

# Essential Case Management Practices

Employ Milwaukee





# Introduction

- Purpose & Terminology
- Assessment
- Plan
- Case Notes
- Timeliness of Case Management
- Program Specific Information

\*Before we begin, not all the information shared in this presentation will be written on the slides, to get the most out of this training, use your audio or closed captioning services.





# Purpose & Terminology

The purpose of this training is to provide an overview of essential case management practices.



# Purpose & Terminology

The language used in this training is not program or funder specific.

- Participant
- Case Manager
- Plan
- Case Notes



# Purpose and Terminology

We will **not** be discussing:

- Intake, eligibility
- Discharge, disenrollment, exit or follow up





# Assessments

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An assessment, performed by the case manager, is a way of intentionally getting to know the participant better.

Through assessment we learn:

- Aptitudes and attitude
- History of past successes and challenges
- Wants
- Needs







# Assessments

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Case managers use a variety of tools to conduct an assessment including:

- Interviews
- Forms
- Valid and reliable measurement tools





# Assessments

Once you have collected information from multiple tools it is important to analyze the information.

- Vague answers are not useful.
- Information may conflict.

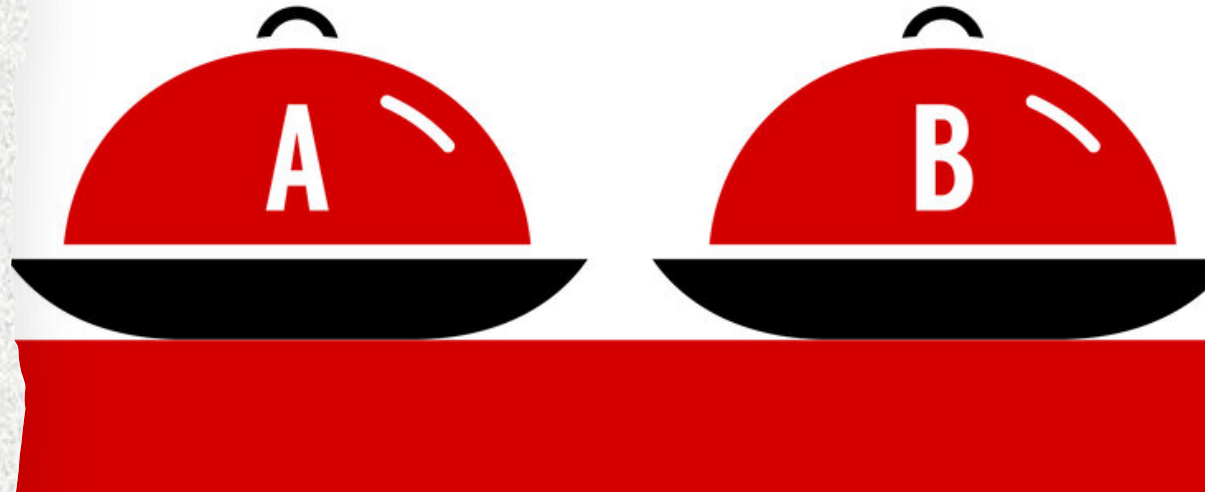
Investigate, resolve and document the participant's story.



True or False?

If your program does not provide housing assistance, there is no need to assess for it.

