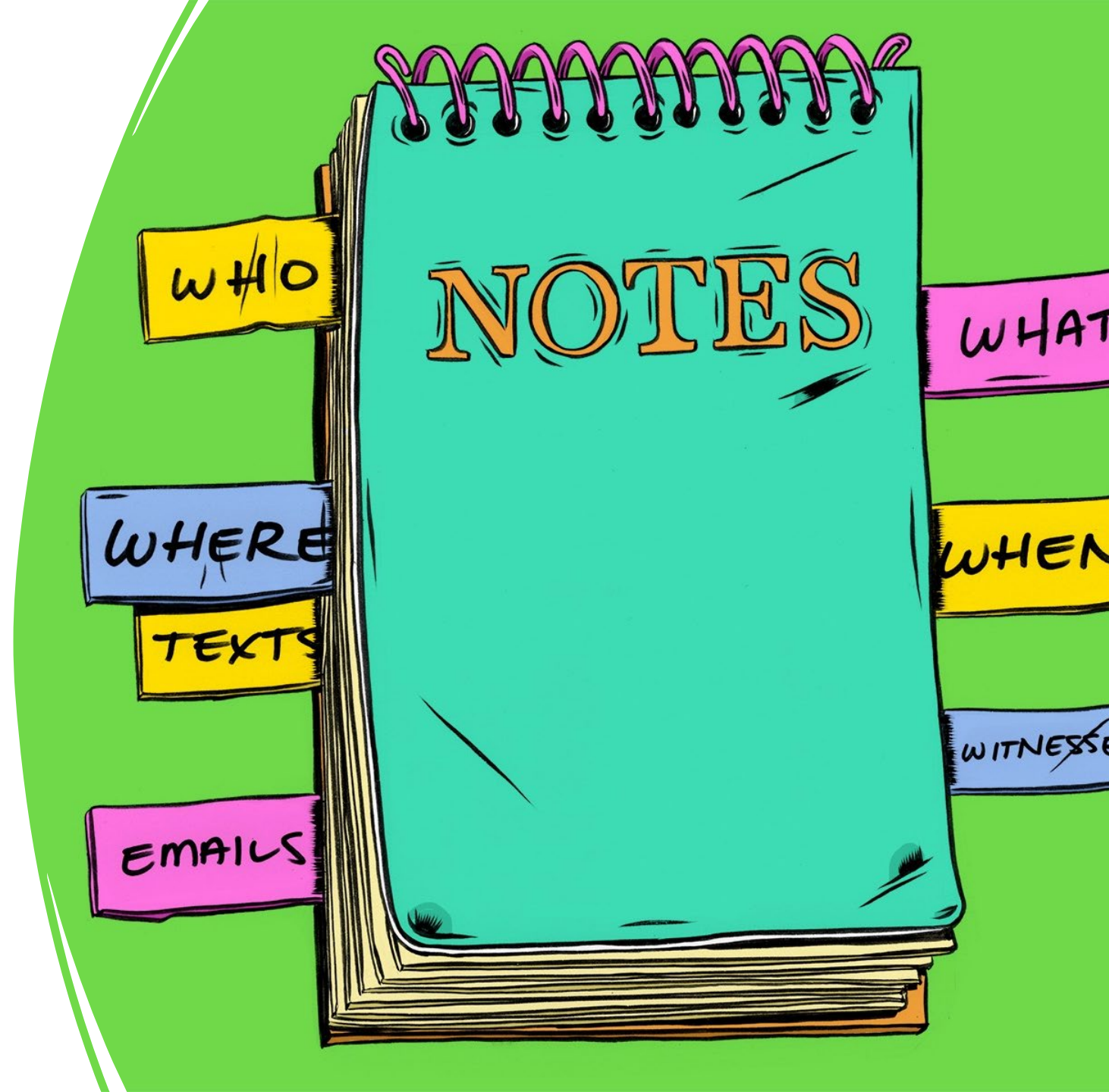
The amount of something produced

Outcome

The successful result of a plan

Immediate documentation

- Case notes should be written as soon as possible after contact, a meeting, situation or event that occurs.
- Case notes should be based on facts.





Three important questions:

- 1) Based on what just happened during the meeting, what should I put in the case note?
- 2) What should I leave out or omit from the case note?
- 3) How should I organize the case note so it tells a clear, relevant, and useful story of what is going on?





