

P-2375 Case Management (con't)

P-2375A Case Notes (B23-08)

Individual case notes should give a clear description of the interaction with the participant, provider, or team member, and actions taken because of the contact. This includes households receiving Reach Ahead.

The case note template ([Example Case Note Template](#)) will be used when writing case notes for regularly scheduled meetings. The case note template provides a standardized Statewide approach for content in case notes. Additionally, it helps as a reminder of the key areas to document in case notes, gives a clear outline when transferring between districts, and allows for reader to find information quickly and efficiently.

Case notes will be recorded in the participant's case note folder on the share drive. Case notes should be written within 2 business days of the interaction.

Format and qualities of good case notes

Case notes should:

- Be written in complete sentences;
- Be typed;
- Refer to the person writing the note as "I" (not "this case manager" or "this worker");
- Use professional and courteous language;
- Be relevant to the goals of the participant and their family;
- Use abbreviations minimally, if at all. If used, they should only be commonly known statewide abbreviations (ESD, FSD, etc.). Remember, files may leave the district, so district specific abbreviations should be avoided.
- Demonstrate at least monthly contact, and follow up support related to specific goal steps;
- Be easy to read so that another person reading the case notes would understand what is going on for the family; and
- Provide verification and explanation of issues that could come up in a Fair Hearing, such as reasons for conciliation and sanction.

Case Note Template Completion

- Header should include Participants name, social security number, and email address. (to set up header go to insert, header, blank, and enter information under [type here])
- Templates should be used at each regular monthly meeting and can be copied and pasted into the case note word document.
- Templates do not need to be used for additional unplanned contact such as texts, brief phone calls, emails, or team meetings. Please write a case note for these using Date/RUCM name and a summary of the contact.
- Stepping Stones does not need to be completed each meeting if there is no change. If it is at initial assessment, 6-month review of Stepping Stones, or there is a change where Stepping Stones was used then complete this section on template. If in between these times, then can leave blank or put N/A.

Monthly Case Note Template

Date and RUCM full name: Write the date the meeting was held and your full name

Type of contact with participant: Note whether completed over phone, through TEAMS, in the community, or at home visit.

Stepping Stones(Housing, Childcare, Transportation, Mental/Emotional/Physical Well Being, Children's Well Being, Community Supports, Legal, Education/Training, Job skills and Employment): If Stepping Stones is not completed due to initial assessment, 6 month review, or a change in goal where the tool was used then you can leave this blank or write N/A. If this is an initial assessment appointment, 6 months Stepping Stones review, or it has been used due to a change in goal then complete with the areas that were discussed.

Uncope and PHQ date completed: Write date that this was completed.

Meeting Summary: Overview of the meeting. Consider adding information such as date last FSM updated, provider information and conversations when applicable (name and role), if participant is in temporary absence the review of this, notable observations, deferment status, reference to any calls made to the Child Abuse Hotline when child abuse is suspected with intake number and conversations around non engagement (good cause, concil/sanction, letter sent).

Current Employment (Improving Finances) Goal: Write current Employment (Improving Finances) Goal as reflected on Family Development Plan.

FDP & GPDR/R Review: Write review of participants identified goal/s, important next steps, supports needed, and barriers. Write the GPDR/R tool used when applicable and whether this was completed verbally or by participant. If FDP was updated note this and if verbally signed, please use the following language. Reviewed FDP with ____ over the phone; ____ agreed to FDP dated **/**/****.

Support Services: Write any support services that were written to the participant or offered to the participant. Check box that ICAN RU support services were reviewed as applicable.

Referrals and Resources: Write any referrals or resources offered to the participant even if not accepted by the participant.

Next meeting date, time, location: Write in next monthly meeting date and time as well as the participants preference of where or how to meet (i.e., phone, TEAMS, home, community).

What should not be included in case notes

Case notes should not include the following:

- Opinions, judgments, or speculation about the participant (for example, "She's not motivated", or a case manager's "diagnosis").
- An email correspondence entered as a substitute for written notes.
- Irrelevant information (for example, detailed information about "small talk" conversations).
- Statements that you would not want the participant to read or hear.

Specific Content in Case Notes

Domestic Violence

When domestic violence is involved, describe the general nature of the discussion with participant (i.e., for safety planning, resource options, referrals). Consider that documentation of specific elements of the adult victim's location or details of their safety plan (if they are fleeing or planning to flee the abuser), may increase risk to the family. Use general terms, not specific details about safety plans or exact location of safe housing.

Calls made to Child Protective Services

When a call has been made to child protective services, provide a brief description of concern, identify which supervisor was consulted in making decision of next steps and if an official report was made or not.

Fair Hearings and Consultation with Assistant Attorney General's (AAG) Office

No documentation of consultation with the AAG's office should be included in case notes as they are protected attorney/client communications. If specific documentation was requested from a participant or the AAG, that could be indicated in case notes.

Case Manager Support

Case Note Template Example

Date and RUCM name: 4/1/2023 [Reach Up Case Manager name]

Type of contact with participant: In person contact with John Smith.

Stepping Stones (Housing, Childcare, Transportation, Mental/Emotional/Physical Well Being, Children's Well Being, Community Supports, Legal, Education/Training, Job skills and Employment): Reviewed Stepping Stones with John Smith. John identified that his primary focus is on housing and childcare as John is currently living at the shelter and is working towards securing stable housing. Additionally John is interested in returning to school once childcare is obtained for his daughter. John identified transportation as a support as he has a vehicle and also has family supports.

Uncope and PHQ2 date completed: Completed 10/1/2022. John is already engaged in Mental Health counseling and reports having ample supports at this time. John is being seen through the Howard Center for therapy and meets with [insert provider full name].

Meeting Summary: John attended appointment on time and reported that he is still interested in working on obtaining housing and securing childcare as noted from review of Stepping Stones. Completed GPDRR tool My Action Plan to outline steps towards these identified goals. John reported that he is completing 3 housing applications for subsidized housing options and is meeting regularly with shelter staff to explore housing opportunities. John is also contacting childcares to get his daughter on waitlists and has a tour scheduled at Little Tots childcare on 4/15/23 for a potential opening. John is continuing mental health counseling

weekly with [insert provider full name] and reported this is going well and that he is maintaining his transportation.

Current Employment (Improving Finances) Goal: LNA

FDP & GPDR/R Review: FDP updated with housing and childcare goal and signed in person this date 4/1/23. Copy given to John. My Action plan completed.

Reviewed FDP with participant over phone (or Teams meeting); they agree to FDP dated **//******

Support Services: Childcare authorization, FDP incentive for housing applications submitted. John is not ICAN eligible at this time.

I reviewed Reach Up ICAN participant support services.

Referrals and Resources: Vermont Rental Subsidy Program and Childcare Resources.

Next meeting date, time, location (preference of mtg location discussed

) Next meeting preference is home visit, scheduled 4/25/23 at 3pm.