# TASTE TEST

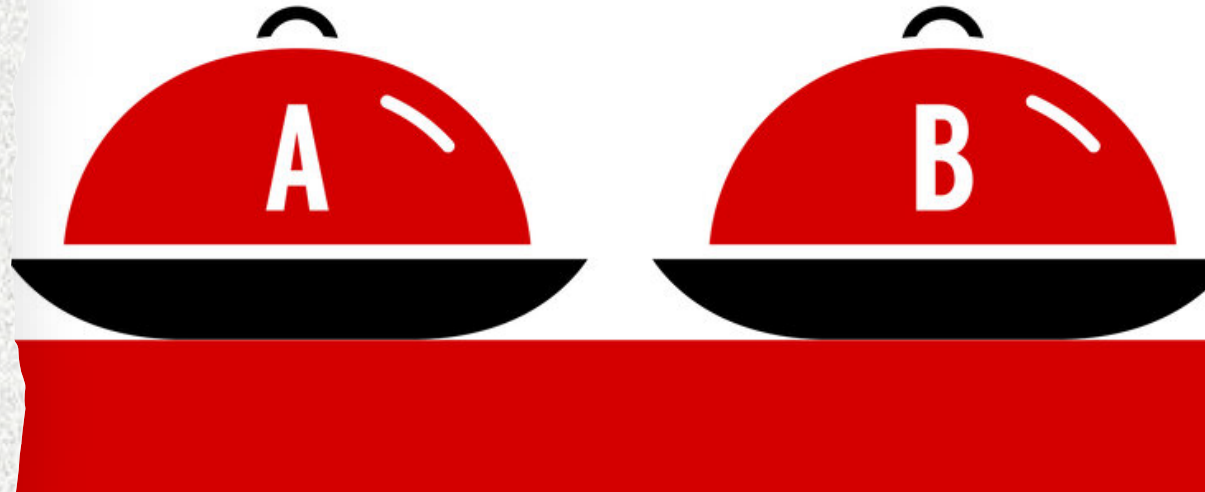


True or False?

False

Basic needs, that could reasonably interfere with a participant's success if left unmet, should be assessed and documented.

# TASTE TEST



For

FROM \_\_\_\_\_  
COOKING TIME \_\_\_\_\_

Recipe from the kitchen of \_\_\_\_\_  
Directions \_\_\_\_\_  
serves \_\_\_\_\_ prep time \_\_\_\_\_ cook time \_\_\_\_\_

RECIPE  
made with love

PREP TIME: \_\_\_\_\_ COOK TIME: \_\_\_\_\_  
INGREDIENTS: \_\_\_\_\_

RECIPE: \_\_\_\_\_  
SERVES: \_\_\_\_\_ PREP TIME: \_\_\_\_\_  
DIRECTIONS: \_\_\_\_\_

TITLE \_\_\_\_\_  
FROM THE KITCHEN OF \_\_\_\_\_  
PREP TIME \_\_\_\_\_  
TOTAL TIME \_\_\_\_\_

Meal Planner

	BREAKFAST	BRACE	LUNCH	BRACE	DINNER
M					
T					
W					
T					
F					
S					
S					

from the kitchen of \_\_\_\_\_

# Plan

A recipe for success!



# Plan

Case Managers, together with the participant, create a plan.

Plans include:

- Long term goals
- Short term goals





# Plan

Plans include (cont.):

- A list of services\* that will help the participant achieve the identified goals

\*Make sure the services offered are allowable in your program.



# Plan

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Plans include (cont.):

- Actions to address needs that are outside the scope of the program via referrals to community services.



# Plan

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- Services, **without a documented need**, must **not** appear on the plan.
  - **Each need** identified in the assessment must appear on the plan until the need is met.

# Plan

Addressing emergent needs in the plan.

- Document the need in the case notes.
- Describe how the need is adversely impacting the participant's ability to reach their goal.
- Update the plan.

The image displays a collection of recipe cards and a meal planner, all featuring a red and white polka-dot border and fruit illustrations.

**Recipe Cards:**

- Top Left Card:** Titled "A Recipe For", it includes fields for "SERVINGS & MEASURES", "FROM", "PREPARATION TIME", "COOKING TIME", and "INGREDIENTS". It is decorated with an illustration of two red cherries.
- Top Right Card:** Titled "RECIPE:", it includes fields for "SERVES:", "PREP TIME:", "COOK TIME:", "DIRECTIONS:", and "INGREDIENTS".
- Middle Left Card:** It includes fields for "ingredients", "Recipe from the kitchen of", "Directions", and "serves \_\_\_\_ prep time \_\_\_\_ cook time \_\_\_\_".
- Middle Right Card:** It includes a field for "TITLE", a field for "FROM THE KITCHEN OF", a field for "PREP TIME", a field for "TOTAL TIME", and an illustration of a red bowl and a whisk.
- Bottom Left Card:** Titled "RECIPE" with the subtitle "made with love", it includes fields for "TITLE:", "SERVES:", "PREP TIME:", "COOK TIME:", and "INGREDIENTS".

