Department of Public Health and Human Services WoRC GUIDELINES MANUAL	SECTION: WoRC CASE MANAGEMENT **SUBJECT:** Case Notes

GENERAL RULE—Follow TANF manual section 1507-1 for general policy concerning case notes. This section of the WoRC Guidelines is specific to TEAMS case notes for the WoRC Case Manager.

Keep in mind that TEAMS case notes are required for WoRC Case Managers.

TEAMS CASE NOTES:
Initial notes need to describe the family dynamics including strengths and barriers. The on-going case notes need to address issues/barriers, assessments and referrals, and progress. TEAMS case notes are not commentary, but rather substantive in nature and provide information and insights into the participant's involvement in activities and with other agencies while on TANF. Case notes are needed to document the participant's progress while on monthly cash assistance and identify strengths, barriers, and accomplishments. And all notes should be stated with fact, leaving out the opinion of the author. Case note documentation must be complete and include beginning, ongoing, and final entries.

▶ At a minimum, TEAMS case notes are mandatory in the following instances:

- Initial enrollment/engagement; delayed engagement for initial enrollment; reconstruction of activities, (to include case notes regarding the results of the Barrier Reduction Screening Guide and the Domestic Violence Screening Questionnaire)
- When employment is gained or lost,
- After each case management meeting (must be entered within three days),
- When non-compliance triggers a recommendation for sanction or case closure,
- "Reconciliation" case note entered at the end of the month that details the reconciled activities, holiday, excused absences, and/or why the negotiated activities differ from the reconciled activities, (to include random reviews of unverified job search activities)
- 90-day "**goal setting**" case note documenting long-range progress, barriers addressed, changes in activities due to success/failures in negotiated activities, and future objectives and goals,
- When the case closes provide information regarding the progress achieved during the participant's time on TANF, future plans (if available).

TEAMS case note titles should always include either **"WRC" or "WoRC**" in the title as a quick reference to the case note's case management content.

Case note titles are the subject line or header of the case note content so it is easier to retrieve specific information at a future date. For example, instead of "WoRC-monthly update", a better title is: "WRC-ABE & EMP OCT 08".

Occasionally an additional TEAMS case note is necessary at the time of a supportive service issuance if there isn't enough room to include sufficient detailing on SSPR at the time of the supportive service issuance.

Case notes regarding medical conditions require extra caution due to both HIPAA guidelines and Medicaid regulations. Only the "minimum necessary" information should be included and this would never include an actual diagnosis. The documentation in TEAMS case notes should be more generic, e.g. "serious medical condition present, see case file," or "medical condition present that restricts activities, see case file," or "mental health issues present, see case file."

Those references alert subsequent case managers to investigate when planning later participation activities and also assist Central Office in extended benefit application considerations. It is important to be especially cautious in case notes with medical information that has the potential for discriminatory action by others if disclosed.

Case notes should be written in the first person language. Case managers should never refer to themselves in the third party.

Language or phrases to <u>avoid</u>:

- "This worker told client…"
- "Client told this worker…"
- "This case manger contacted Social Security…"

This is confusing and sometimes hard to clarify---especially when using a title.

Workers, supervisors, and anyone else making case notes should refer to themselves in the first party and refer to the clients by name…

Correct language to use:

- "On June 23, I told John that …"
- "Jane called me this morning and reported that her son, Fred, had…"
- "I contacted Susan Jones at the Social Security Office in Butte on June 21 and she told me that Warren's SSI benefit was closed…"
- "I sent Jason a notice stating that…"
- "I gave Emily an HCS-120, HCS-121, HCS-220, and told her to sign and return them as soon as possible…"

Case notes need to be clear and concise stating only the facts.

- **NOTE: When case notes are referring to an assessment period, transportation, childcare, legal and housing should not be used in that case note.**

- **Example: "Johnny has been completing the negotiated assessment activities." is acceptable while "Johnny completed his legal and transportation assessment activities."**

Sample Case Notes:

Title: WRC 90 day EP Review
The 90 day EP review was conducted with Susie on 11/24/08. Susie enrolled with WoRC on August 15. At the time of enrollment, she was unemployed and was having transportation and childcare issues. These identified barriers were the reason for the last job loss. Over the past three months, she has had multiple successes. She has gained employment of 32 hours per week, she has completed the paperwork and her aunt has been approved as an LUP to provide childcare for the children, and she has gotten her car repaired with the help of supportive services. She is currently receiving post employment benefits for November and is planning to accept them for December and January. She has received supportive services for work clothing ($150) and auto repairs ($296). She has used 00 STT months, 27 hours of JBS, and 00 excused absence hours. Her goal is to continue to work at This Business as she really likes the job and enjoys working in sales and helping people.

Title: WRC JBS Random Review 10/28/08
Susie submitted an employer job search contact sheet for her job search activities for the week of 10/20 through 10/26. She did not submit any applications with the log. The log identified 26 employers that she states she had contacted or submitted applications to during the week. Completed the random review today of the employers. I called 3 employers.

Business One, spoke with John the manager, Susie did not turn in an application to them. Business Two, spoke with Ms Manager and she stated she had received a phone call from Susie but had not yet received the application back. (Susie has listed that she submitted an application.) Business Three, spoke with the human resource director. She has not received a phone call or application from Susie. I explained to Susie at the case management meeting that her job search hours could not be counted currently. I gave her the option of providing the documentation. It is due on Friday, 10/31/08. If provided will look at documentation to determine which job search contacts are countable.

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Business One, spoke with John the manager, Susie did turn in an application to them. They are currently screening the applications received. Business Two, spoke with Ms Manager and she stated she had received a phone call and a completed application from Susie. They are looking to offer her an interview later this week or next. Business Three, spoke with the human resource director. She has received a phone call and application from Susie. They have not made any hiring decisions. Susie's 27 job search hours for the 10/20-10/26 are allowable and countable.

Title: WRC 0509 Reconciliation
Susie completed activities for May as follows: 5/1= 4 hours WEX placement; 5/4-5/8 = 20 hours WEX placement, 7 hours of WEX assessment defining and resolving employability needs; 5/11-5/15= 20 hours of WEX placement, 7 hours WEX assessment (JSAI, BESI, CAPS, COPS, and COPES) at Job Service; 5/18-5/22 = 20 hours of WEX placement and 4 hours of WEX assessment, (Prove It Testing – Word, Excel, Spelling) at Job Service; and 5/25 – 5/29 = 8 holiday for Memorial Day, 16 WEX placement, and 2 hours of WEX Assessment (Prove It Testing – customer service) at Job Service. WEX Placement hours all completed at Salvation

Army. Third party verification includes WEX timesheets signed by site supervisor, WEX Assessment Log and verification from Job Service of the dates and time for the assessment activities completed.