SCPa Works Mandatory Policy Training

Case Noting, Case Assignment, IEP/ISS

SCPa Works Individual Employment Plan

Policy #P-4-7.22

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Case notes MUST:

- Capture services, present the current situation of an individual, identify current barriers, and explain in detail the steps taken to enroll a RAP participant and the funding streams used to fund the RAP or Pre-RAP activities;
- Indicate a service code entry or a hard exit from a program;
- Provide sequential tracking and reporting of participant contact and progress to build the participant's story;
- Link services to the individual's deficiencies and barriers that are presented and chronicle all aspects of supportive services and referrals for services necessary for the success of the program;
- Provide the story behind revised employment plans;
- Increase vendor accountability to allow for oversight and monitoring;
- Fulfill the requirement of explaining a participant's goals, interests, and skill levels;
- Case notes should contain details that will help other workforce professionals assist the participant; and
- Be entered within five calendar days from the event, contact, attempt, correspondence, service, or otherwise.

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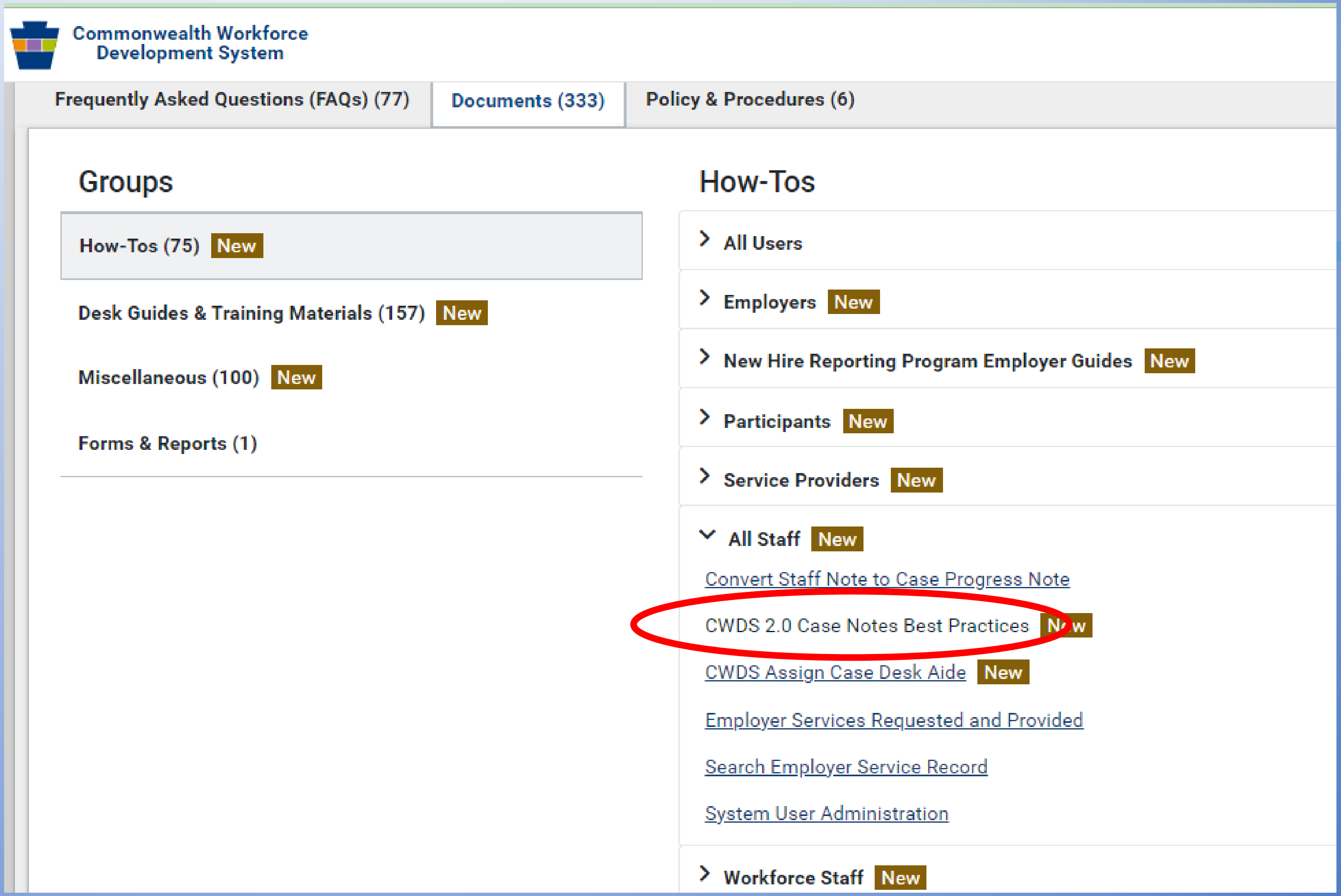
Utilize the CWDS 2.0 Case Notes Best Practices:



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CWDS 2.0 Case Notes Best Practices

The purpose of this document is to review the best practices and key statements that PA CareerLink® staff should consider when documenting case notes in CWDS 2.0.

