

Phoenix Workforce Connection Youth Program

Section: II-G

CASE NOTE REQUIREMENT

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BACKGROUND

The Workforce Investment Act adheres to a case management approach to service delivery. Integral to this approach is the maintenance of comprehensive services for each program participant. Case notes are one of the comprehensive tools that document the participant's journey throughout the duration of the program.

POLICY

Case notes are used as a tool to help youth program service providers organize and analyze the information gathered on participants and to plan case management strategies. Recording case notes is critical because it weaves each service element into a comprehensive service plan. Youth program service providers utilize case notes to document the decisions and service strategies that determine the assessment, planning, resources, support services, and follow up that are designed to move participants to self-sufficiency.

All case notes **MUST** be entered in Virtual OneStop (VOS). When entering case notes in VOS, the title must clearly describe the content and correspond with open activity records.

Effective Case Note Documentation must have the following elements:

- Justification for enrollment
- Comprehensive picture of where the participant is throughout the process
- Record of movement throughout the process – successes, problems, changes
- Record of the strategies used to move the participant toward self-sufficiency
- Record of what decisions were made by the participant and youth program service provider and why those decisions were made
- Evidence of referrals made and resources used to assist the participant in resolving barriers to self-sufficiency.
- Organize and analyze data and plan an appropriate course of action.

There are two parts to recording case notes:

Data - Facts You Learned About the Participant. These facts are what the participant told the youth program service provider, what the youth program service provider observed, and/or information the youth program service provider received from other agencies. The data recorded should summarize the essential information being gathered. It should focus on the information that is most directly related to participant self-sufficiency.

Plan – Strategies to Support and Enhance Self-Sufficiency. The youth program service provider's plan should be based on the data gathered and the analyses of the data.

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This plan is different from the participant's plan. The participant's plan records what he/she is doing to make changes. The youth program service provider's plan provides a record of the strategies the youth program service providers are using to attempt to support and encourage the participant in his/her plan to change.

Case Note Guidelines:

Timeliness. Case notes must be written a minimum of every 30 days. They should be written every time something significant occurs with the participant (i.e. new test scores, job interview, a period of absence from the training program, supportive services, new program activities, etc.).

Concise and Clear. Case notes must be clear and easily understood. Someone with no contact with the participant should be able to read the case notes and get an accurate picture of the participant. Good grammar and spelling should be used.

Consistency. There should not be gaps in either time or information. Case notes should reflect the participant's work and progress throughout their participation in the PWC youth program. The case notes and the rest of the file should match and reflect the same information as the test scores, start dates, revisions, supportive services etc.

Legality. View case notes as a potential legal document. Case notes can and have been used as evidence in court. Ask yourself as you are writing, "would I want what I am writing to appear in court?" Also, make sure that you sign each case note.

Problems and Solutions. When documenting problems, also document solutions. For example, if you say "Participant not making progress", then also suggests what you are doing to remedy the situation. For instance: "Participant not making adequate progress. I spoke to him about the training. He will receive individual tutoring in math and language to see if the situation improves."

Things to Remember:

Do not label your opinions and judgments as facts. Be specific. Avoid sweeping generalizations. Summarize confidential information rather than recording it in detail. Keep documentation focused on how events in participant's life will affect the plan.

Do not allow anyone access to your VOS User ID for the purpose of entering data.

ADDENDUMS

ISS, VOS, and Case Notes Reconciliation Table