GUIDELINES FOR WRITING GOOD CASE NOTES
Objectives

- Explain the standards of a good case note
- Identify how to organize a case note
- Provide general rules
- Identify methods for efficient customer interactions
- Identify the steps for entering case notes into IWDS
Why Do We Write Case Notes?

• For accountability to:
  • The customer
  • Your employer
  • Funding agencies
  • Partnering organizations
Standards for Case Notes

- Four case note standards:
  - Clear
  - Concise
  - Relevant
  - Useful
Standards for Case Notes

- What goes in?
- What stays out?
Standards for Case Notes

Case Note Checklist

1. Type of contact identified
2. Topic(s) discussed
3. Customer’s current progress
4. Next steps
## Required Case Note Elements Evident in a Customer Interaction

1. **Who did the contact involve**
   - The writer and the customer

2. **What was the substance of the interaction**
   - Engaging customer in activities relevant to current service need(s)

3. **When contact occurred**
   - January 2, 2013

4. **Where contact occurred**
   - On site, in the resource room

5. **Why contact occurred**
   - Customer completed training and is now ready to look for job

6. **How contact was made**
   - In person
Organizing a Case Note

1. **Who** did the contact involve?
2. **What** was the substance of the interaction?
3. **When** did contact occur?
4. **Where** did contact occur?
5. **Why** did contact occur?
6. **How** contact was made?
General Rules for Writing Case Notes

1. Write in **third person:**
   - Refer to yourself as, *This Writer or This Worker*

2. Identify from whom you received information.
   - Customer > *The Customer*
   - Family member > First name and relationship to the client
   - Outside Service Provider or Employer
   - Another customer

3. Keep it relevant to the Service Plan
   - Current goal
   - Long range goal
General Rules for Writing Case Notes

4. Generalize the topics covered within the interaction:
   - Summarize the main points discussed
   - Include quotes when:
     o It is relevant to the customer’s progress
     o You know you have accurately recorded what was told to you

5. Assessing the interaction
   - Justify the reason(s) for delivery of service
   - Avoid unqualified statements
     o No matter how much you know about the customer; it is only a guess.
     o Identify the most likely impact, based on projection of an outcome.
     o Open the assessment statement with; “it appears that...”, “it seems that...”,
       “In this writer’s opinion...”

6. Avoid using acronyms
General Rules for Writing Case Notes

**Sensitive Topics**
- Details of the situation are not necessary
- Protect the customer’s privacy

**Topics Involving Sensitive Information**

- **Health (Physical or Mental):**
  - “The client reported that he is currently under a doctor’s care for a serious medical condition/illness.”

- **Legal:**
  - “The client reported that she is currently involved in the legal system.”

- **Substance Abuse:**
  - “The client disclosed use of chemical substances that is currently interfering with the ability to be successful in this program.”
Efficient Customer Interaction

Focus on Service Plan

- Current Status
- Have customer identify a plan
- Confirm the customer’s plan
- Assess the situation
  - Is the customer prepared?
- Maintaining regular contact
  - Keep customer informed
  - Scheduling
  - What’s in it for the customer?
Case Note:
On January 2, 2013 this writer met with the customer on-site, in the resource center. The customer reported that he completed training, and has just been informed that he passed his certification exam for .NET programming. The customer reported that he did not have the document confirming certification with him. This writer and the customer also discussed next steps necessary for the customer to become employed as a .NET programmer. The customer was encouraged to participate in interviewing and job search workshops, offered at this location. The customer was provided a referral to obtain clothing appropriate for interviewing. It appears that the customer will benefit from additional job placement and support services in order to be best prepared for success in his job search. The customer will return in two weeks to provide a copy of his .NET certification, update his IEP and attend the Identifying Opportunities workshop.
Staff Menu

Case Management
- My Applications
- My Registrants
- My Exits
- My Customers
- Search Applications
- Search Customers
- Add Local Services By Card

Performance Management
- View Your LWA Goals
- View State Goals
- Search Goals
- Outcomes-Preliminary (PostQtrWages not complete)
- Outcomes-YTD Mgrs (PostQtrWages firm)
- Outcomes-Final (PYs reported to DOL)

Entity Information
- Search Entity
- Search Locations
- Search Contacts

My Information
- Change My Password

Reporting
- Reporting Menu

Copyright 2004 by the State of Illinois. Using this web site indicates acceptance of DCEO User Agreement and IWDS Privacy Notice.
Add Case Note

Staff Name: williams sannie
Contact Date: 1.10.2012
Program: WIA
Note Category: Training
Confidential: No
Note Subject: Training Completion
Case Note:

Save, Add Another  Save and Return  Cancel

Copyright 2004 by the State of Illinois. Using this web site indicates acceptance of DCEO User Agreement and IWDS Privacy Notice.
Add Case Note

Staff Name: williams sanne  

Application Summary

* Contact Date: 1.10.2012

Program: WIA

* Note Category: Training

* Confidential: No

* Note Subject: Training Completion

* Case Note:

On January 2, 2013 this writer met with the customer on-site, in the resource center. The customer reported that he completed training, and has just been informed that he passed his...
### List Case Notes

<table>
<thead>
<tr>
<th>Contact Date</th>
<th>Note Category</th>
<th>Program</th>
<th>Note Subject</th>
<th>Updated By</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/10/2012</td>
<td>Training</td>
<td>WIA</td>
<td>Training Completion</td>
<td>Student</td>
<td>2013-01-08</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13:15:49.062</td>
</tr>
<tr>
<td>01/05/2012</td>
<td>Case Note Supporting Same Day Service</td>
<td>WIA</td>
<td>Job Readiness Training</td>
<td>Student</td>
<td>2013-01-04</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13:38:47.71</td>
</tr>
</tbody>
</table>
Case Notes

LWA: 10 Land of Lincoln Workforce Alliance
Customer: william, Javon

Staff Name: Eight, Student
Contact Date: 01/01/2012
Program: WIA
Note Category: Training
Confidential: No
Note Subject: Training Completion
Case Note: On January 2, 2013 this worker met with the customer on-site, in the resource center. The customer reported that he completed training, and has just been informed that he passed his certification exams for NET programming. The customer reported that he did not have the document confirming certification with him. The worker and the customer also discussed next steps necessary for the customer to become employed as a NET programmer. The customer was encouraged to participate in interview training and job search workshops, offered at this location. The customer was provided a referral to obtain clothing appropriate for interviewing. It appears that the customer will benefit from additional job placement and support services in order to be prepared for success in his job search. The customer will return in two weeks to provide a copy of his NET certification, update his IEP and attend the Identifying Opportunities workshop.

Staff Name: Eight, Student
Contact Date: 01/01/2012
Program: WIA
Note Category: Case Note Supporting Time/Day Service
Confidential: No
Note Subject: Job Readiness Training
Case Note: Career Planning
Power of a Case Note

• Documentation covers and includes much more than case notes, but case notes are the heart of documentation for most case records
QUESTIONS
Contact Information

Regional Manager
Contact Information:

Barbara Gibson
E-mail address: bgibson@workforceboard.org
Phone #: (312) 603-7073
Fax #: (312) 603-9939

David Limon
E-mail address: dlimon@workforceboard.org
Phone #: (312) 603-7091
Fax #: (312) 603-9939