

# Case Note Writing Rubric

Type of Case Note	Exceeds Standards Within xx time, follow-up, references	Meets Standards Who, what, when, where, why, how, and next steps	Below Standards Lacking detail or inappropriate information
<b>Assessment / Background</b>	Includes all items from Meets Standards and the following: <ul style="list-style-type: none"> <li>Information about assessment was added within 48-hours of assessment completion.</li> <li>Includes a plan for any referrals to outside services.</li> <li>Timeframes are included for completion of items related to addressing information found during the assessment. (i.e. making a referral)</li> <li>Location of results or uploaded document. (i.e. Progress page, Career Plan)</li> <li>Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	Document / Identify: <ul style="list-style-type: none"> <li>Who/where was the customer assessment information gathered?</li> <li>What assessment(s) was completed?</li> <li>Was background information for potential barriers to employment gathered in the assessment?</li> <li>When was the assessment completed?</li> <li>Includes a concise factual accounting of why/how the assessment was completed and what actions may occur because of the results, including how barriers to employment will be addressed.</li> <li>Assessment results/documentation entered/uploaded, and case is noted.</li> <li>Includes next steps/actions required.</li> <li>Policies and procedures followed by agency entering the information and mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>No associated Case Notes for assessment.</li> <li>Detail does not answer the information to Meets Standards in Case Note.</li> <li>Opinions, not facts, expressed.</li> <li>Includes unnecessary background information not relevant to case at hand.</li> <li>Acronym used but not defined.</li> <li>Slang, street language, clichés or jargon is used.</li> </ul>
<b>Orientation</b>	Includes all items from Meets Standards and the following: <ul style="list-style-type: none"> <li>Entered within 48-hours of orientation completion.</li> <li>Includes a plan for the first week of customer activity.</li> <li>Location of results or uploaded signed document. (i.e. Progress page, Career Plan)</li> <li>Case notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	Document / Identify: <ul style="list-style-type: none"> <li>Who presented, when &amp; where was the orientation?</li> <li>What was covered in the orientation? (i.e. bulleted list of topics)</li> <li>Includes a concise factual accounting of why/how the orientation was completed and what actions may occur because of the results.</li> <li>Orientation results/documentation entered/uploaded, and case is noted.</li> <li>Includes next steps / actions required.</li> </ul>	<ul style="list-style-type: none"> <li>No details included from orientation.</li> <li>Detail does not answer the information for Meets Standards in Case Note.</li> <li>Opinions, not facts, are expressed.</li> <li>Includes unnecessary background information not relevant to case at hand.</li> <li>Acronym used but not defined.</li> <li>Slang, street language, clichés or jargon is used.</li> </ul>

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November 2018 v4

Type of Case Note	Exceeds Standards Within xx time, follow-up, references	Meets Standards Who, what, when, where, why, how, and next steps	Below Standards Lacking detail or inappropriate information
		<ul style="list-style-type: none"> <li>• Policies and procedures followed for the agency entering the information and is mindful of project partners data entry requirements.</li> </ul>	
<b>Referral</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>• Documentation uploaded, and case is noted within 48-hours of the referral.</li> <li>• Additional updates related to referral to outside service.</li> <li>• Timelines for referrals are noted. (i.e. customer will check-in weekly for 6-weeks)</li> <li>• Case Notes in Illinois workNet are used to communicate with partners /customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>• Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> <li>• To whom and where was the referral made?</li> <li>• <i>Initial referral</i> <ul style="list-style-type: none"> <li>○ For what reason was the referral made?</li> <li>○ When will the initiation / initial appointment for the referral take place?</li> <li>○ A concise factual accounting of why the referral was made and what actions may be required as follow-up to the referral.</li> <li>○ Documentation uploaded, and case is noted.</li> <li>○ Includes next steps / actions required.</li> </ul> </li> <li>• <i>Referral Follow-up</i> <ul style="list-style-type: none"> <li>○ Update status of referral as needed along with upload of documents upon completion. Case Note is added.</li> <li>○ Indicates how many times a customer may repeat the referral.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• No referral uploaded.</li> <li>• No associated Case Notes.</li> <li>• Detail does not answer the information for Meets Standards in Case Note.</li> <li>• Opinions, not facts, are expressed.</li> <li>• Includes unnecessary background information not relevant to case at hand.</li> <li>• Acronym used but not defined.</li> <li>• Slang, street language, clichés or jargon is used.</li> </ul>

