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**TECHNICAL ASSISTANCE MEMO #21**

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**DATE:** APRIL 15, 2016  
**TO:** ALL SWWDC SERVICE PROVIDERS  
**FROM:** AMY GIMLIN, SWWDC DATA AND COMPLIANCE MANAGER  
**RE:** CASE NOTING

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The following Technical Assistance memo will serve as guidance for all service providers to use when documenting program enrollment and services in case notes.

At a minimum case notes must be entered into the case management system every **30 days**, this is typically a “contact case note”. More often case noting is expected if necessary to explain the services provided. At certain points during enrollment a case note is required, those requirements are:

- Prior to enrollment an eligibility case note must be entered describing the eligibility criteria and why the case manager is enrolling the client into program. If a self-attestation form is used to document eligibility the case note must state why and what it is being used for.
- For youth providers, a case note must be entered detailing the objective assessment and individual service strategy (ISS). Additional case notes are required when updates are made to the ISS.
- For adult providers, a case note must be entered detailing the individual employment plan (IEP). Additional notes are required if changes are made to the IEP.
- Case notes must be added when a training service starts, updates during the training and the outcome of that training.
- Case notes must be added every time a participant receives a supportive service. Answering the following questions:
  - Why are you providing the support?
  - Why is the participant requesting the support?
  - Were all other resources exhausted?
  - What were those other resources?
  - What is the cost?
  - Who provided the support (vendor)?
- A case note must be entered when a certificate, credential, degree, diploma or GED is attained.
- A case note must be entered when a referral is given, listing the referral agency and why the referral was given.
- A case note must be entered documenting any type of contact made with the participant. Even if it is just an *attempt* to contact.
- For youth providers a case note must be entered when a pre or post-test is given for Literacy/Numeracy measure. The case note should detail what type of test (pre or post) and if gains were earned.
- A case note must be entered when a client is co-enrolled into another program explaining the purpose of co-enrollment and what services will be provided or leveraged.
- An employment case note must be entered if participant obtains a job.
- An exit case note must be entered when the participant exits the program. Case note must include the reason for exit and plan for follow up, if applicable.

It is important that the case notes tell the story of the participant and what are the program services you are providing and why.