Documentation is an essential component of the case management process because it provides insight into the development of the customer and ensures that the goals of the program and the customer are being met. Case notes document the customer's situation and needs in such a way as to tell their story so that others understand. According to the WORKFORCE SYSTEM POLICY (WSP) No. 01-2015, every interaction with a customer must be documented in CWDS 2.0 within 30 calendar days of the actual date of occurrence. This helps to promote case status transparency amongst all staff who will review and collaborate on a job seeker's goals.

Enter Case Notes in a Timely Manner

While data must be entered into CWDS 2.0 within 30 days, it is a best practice to enter case notes as soon as possible after the actual occurrence.

Always enter Case Notes in CWDS 2.0

CWDS 2.0 is the official system of record for all data collection.

Clear and Concise

Be as clear as possible. Write in an active voice with short, direct, and complete sentences. Limit use of less familiar acronyms.

Focused

Case notes should focus on the customer, the customer's needs, the situation they are facing, and the types of services they are offered.

Tell the Customer's Whole Story

Provide enough information to allow the customer to be assisted by another staff member and to allow staff to recognize behaviors over time.

Factual

Case notes should not be an opinion or derogatory in nature. They should always be factual. Remember, customers can request access to documents created about them.

For additional guidance regarding workforce system date entry refer to the PA SYSTEM OF RECORD POLICY

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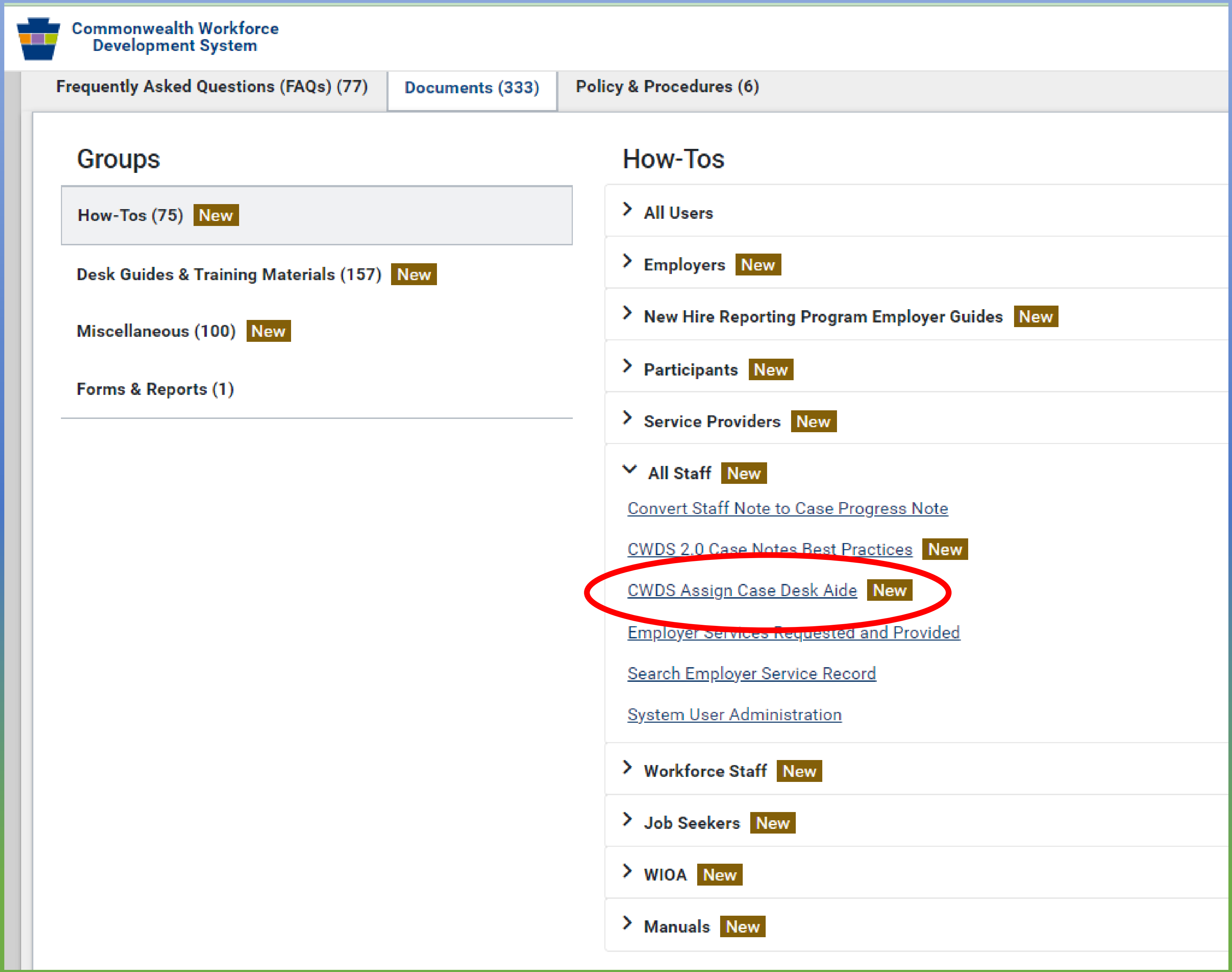
Case Assignment in CWDS:



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In a participant's record click "Case List." Choose the "Case ID" under the Select column on the right.

View Participant Case List

To perform an action, select the Case ID and click the appropriate button.

Existing Case List

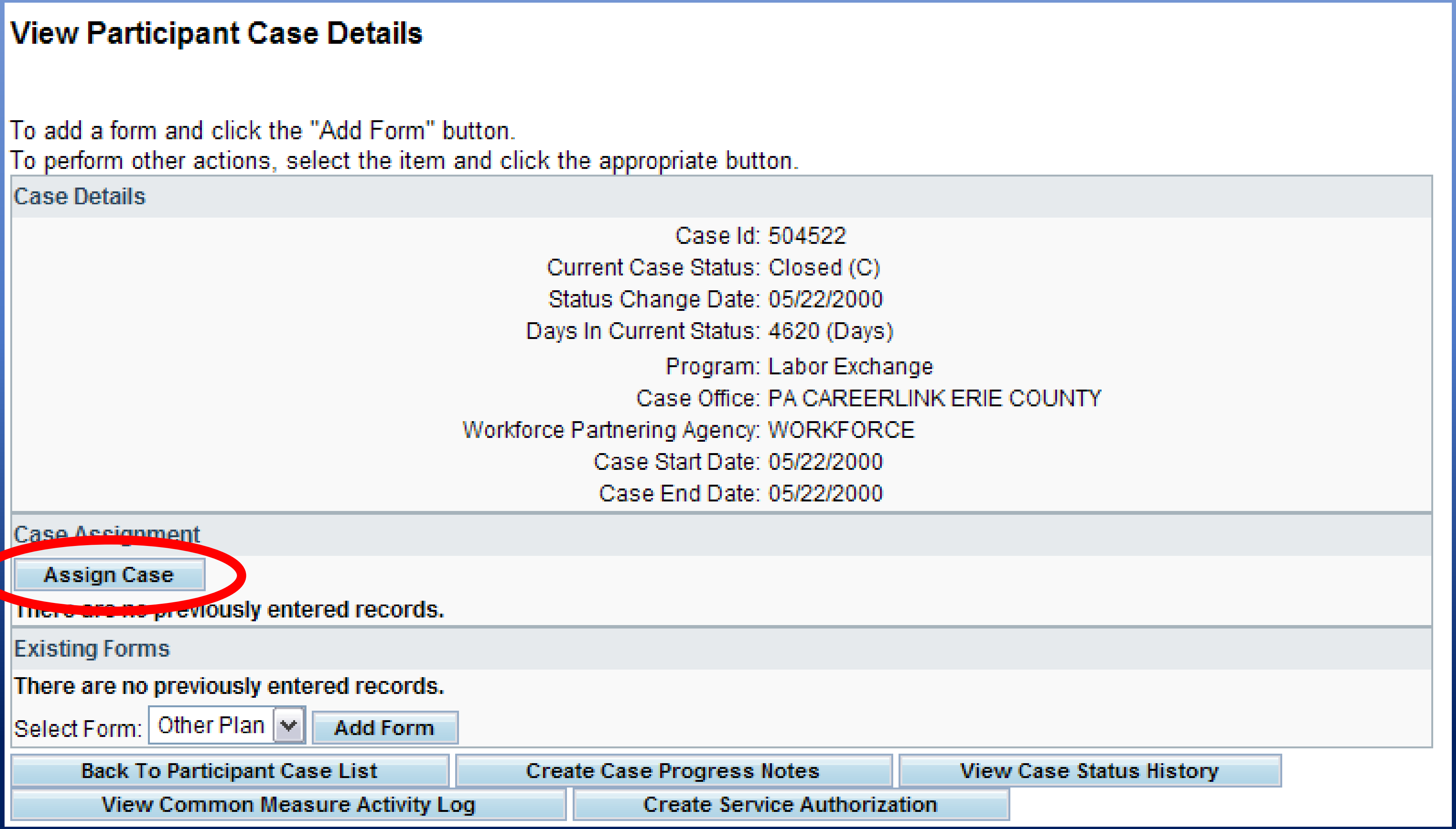
Select	Case ID	Office	WPA	Case Status	Program	Case Shared With	Application Start Date	Case Start Date	Case End Date
○	504522	PA CAREERLINK ERIE COUNTY (Northwest Local Workforce Investment Area)	WORKFORCE	Closed	Labor Exchange	DPW Workforce OVR		05/22/2000	05/22/2000
○	1775261	SELF-SERVICE OFFICE	Virtual WPA	Open	Self-Service Program	DPW Workforce OVR		05/22/2000	
○	3204136	PA CAREERLINK ERIE COUNTY (Northwest Local Workforce Investment Area)	WORKFORCE	Eligible	Self-Service Labor Exchange	DPW Workforce OVR		05/22/2000	