Importance of Structure:

- Taking responsibility for the case notes
- Easier to organize and plan
- Highlighting the purpose of the meeting
- Including only important and necessary information





The Structure: 7 Elements

1. Background Statement = Situation
2. Reason Statement = Purpose
3. Observation Statement = What do you notice?
4. Content Statement = Substance
5. Results Statement = Outcome
6. Impressions Statement = Overall assessment (reflection)
7. Plan Statement = What's next?

WF1 Case Note Entry

- Deed requires all service providers to enter case notes electronically into WF1
- Case notes must be entered into the WF1 record within 15 business days of the event





DEED's Case Management Policy: Case notes must include:

- ✓ Events impacting participation
- ✓ IEP activities & progress
- ✓ Participation in other programs
- ✓ Communication with other service providers
- ✓ The date & manner of contact
- ✓ The purpose for the contact, the information provided & description of the outcomes
- ✓ Activities during contact
- ✓ Information provided by the participant
- ✓ Outcomes of the contact
- ✓ Information on contacts with other program staff



When are case notes required?



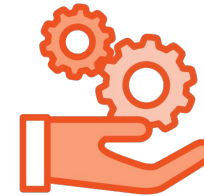
Intake & Enrollment



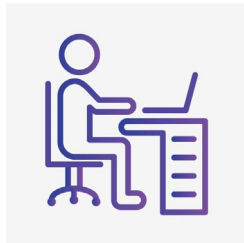
IEP Development



Training Justification



Support Services



Employment information



Attempted & Live Contact



Credential Attainment & Measurable Skill Gains



Exit date & reason



Follow up services





Intake & Enrollment

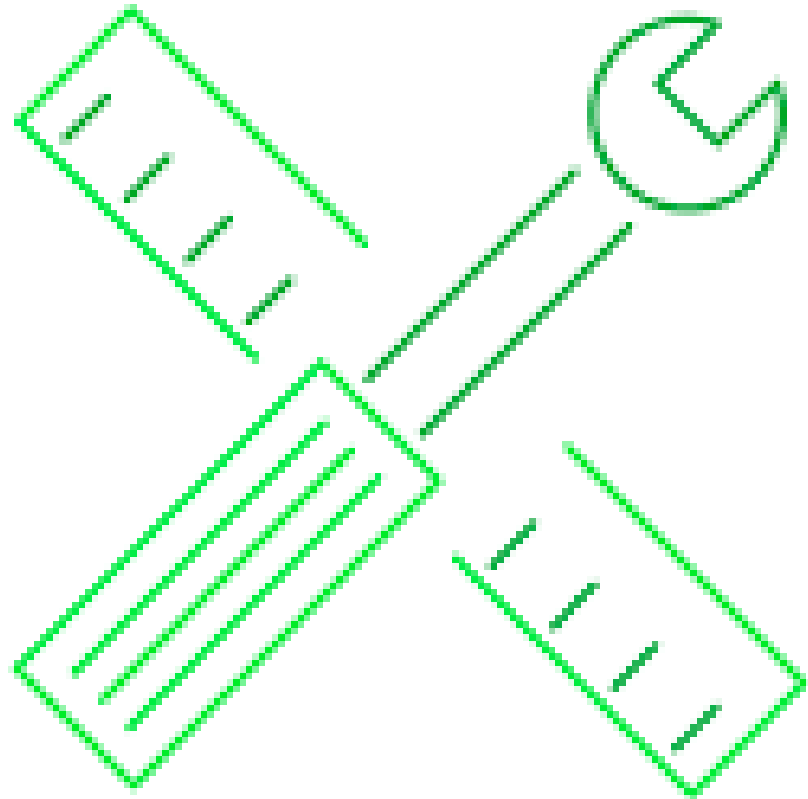
All 7 elements should be captured

(Background, Reason, Observation,
Content, Results, Impressions, &
Plan)





