

CASE NOTES

CASE NOTES

- Documents the customer's journey and identifies the strategies used to help the customer reach a specific goal.
- It ties all case management services and activities together for easy review.
- Working tool for Case Management
- Protects yourself and your organization.

CASE NOTES EXPECTATIONS

DWD POLICY:

Local Case Note and Data Entry Policy #46

***** At the time of the activity/service but no later than 10 business days after.***

Doesn't require enrollment into a program for case notes to be entered into KEE suite.

Customer Specific

Legal Record

Clear, Relevant, & Professional

Be factual; Do not include opinions or judgement;
Do not use words like “always or never”

ON-GOING FROM THE FIRST MEETING THROUGH THE LAST FOLLOW-UP

1

**Introduce
the
Customer**

2

**Document
the Journey**

3

**Identify any
exceptions or
system
errors**

Initial Case Note Example

An initial case note(s) will:

- Include an orientation to CC services
- Show basic career services were provided
- Describe information from the intake/assessment
- Describe the customer's circumstances
- Identify what services they are seeking
- Include any testing/surveys completed
- Identify next steps
- Describe any additional circumstances

Title: Basic Career Services

ORIENTATION TO CC SERVICES

Ben was referred by the Career Development Office for WIOA services. He has been looking for employment but has not found anything that would provide him with a self-sustaining wage. I provided information on the WIOA program, including eligibility requirements, services available, case management, and follow-up requirements.

INTAKE/ASSESSMENT

Ben is a 20-year-old single man who lives with his grandparents in Lewis County. He graduated from Lewis County High School but has not attended any post-secondary training. Ben took vocational classes in welding while in high school and has expressed an interest in pursuing a Welding Certificate.

Ben is not currently employed. His only work experience has been fast food jobs (Arby's for 2 months and McDonalds for 6 months). These jobs were held beyond 6 months ago. and paid a wage lower than \$12.00 and were part-time.

Ben state that he had reliable transportation to get to a training program. He would like to complete as soon as possible in order to find employment quickly. He does not have any children, and he lives rent free with his grandparents.

Ben completed a budget worksheet which shows that his bills are very limited (car insurance) and that is paid by his grandparents.

Ben did not have the documents necessary to complete his eligibility for WIOA. I went over the list of documents he would need to enroll in the WIOA program. I also explained that he could take the "My Next Move" interest inventory at home or at the center. I provided him with information on the three welding programs that are close to his location: ACTC, MCTC, and KWI. Ben stated that if he could receive financial assistance, he would rather attend KWI, so that he could get a job quicker as it is a 6-month program.

We scheduled an appointment for February 3, at 10 AM to complete eligibility.

Individualized Case Note Example

An individualized case note(s) will:

- **Show individualized career services**
- **Follow up on any items from the initial meeting**
- **Describe assessment results, if applicable**
- **Identify activities completed**
- **Include next steps**
- **Describe any additional circumstances**
- **Identify any data entry errors**

Title: Individualized Career Service

Ben was on time for his appointment and provided the necessary documentation to complete his eligibility. I uploaded all documents. Ben did not register for selective services when he turned 18, so we discussed what the registration meant, the process, and that it was a federal requirement. He registered online while in the office.

Ben does not have any income for the past six months. His grandparents support him. We completed a WIOA-2 describing his living situation. This will be used to document his family size of 1 and income. Ben meets priority status - low income. WIOA-2 uploaded.

Ben completed the My Next Move interest inventory which indicated welding is a good fit with his interests. Score uploaded and included in the tool test.

Ben and I discussed what he identified as his strengths which included athletic, made good grades in vocational, got along well with others, helps his grandfather on the farm, and has reliable transportation. He also mentioned his grandparents were excited about him going back to school. He mentioned they have always been his strongest supporters.

I asked if he had any health concerns that would affect his ability to work in welding. He said “no- he understood the work and had done it in vocational school without any issues.” I asked if there were any other obstacles, such as legal and he responded “no - I’ve never been in any trouble.”

His obstacles seem to be around his ability to travel outside of the area for work. He helps take care of his grandparents and will need to find a stable job in the local area. He also does not have funding to pay for the training. We reviewed LMI for jobs in the local area that required a welding certificate. While staying in the area will limit his employment opportunities, there are still several options that interested him. I explained that if approved, our funding is limited to \$8,000.00 leaving him \$4,000 to cover on his own. We discussed applying for financial aid. He asked if I could help him do that and we set up an appointment on February 5th for him to bring in all the information necessary for him to complete his financial aid application.

Ben provided a copy of his high school transcript which reflected a GPA of 3.0. Based on TENCO policy, this was used to assess that he is not basic skill deficient.

Training Case Note Example

A training case note(s) will:

- **Identify the need for training**
- **Follow up on any items from previous meetings**
- **Include Training Timelines**
- **Describe the six training criteria/need to train**
- **Identify activities completed**
- **Include next steps**
- **Describe any additional circumstances, if applicable**

Title: Training Service

Ben met with KWI and has documentation to show that he can start training on March 1, 2025 pending payment. The training is six months and will result in three certificates, MIG, TIG, and ...