Edit Case

Back | View Common Measure Activity Log | Add Application | Add Case Progress Note | Add Plan

Click "Edit Case."

Click “Assign Case.”



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Complete the fields and click “Add Case Staff” or “Add Case Staff and Continue.”

Assign Cases

Choose the Case Staff and role and then click the "Add Case Staff" button.
To remove a pending assignment, select the assignment and click the "Remove" button.
To confirm all pending assignments, click the "Save and Finish" button.

Selected Participants

Case ID	Participant Name	County of Residence	Office Name	Program	Disability Category	Disability	Confidential
504522	Miller, JOHN L	Erie	PA CAREERLINK ERIE COUNTY	Labor Exchange			No

Locate Case Staff

Required Fields are Indicated by *

*Staff: XTRN Ninety nine B,WF

*Primary/Secondary: Primary

Reason for Secondary Case Assignment: SELECT

Clear | Add Case Staff | Add Case Staff And Continue

Back

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Refer to the CWDS Assign Case Desk Aid for further insight.

BUREAU OF WORKFORCE DEVELOPMENT PARTNERSHIP

CWDS

ASSIGN CASE DESK AIDE

February 2013

Auxiliary aids and services are available upon request to individuals with disabilities
Equal Opportunity Employer Program

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SCPa Works IEP Policy #P-4-7.22:

- The IEP is a separate document from the WIOA application.
- IEP creation can begin on the same day that the participant is determined WIOA-eligible.
- Communicating with the participant about interests and goals for employment should begin at enrollment and is imperative for the development of an effective IEP conducive to the participant's goals.
- Case managers will gather information pertinent to the IEP development through discussions related to education, work experience, employment history, job skills, needs, and barriers.
    - ✓ The IEP will contain steps that the participant will take to address barriers and obstacles to achieving the ultimate goal.
    - ✓ It is the responsibility of the case manager to identify on the IEP any appropriate services needed by the participant to achieve his/her objectives, to whom the participant is referred, and estimated start and end dates of each service.
- The case manager will advise the participant in making informed choices and decisions relating to the elements of the IEP, which can include additional assessments, job search workshops, and/or skill-building for interviews or resumes.
- Assessment outcomes should be documented on the IEP.
    - ✓ Required assessments include CareerScope, TORQ, TABE, O*NET.
    - ✓ Following the completion of the assessments, the case manager will review the results with the participant, at which point the WIS02 service code should be entered into CWDS, and the IEP can be completed.

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IEP Procedure:

- The IEP is developed jointly in CWDS by the participant and case manager.
- Understanding a participant's skill level and abilities impact details that are included in the IEP.
- The IEP is printed and signed by the case manager and participant.
- A copy of the IEP is given to the participant.
- The IEP is a living document, and is reviewed every time a service element is completed at which time the IEP updated.
    - ✓ The IEP is updated and signed every time a change is made to the participant's plan.
    - ✓ The IEP is reviewed by the case manager regularly to evaluate the participant's progress and address additional needs or necessary changes.
    - ✓ The case manager and the participant must collaborate on the changes and sign the IEP every time it is updated.

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<u>IEP Case Notes</u>:

- Case notes must be included as a part of the incentive process.
- Each case note must include:
    - ✓ A case note title that tells the reader to what the case note refers.
    - ✓ Metrics to include dates, dollar amounts, measurements, percentages, an amount of time, the number of people involved, a score, a quantified goal, and any additional numeric values that are related or in any way to the incentive.
    - ✓ A step-by-step story that thoroughly explains every detail of the circumstances, events, and interactions that explain exactly why or how the participant is eligible for the incentive.
        - This portion of the case note needs to explain what the participant did to achieve the goal, and how the case manager supported the participant throughout the process.
    - ✓ A list of specific “next steps” to be taken by the participant and the case manager to continue to with results-driven program progress.
        - ✓ The next steps must include a goal, a process to achieve the goal and a deadline to indicate when the goal will be achieved.
        - ✓ Include future follow-up dates that will match future case note dates that will detail exactly what happened during the follow-up engagement.

Workforce Development

CWDS

SCPa Works Policy

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