IEP Development

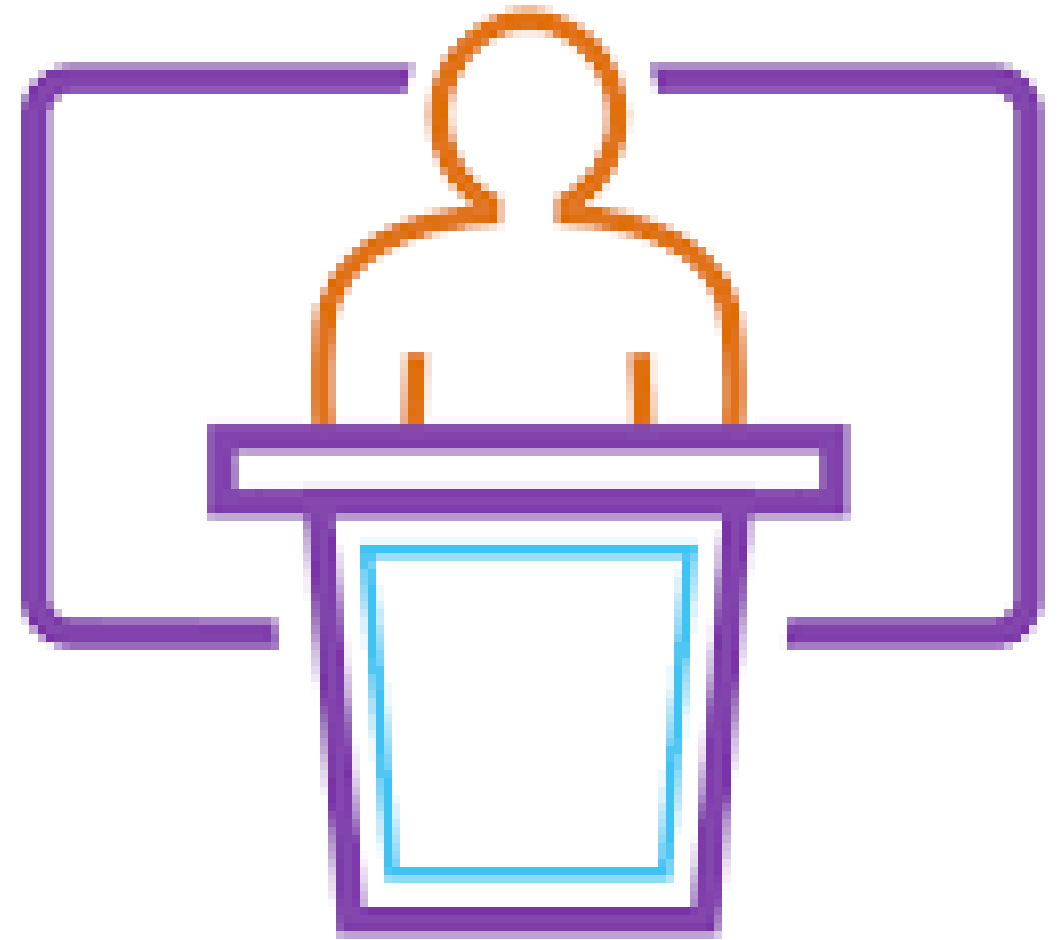


- Paper IEP or WF1 Online IEP?
- Goals
- Barriers identified
- Summary of service needs
- Plan Statement



Training Justification

- Skills gap analysis
- Credentialed or Non-Credentialed Training
- Training Provider
- Anticipated length of training
- Labor Market Data
- Plan Statement





Support Services

- Support Service need
- Financial Needs Analysis
- Other community resources
- Date and cost of service



Employment Information

- ✓ Name of employer
- ✓ Job Title
- ✓ Start date
- ✓ Hours working per week
- ✓ Hourly wage/annual salary
- ✓ Benefits?
- ✓ Source of information





Attempted & Live Contact

- Case notes for documenting live contact should include all 7 elements
(there are exceptions to excluding an element)
- Contact or contact attempt must take place every 30 days

Credential Attainment & Measurable Skill Gains

- Type of credential attained or measurable skill gained
- Date of attainment or gain
- Source of verification
- Plan Statement