**Meal Planner:**

The meal planner is a grid with the title "Meal Planner" at the top. The columns are labeled "BREAKFAST", "BRACE", "LUNCH", "BRACE", and "DINNER". The rows are labeled with the days of the week: "M", "T", "W", "T", "F", "S", and "S".

**Bottom Section:**

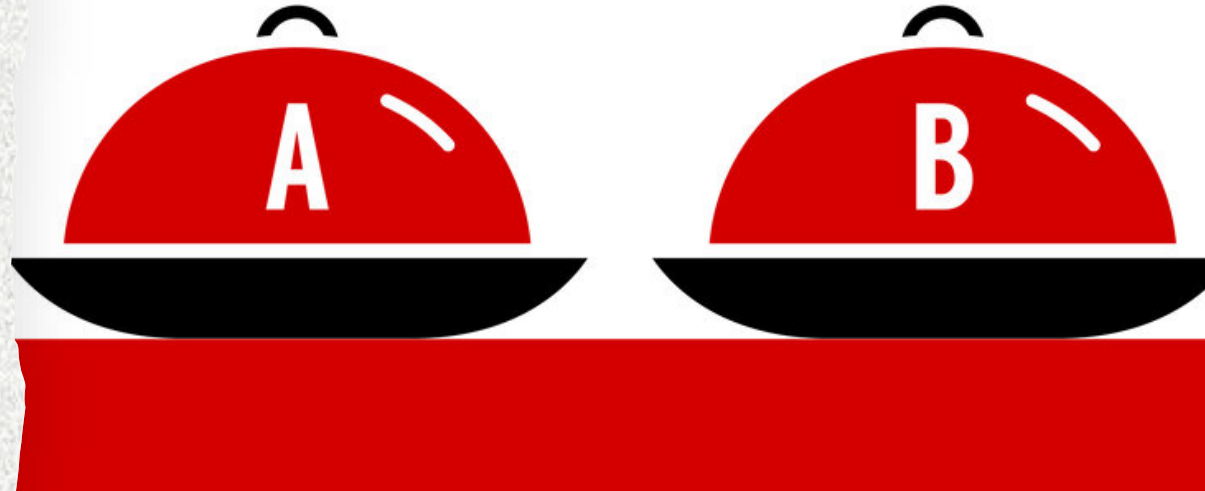
At the bottom, there is a section with a red and white polka-dot border. It includes a list of checkboxes and a field labeled "from the kitchen of" with a line for a name.



True or False?

You can add a service to a plan whenever the participant wants one as long as it is a service the program provides.

