



Department of  
**Labor & Workforce  
Development**

# Case Notes

TAA Training - August 2022

# Why Case Notes?

- Facilitate orderly and systematic case management
- Serves as a permanent record of activities
- A tool to reflect service delivery
- “If it isn’t documented, it didn’t happen”

# Importance of Case Notes

- Provides the story behind the need for services
- Link services to the individual's barriers
- Increases accountability
- Detailed case note will allow:
  - Any authorized staff member to assist the participant without hesitation or repeating previous steps
  - Gaps in services/programs to be identified

# How we write case notes?

Case notes should be specific and outline which services were provided to the adversely affected worker, what barriers the worker has, and what (if any) referrals were given to the worker, as well as any other pertinent information that the TAA Representative deems appropriate.

# Case notes tell a story...

Case notes should be clear, concise, accurate, relative, useful and contain the following information:

- **Who**

- Participant's Name
- Staff Name
- Referral sources

- **Where**

- Location of contact
  - Phone / Email
- Location of service

- **When**

- Date of contact
- Dates of deadlines, check-ins, trainings, classes, etc.

- **What**

- Barriers
- What was discussed
- Participant progress
- Next steps

# Entering Case Notes

- **Any time** there is interaction or attempted interaction with a participant (by phone, email, in person, etc.)
- When there is no interaction with a participant when the interaction was expected (i.e. they miss an appointment).
- In a **timely** fashion

# Case Notes Do's & Don'ts

## Do:

- **Be professional** - Avoid, street language, clichés, or jargon. Correct capitalization and punctuation.
- **Reflect facts** – Avoid inserting personal feelings into case notes.

## Don't:

- **Use acronyms** – Spell everything out
- **Include sensitive details** – Medical information should be general

# While Writing Case Notes...

- Avoid words that label the participant
  - (Abnormal, disturbed, resistant, unfit, etc.)
- Use words that addresses actions
  - (Focused, counseled, recommended, instructed, etc.)
- Omit details of participant's personal lives that do not have an impact on the plan
  - (Just because they tell you, doesn't mean you have to write it)
- Do not write so cryptic that no one knows what you are writing



# Example 1: Good Case Note

- Subject: TAA Initial Assessment scheduled:
- Mr. XXX was laid off from FLSmith on 03/25/2021. We discussed benefits under the TAA program. He is most interested in training/TRA. We scheduled his TAA initial assessment appointment for 04/30/2021 at 2 PM. He will bring his separation notice, his DL, and his SS card.

# Example 2: Good Case Note

- Subject: Initial Assessment
- Mr. XXX came to the Johnson City American Job Center today for his initial assessment. He was laid off from FLSmith on 03/25/2021. He provided his identification documents/layoff letter. We completed and signed his TAA application. We discussed job search allowance, relocation, training, TRA, RTAA, and HCTC. He expressed interest in training/TRA, and we began his IEP. His deadline to be enrolled in training or to be on a waiver for training is 09/25/2021. He is not interested in JSA/Relocation at this time. He expressed interest in training, maybe electromechanical, but he would like to research other programs. I explained the 6 eligibility training criteria. We created a resume and made it searchable to employers. He will need to fill out the work interest questionnaire. Performed job search/virtual recruiter for his most recent employment; none of the positions listed were in the same field, at or above 80% of his dislocating wage, and full-time/regular employment. Also checked National Labor Exchange, no suitable employment available. The next step would be to take the TABE. I asked if he would like to take it this Wednesday, and he said he would like to think about it and would call me on Monday. I will refer Mr. XXX to Title I for dual enrollment.

# Example 1: Bad Case Note

- Subject: Initial Assessment/TAA Intake
- Joe Short and I spoke over the phone and via email today to complete his TAA application. We discussed TAA services and benefits including job search allowance, relocation, training, RTAA/ATAA, and TRA benefits. We discussed the six criteria required for training and how to research a training program or occupation. Worker provided all needed verifications today, JOBS4TN was updated, job search ran and a virtual recruiter set along with completion of the trade application. Referral to WIOA Title I for co enrollment.

# Example 2: Bad Case Note

- Subject: Follow up call
- I had not heard back from Mr. XXX in a month, so I called to check in. I left a voicemail asking that he call if he is interested in training or any of the other services provided through the TAA program.
- Subject: TAA Application
- Met with participant to complete TAA application. Completed process and scanned and uploaded documents. Joe Short will be doing WIOA Intake shortly after this meeting to complete the co-enrollment process for TAA

# Case Note Review

Ultimately Case Notes should:

- Provide sequential tracking and reporting of participant contact and progress
- Link services to the participant's deficiencies and barriers
- Provide a story behind revised employment plans
- Increase accountability to allow for oversight and monitoring
- Provide a clear picture so a participant can be served by all staff if case manager changes must occur

