CASE NOTES

Case notes:
- Capture services, present the current situation of an individual, identify current barrier
- Provide sequential tracking and reporting of customer contact and progress that builds their story
- Link services to the individual’s deficiencies and barriers that are presented
- Provide the story behind revised employment plans
- Increase accountability to allow for oversight and monitoring
- Fulfill an ethical requirement of helping professions
- Assistant another employment specialist in helping the participant

Aspects of good case notes:
- Timely (within 15 working days from the date of the contact)
- Clear and brief
- Concise and precise
- Accurate and complete
- Edited prior to submitting
- Contain facts (not opinions)

The subject line of the case note should be:
A. The name(s) of the service(s) provided
or
B. A summary of what happened if a service was not entered

Example of B

Subject line: Appointment rescheduled

Body: Warren called today to state he needs to reschedule our meeting for 03/11/20 due to illness at home. We will be going over career exploration activities, I sent him the link to ONET’s interest profiler and said he could take care of that at home and we can go over the results when he comes in on the 11th.

The body of the case note must describe each service (more examples on the next page).

CASE NOTE INCLUSIONS: S.O.A.P.

Service name and description

Objective Information
- Behaviors reported by the participant or partner agency
- Record statements made by customer
- Record factual observations
- Record assessment results
- Consider who, what, when, where, why and how
- Should not include “I think”
- Must not include opinions

Assessment
- Substantiate conclusions and judgements based on objective information listed above.

Example:
Participant spoke about computer programming frequently and in detail in our meeting. He has a strong knowledge about computer programming.
Example:

Participant reported starting new medications and not sleeping well at night. Participant was disengaged during JSAP and had a difficult time staying awake.

- Justifies services.

Example:

Participant started a new job on Thursday. Their windshield broke the following Monday on their way home from work. Participant received a ticket for a broken windshield on Wednesday. Participant asked if Title I could assist in paying for a new windshield. The expected cost of this is $195.00. In order for participant to maintain employment and considering he/she needs their upcoming paycheck for living expenses, I did approve this support service.

**Plan**

- Based on the information provided what are you next steps? Be specific.
- Was the employment plan revised?

Case notes that contain “I think,” “it’s my opinion,” “it seems to me,” “I assume,” “probably,” are opinions not facts. Review case notes after drafting.

**DISABILITY OR MEDICALLY SENSITIVE INFORMATION**

Information that could lead to the disclosure of the specific medical condition or disability of a participant cannot be entered into SDWORKS case notes or comment sections. Case notes may state a medical condition or disability exists but cannot provide information describing the condition. Summarize information needed to help with barriers to employment instead of listing the specific sensitive information.

**Examples for Medically Sensitive Information**

Not Allowed: Mary called and said she will need to reschedule our in-person meeting scheduled for 02/04/20 because she has a doctor’s appointment to treat her severe inflammatory acne at the same time as our meeting.

Correct Example:

Mary called and said she would need to reschedule her in-person meeting with me on 02/04/20 because she has a doctor’s appointment at the same time as our meeting.

Not Allowed 1: John indicated he has a disability and told me that he is blind in his left eye, has ADHD, and chronic migraines. These conditions will need to be considered when finding a job. I have referred him to Voc Rehab.

Correct Example:

John has medical and disability conditions that would impact his work environment and employment options. I have referred him to Voc Rehab.

Correct Example 2: John prefers to work in an environment without bright lighting and strong smells. He will also need employment that does not require 20/20 vision. He may have a hard time staying focused on one task at a time. I’ve referred him to Voc Rehab.