# TASTE TEST



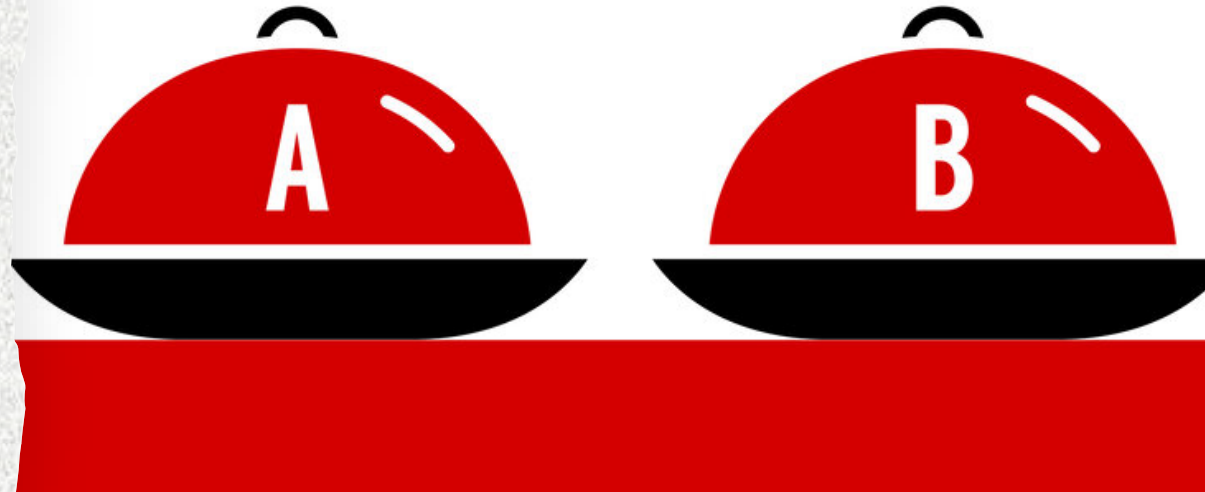
True or False?

False

All services that appear on the plan must have a corresponding, documented need.

Even if the service is part of a program's offerings, participants get only what they need.

# TASTE TEST





# Case Notes

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Case notes must tell the participant's story!





# Case Notes

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Case notes should be driven by key events such as:

- Service start/end dates
- Employment changes
  - Termination
  - Hiring
- Status update on services
- Significant life events

Case management activity and case noting occurs as often as necessary to capture the participant's story in real time.







# Case Notes

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Describe the progress of each service provided:

- If supportive services/goods were provided, were they received in a timely manner and adequate for their purpose
- If a drug test was needed, did the participant schedule and complete it?
- Do they know where to go, and how to get to service location?



# Case Notes

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Progress of each service provided  
(continued)

- Are they on track to complete training as scheduled?
- Do they understand the information easily or do they need additional support?
- What did the participant learn, how will they use the information?
- Progress toward each goal in the plan







# Case Notes

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Case notes may also include:

- Evidence of emergent needs
- Collateral contact
- A review of services that were referred out
- Required notes indicating transactions/completed tasks:
  - Service start and stop dates
  - Submitting paperwork for review and approval