After the interview, assessment, and review of LMI, it has been determined that Ben will not be able to find self-sustaining employment without training.

I completed the six criteria/need to train:

1. Suitable employment is not available. Ben has no credentials or marketable skills other than a high school diploma. His previous work experience has been part-time fast food jobs. There were no matches on Indeed for his current skill set that would provide him with self-sustaining employment as defined by the TENCO WDB.
2. Ben will benefit from the program. The program will provide him with multiple credentials necessary for him to work as a welder, making him more marketable.
3. Ben had a GPA of 3.0 from high school which was utilized to determine he is not basic skill deficient and should be able to complete the welding program without issue. He received good grades in his vocational high school program. His interest inventory showed welding as a good employment fit. His budget shows that he has the ability to complete as his bills are currently paid by his grandparents.
4. There is a reasonable expectation for employment following training. The TENCO WDB has identified welding as a high demand, high wage job. The TENCO WDB utilizes data from the KYStats projections and local businesses to determine the TENCO Occupational training list.
5. When comparing schools, KWI is the closest (30 miles from Ben's house) and most cost effective at \$12,000.00 for a 6-month program. KWI will also start sooner than the other schools. See school comparison in Documents.

Training is suitable based on his interest inventory (mynextmove.org) and the school/program is on the ETPL.

I submitted Ben's file to the Quality Control Coordinator for review. Upon approval, I will contact Ben for an appointment to complete his ITA and Financial Needs Analysis. Ben brought in verification that he has financial aid in the amount of \$2000.00 and a scholarship from KWI for the remaining \$2,000.00.

Anticipated Training time: March 1, 2025 – August 31, 2025.

ITA/Budget Case Note Example

An ITA/Budget case note will:

- **Follow up on any items from previous meetings**
- **Include Budget information**
- **Include Training Timelines**
- **Include next steps**
- **Describe any additional circumstances that are policy specific**

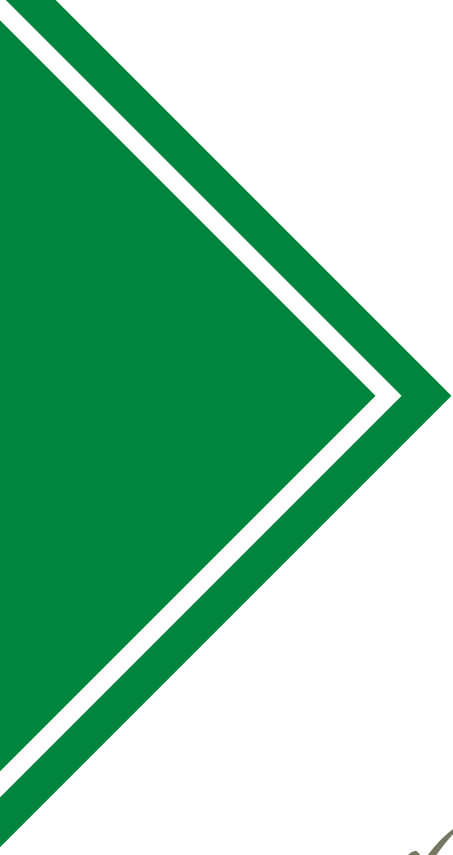
Eligibility, ITA and Budget:

Ben's eligibility has been approved by Quality control.

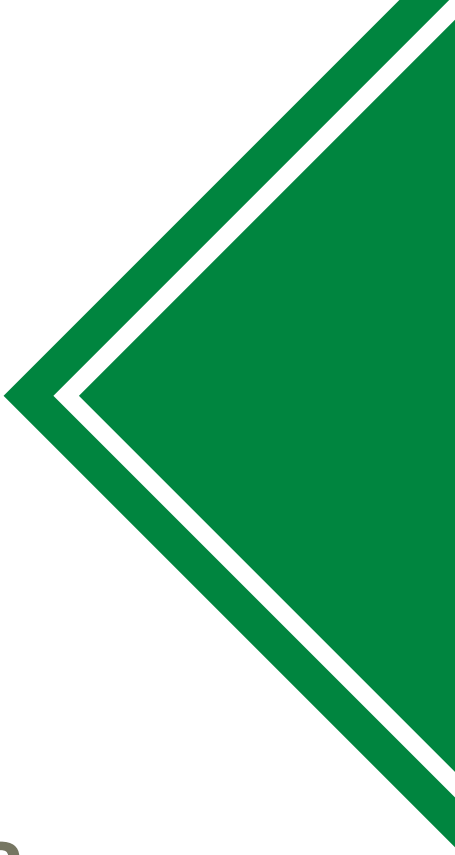
He will start at KWI on March 1st as planned. He will receive \$8,000 of WIOA youth funds for tuition. Ben completed his ITA and Financial Needs Analysis today.

KWI is a private school and does not have schedules and/or grades.

I get the following error message when I try to enter the Need to Train in KEE Suite. "....." This has been reported.



CASE NOTE TIPS



- ✓ Do not put other people's information in case notes and/or files.
 - ✓ Watch acronyms - Remember your notes will not just be seen by you.
 - ✓ Individualize your case notes when possible - don't just copy and paste.
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