TECHNICAL ASSISTANCE MEMO #21
REVISION 2

DATE:	APRIL 15, 2016
	EFFECTIVE DATE FOR REVISION: JANUARY 14, 2021
TO:	ALL WSW SERVICE PROVIDERS
FROM:	AMY GIMLIN
	WSW CHIEF OPERATING OFFICER
RE:	CASE NOTING

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, are required every **30 days**.

Case noting is required to explain the services provided. 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 for which eligibility element is being documented and why the form is being used.
- 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 or progress towards goals are made to either one.
- For adult providers, a case note must be entered detailing the individual employment plan (IEP). Additional notes are required if updates or progress are made to the IEP.
- Case notes must be added when a training service starts, updates during the training, documenting end date, if co-enrolled which funding source is paying, 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)?
    - If co-enrolled, which program is paying for the support?
- 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.
- A case note must be entered when measurable skills are earned. The case note should detail what skills were measured and how.
- 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 gets 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 the case notes tell the story of the participant throughout the entire enrollment. In addition, what are the program services you are providing and why. It is imperative each provider have consistency when writing case notes. All staff should be entering in the same way and at the same time.

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