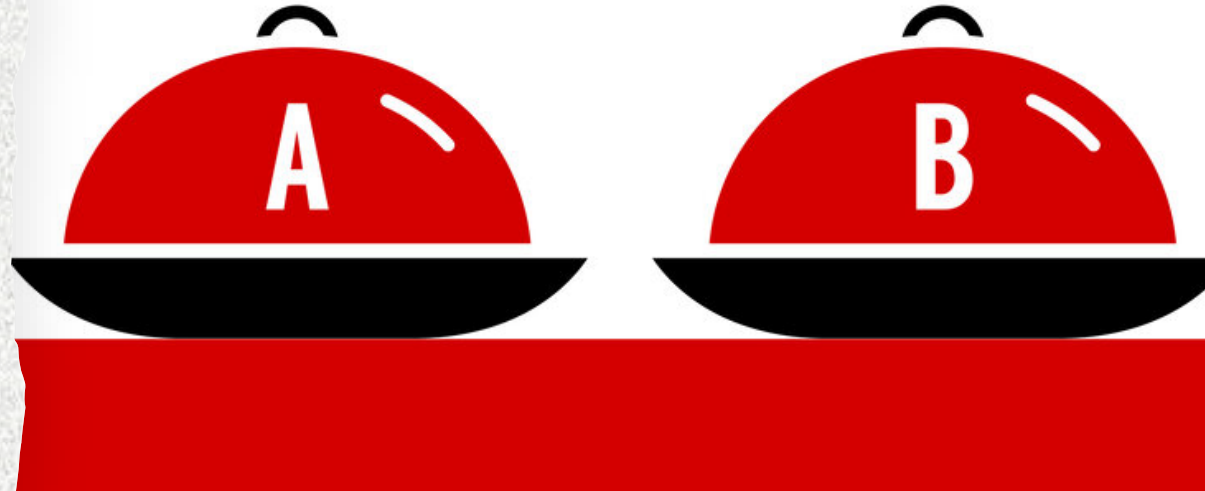


Knowledge Check

True or False

Case noting start and stop dates are a sufficient description of short services

# TASTE TEST





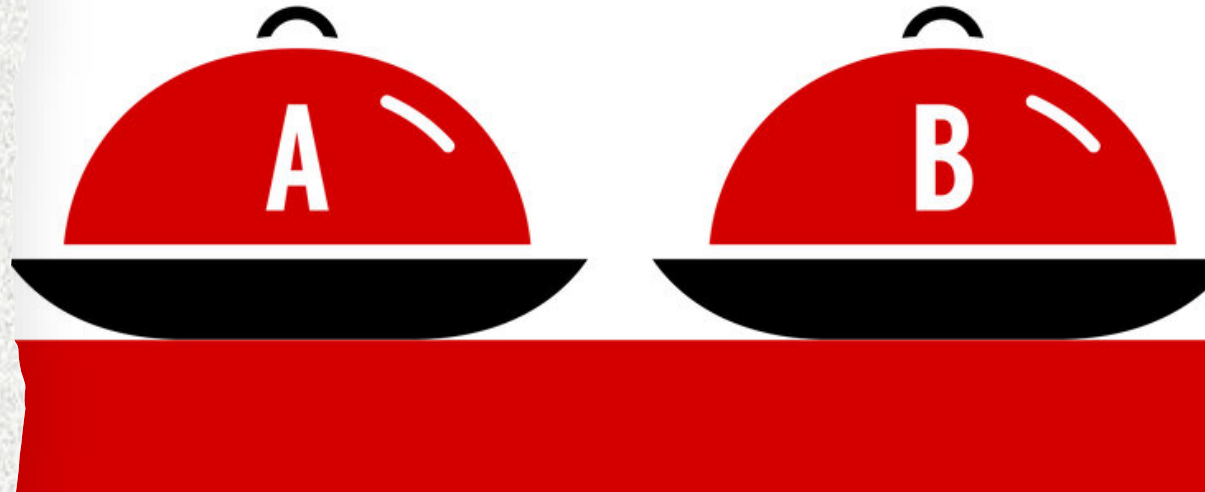
## Knowledge Check

False

Case noting start and stop dates are not sufficient for any service. Services are put in place to meet a need. Was the service sufficient to meet the need? Was the participant successful? How will the participant use what they have gained to meet their goal. Or how else will the need be met?

The participant's story needs to be told!

# TASTE TEST



A close-up photograph of a white plastic piggy bank shaped like a chicken. It has a bright red comb and wattle, and a yellow beak. The piggy bank is sitting on a red surface with white polka dots.

# Timeliness of Case Management



## Timeliness of Case Management



Participant and collateral contact should be frequent



Responsive to emergent conditions



Create tickler systems



Document in real time



# Timeliness of Case Management

Timeliness requirements vary broadly. Contact your supervisor for the specific requirements for your program.

