
Writing Case Notes

**A Refresher Training for
Title I-B Service Providers**

October 20, 2021

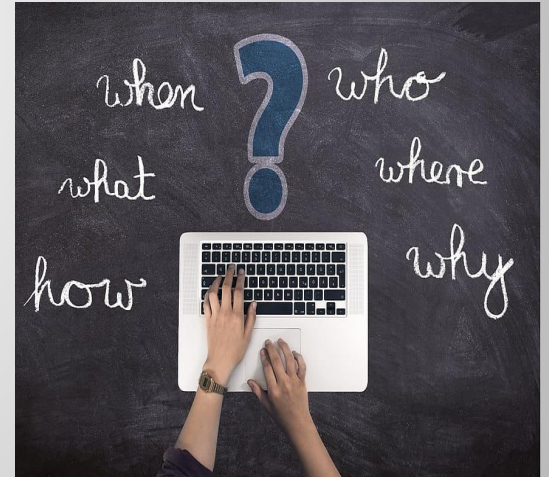
Why Case Notes Matter

Case notes --

- Document client goals, strengths, barriers, and progress;
- Capture provision of services;
- Facilitate continuity of information and services; and
- Support program accountability.

Case Notes Components

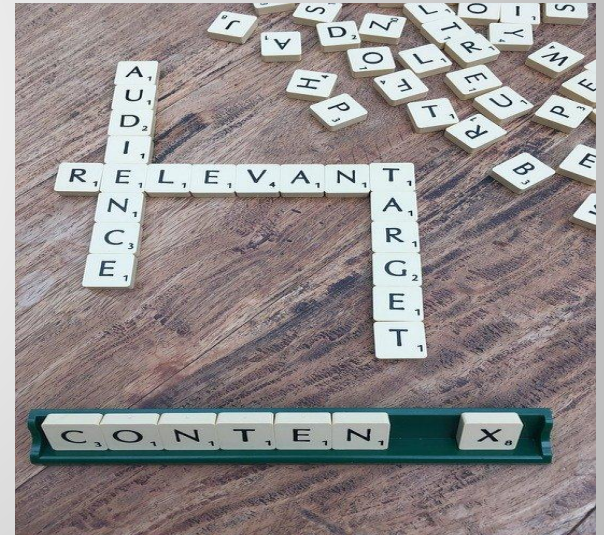
- **Who** provided the service or information relevant to the case
- **Where** the service or interaction occurred
- **When** the event occurred
- **Why:** the reason for the service or interaction
- **What** actions or activities were completed and next steps
- **How** services were provided



Case notes must be written:

- In a **timely** manner;
- According to **objective** observation:
 - Based on facts; and
 - Using language that is not biased or judgmental;
- With **clear, sufficient, and relevant** details;
- With your **audience** in mind; and
- In a way that protects sensitive **PII***

*Personally identifiable information



Objective and Relevant Content

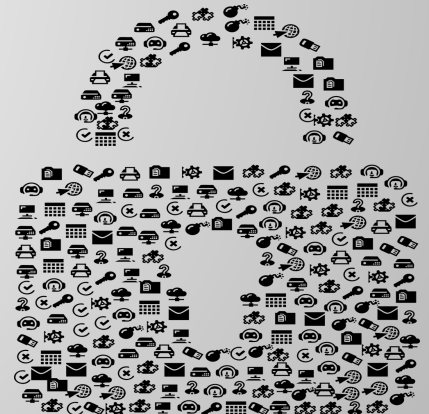
Jane was super depressed because schools do not want to hire her. She almost got hysterical talking to me about bills she has to pay and how badly she needs a job. But I did notice her new iPhone that must've cost hundreds. I told her about a job at a restaurant even though I know she just got her teacher's aide certificate.

Revised notes:

Jane informed this writer of feeling discouraged as she has not received any response to her applications to XYZ Head Start and ABC Grade School. She communicated her immediate need for a job to pay her bills. Writer advised Jane to explore stopgap employment, such as with Great Food Restaurant, while pursuing teacher's aide positions.

Case Notes and PII

- Protected PII, such as medical diagnoses, must be excluded.
- Other examples of protected PII must also be excluded, unless *necessary* to the case notes.
 - Is the information essential to show client eligibility for services?
 - Is the information necessary for data validation?
 - Will redacting the information preclude service provision?
- Maintaining confidentiality of client information is everyone's responsibility.



Case Notes in Arizona Job Connection (AJC)

- There are four places to enter case notes in AJC:
 - Job Seeker Notes on the universal screen/page
 - Program Notes under WIOA Details page
 - Enrollment Notes
 - Note box on Service and Training (S&T) page
- When entering case notes, verify they are written for the correct client.
- Determine the appropriate level or “screen” to enter case notes.

Case Notes and Data Validation

- Case notes are an acceptable source documentation for some data elements. ([Data Validation Checklist](#) and [TEGL 23-19](#))
- Per TEGL 23-19, case notes refer to either paper or electronic statements by the case manager that identify, at minimum, the following:
 - A participant's status for a specific data element;
 - The date on which the information was obtained; and
 - Case manager who obtained the information.
- Case notes may be an essential supplement to a data element's source documentation.
- Observe best practices when writing case notes to support the data element.

Revised Case Notes

Client Name: Charles Brun

Date: August 6, 2021

Staff Name: L. V. Pelt

Reference Date: August 6, 2021

Subject: Completed OJT

Notes:

Ms. Patty sent me a text message about Charlie. He just completed his OJT. I will put in AJC that he attained training milestone MSG.

Contact Type: Text message

Revised Notes:

This case manager received a text message from the line supervisor at Daisy Hill Products, stating that client has completed the three-week on-the-job training on August 6. To document client's achievement of a training milestone, case manager will call the line supervisor on August 8 to request that the On-the-Job Training Report be sent via secure email to lvpelt@xyzservices.org.



Additional Resources

- [The Role of Data Tracking and Documentation in Effective Case Management and Career Counseling](#)
- [Data Validation Checklist](#)
- [Training and Employment Guidance Letter No. 23-19](#)
- [Training and Employment Guidance Letter No. 39-11](#)