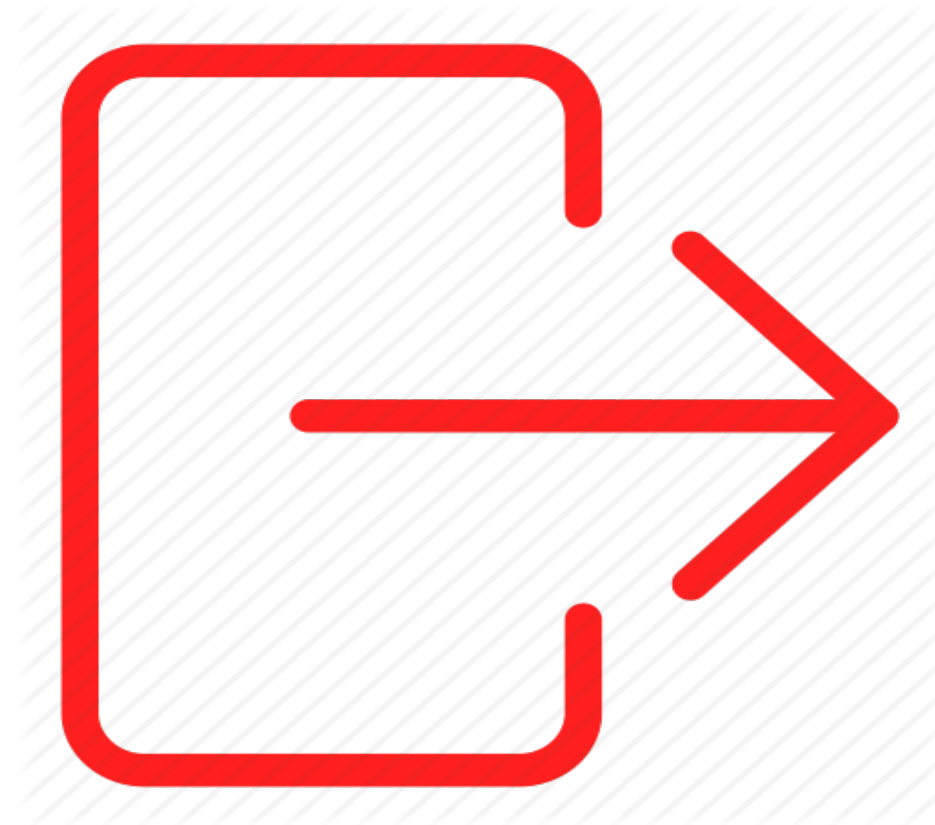


EXIT REASONS

1. Called Back	10. Institutionalized
2. Cannot Locate	11. Medical Treatment
3. Death	12. Moved from Area
4. Entered Armed Forces	13. Program/Type Transfer
5. Entered Registered Apprenticeship	14. Refused to Continue
6. Entered Unsubsidized Employment	15. Remained Employed
7. Family Care Problems	16. Reservist Called to Active Duty
8. Found Ineligible	17. Retirement
9. Started Business / Self Employed	