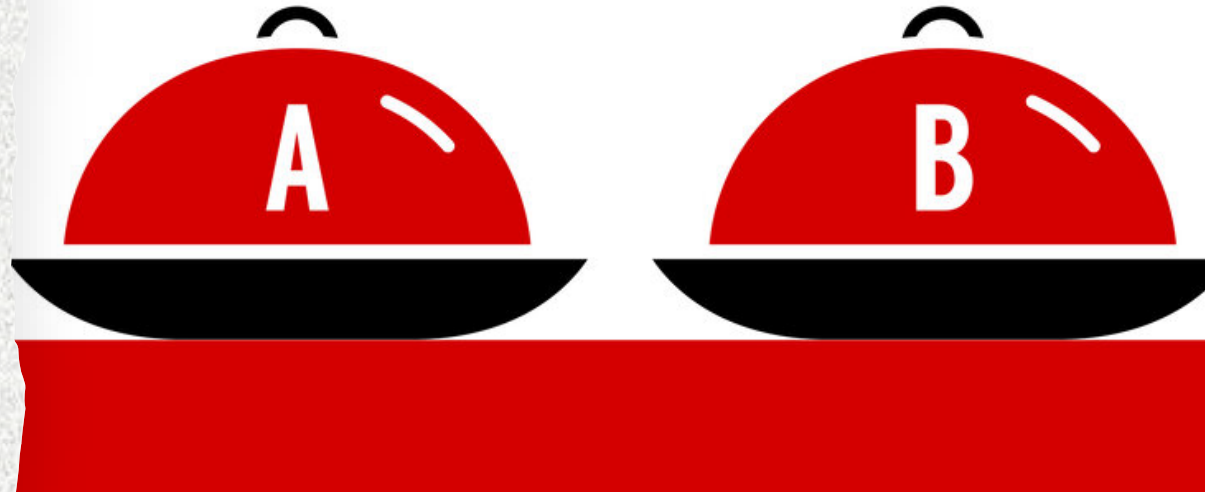


## Knowledge Check

True or False

It is best for case notes to be written at the time of service or shortly thereafter (within 24 to 48 hours).

# TASTE TEST





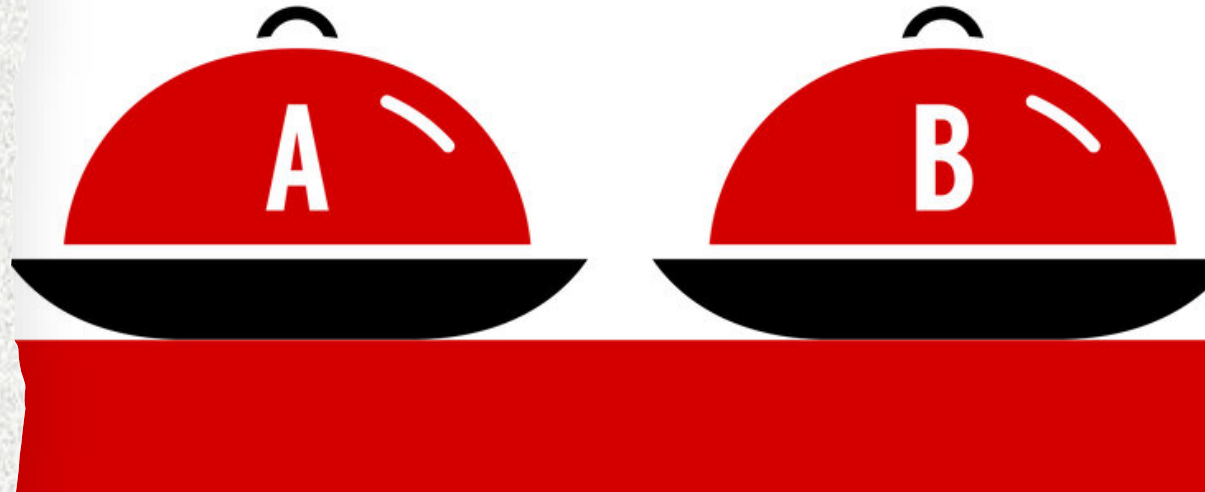
## Knowledge Check

True

It is best for case notes to be written at the time of service or shortly thereafter (within 24 to 48 hours).

The more time that elapses, documentation becomes less accurate. However, late case notes are better than missing case notes.

# TASTE TEST





# Essential Case Management

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In this training, you learned the basics of:

- Assessment
- Plan
- Case notes
- Timeliness
- The following slides are program specific. Review only those that apply to you.





# Program Specific WIOA

- Case notes are objective, detailed, accurate, and timely.
- DWD-DET defines the timely entry of case notes as occurring within 10 calendar days from the date of interaction.
- Case notes must be added on a regular and frequent basis.



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