Exit date & Reason

Date of exit = 90th day without receiving a service





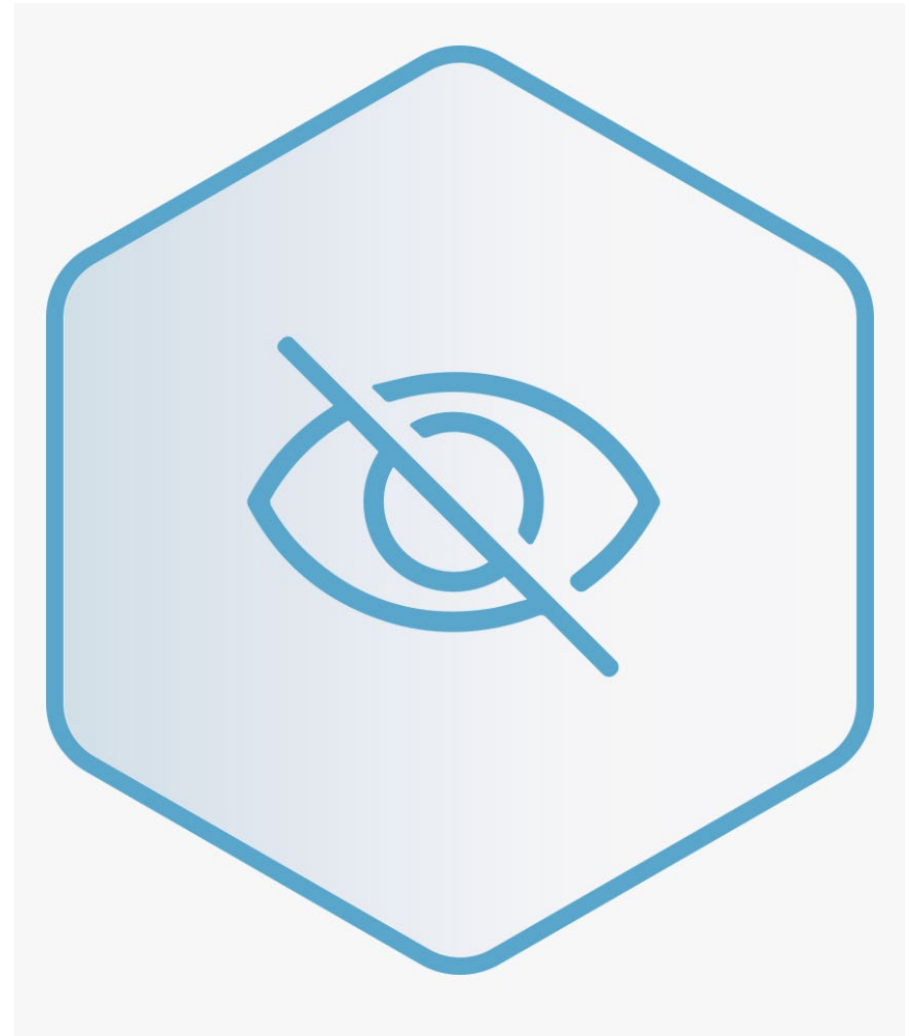
Follow-up Services

- Must be available for 12 months after exiting
- For all participants who exit programming with a “successful” outcome



Privacy

- Case notes in WF1 that are not classified as “Private” must be public
- There are three exceptions





Exception 1:

Disclosure of a physical or mental health concern that may result in:

- ❖ A barrier to employment
- ❖ A reason to modify the IEP
- ❖ A reason for program exit



Exception 2:

- When recording a case note would be in violation of HIPAA Privacy Rule
- Should this occur, mark the case note as "Private"



Exception 3:

- The program participant feels they are in danger and are concerned for their safety
- This could include:
 - Temporary contact information
 - Justice system involvement
 - Dates/times of appointments/workshops/classes



Entering Case Notes into WF1



Entering Case Notes in WF1

Step: **1. Application** 2. Eligibility 3. Enrollment

*Program: Dislocated Worker
*Application Date: 05/15/2021
*Agency: [Dropdown]
COFR: Hennepin/Carver ETC - LWDA 09
Location: [Dropdown]
Service Model: No service models found
Primary Staff: [Dropdown]
Support Staff: [Dropdown]
Send Tickler:

Hide Case Note

Spell Check

Program Seq: 1
Agency: Location: [Dropdown]
Enrollment Date: 05/15/2021
Entered by: Anna Mullikin
Assign to Staff: [Dropdown]
Activity Type: Individual Plan Development

Change Activity/Staff

Hide Open Activity

*Start Date: [Date Picker]
Estimated End Date: [Date Picker]
Funding Stream: Carver DW WIOA Formula
Activity Subtype: [Dropdown]
Delivery Method: None Selected
Estimated Cost: \$ [Text Box]
Estimated Hours: [Text Box]
User Defined Text 1: [Text Box]
User Defined Text 2: [Text Box]
User Defined Date: [Date Picker]

Hide Comments

Spell Check

Hide Case Note

Spell Check





- General**
 - At-A-Glance
 - Contact
 - Tickler
 - Connect Messages
 - Demographics
 - Mobile User
 - Work Preferences
 - MN Works Resume
- Case Note**
 - Add Case Note**
 - Case Note Quick
 - Case Note Search
- Cases**
 - Program/New App
 - Eligibility/Enrollment
 - Activity
 - TAA
 - Plan
 - Credential
 - Measurable Skills Gain
 - Reporting Collection
 - Youth Performance
 - Participation Hours
 - Exit
 - Follow-Up
 - Case Assignment
 - Service Model
- EDS**
 - Add Document
 - Add Multiple Documents
 - Document Summary

Case Note Add



***Event Date**

***Note Viewable By** All Staff in Servicing Agency ▼

***Agency** None Selected ▼

***Program** Select Agency To Populate ▼

Staff Associated Select Agency To Populate ▼

Category None Selected ▼

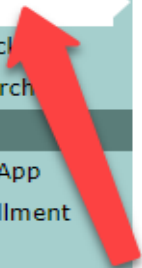
[Select/Deselect](#)

Contact Method None Selected ▼

Contact Type None Selected ▼

***Status** Open ▼

Subject



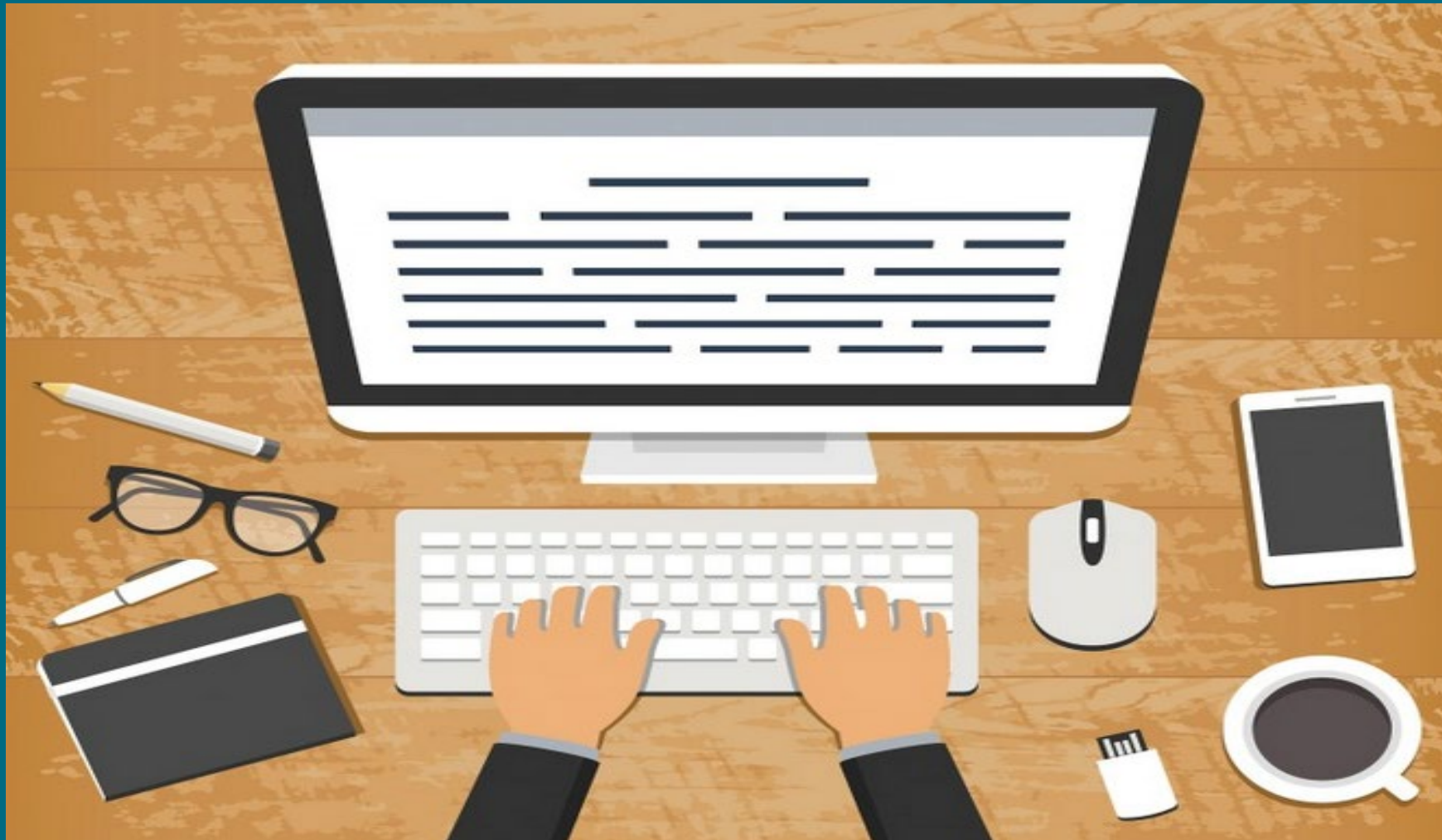
***Note**

Spell Check

Save Save and Remain on Page Save and Add New Case Note Cancel



In conclusion



Questions?