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		<ul style="list-style-type: none"> <li>○ What is the outcome of the referral?</li> <li>○ Includes next steps / actions required.</li> </ul>	
<b>Career Service (Individual Employment Plan) (ISTEP) (Individual Service Strategy) Career Plan</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>● Associated documentation uploaded within 48-hours of assignment of service.</li> <li>● Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>● Who is working with the customer to create or update the career plan?</li> <li>● Reference what plan was used and the location of the customer's plan. (i.e. Career Plan)</li> <li>● Why are you writing the case note? i.e. change to plan, update to plan</li> <li>● What are the specific next steps to be included, if not included in typical protocols?</li> <li>● When will required interim steps occur or reference where in the plan these are referenced?</li> <li>● Identify supportive services for the employment / training if not already documented elsewhere? (i.e. travel, uniforms)</li> <li>● Includes next steps / actions required.</li> <li>● Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>● No Case Note listed.</li> <li>● Detail does not answer the information for Meets Standards in Case Note.</li> <li>● Opinions, not facts are expressed.</li> <li>● Includes unnecessary background information not relevant to case at hand.</li> <li>● Acronym used but not defined.</li> <li>● Slang, street language, clichés or jargon is used.</li> </ul>
<b>Training Service (if not included with IEP, ISS, ISTEP or Career Plan)</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>● Documentation of training service entered within 48-hours of issuing service.</li> <li>● Instructor comments about participant progress.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>● Who is working with the customer to create or update the training plan?</li> <li>● Reference what plan used and the location of the customer's plan. i.e. Career Plan</li> </ul>	<ul style="list-style-type: none"> <li>● No details of training program included.</li> <li>● Detail does not answer the information for Meets Standards in Case Note.</li> <li>● Opinions, not facts are expressed.</li> <li>● Includes unnecessary background information not relevant to case at hand.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Training status update if longer than one-month training program.</li> <li>• Class attendance records.</li> <li>• Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Why are you writing the Case Note? (i.e. change of plan, update to plan)</li> <li>• What are the specific next steps to be included, if not included in typical protocols?</li> <li>• When will required interim steps occur or where are these steps referenced in the plan?</li> <li>• Identify supportive services for the training if not already documented elsewhere. (i.e. travel, uniforms)</li> <li>• Includes next steps / actions required.</li> <li>• Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Acronym used but not defined.</li> <li>• Slang, street language, clichés or jargon is used.</li> </ul>
<b>Employment</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>• Documentation of employment within 48-hours of employment date.</li> <li>• Employment Verification or Paystubs.</li> <li>• Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>• Who is the employer and reference where the employment information can be located? i.e. IWDS or CAREER PLAN</li> <li>• Why is this case note being written? i.e. document excellent behavior, intervention, or temporary out of industry</li> <li>• How the job was obtained? i.e. customer gained job with assistance of agency.</li> <li>• Identify next steps or supportive services for the employment if not already documented elsewhere. i.e. travel, uniforms, temporary job, customer moved</li> <li>• Includes next steps / actions required.</li> <li>• Policies and procedures followed for agency entering information and be</li> </ul>	<ul style="list-style-type: none"> <li>• Case Note does not include details of employment.</li> <li>• Acronym used but not defined.</li> <li>• Slang, street language, clichés or jargon is used.</li> </ul>

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		mindful of project partners data entry requirements.	
<b>Monthly Contact</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>Entered within identified time parameters. (i.e. first 5-days of a month)</li> <li>Date for next planned contact with customer.</li> <li>Plan for next meeting with customer.</li> <li>Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>Who is writing the case note?</li> <li>When &amp; where did the conversation / meeting occur OR what period does the case note encompass?</li> <li>What happened during the past 30 days of activity or at the meeting?</li> <li>What changes or milestones were met over the past 30 days or last meeting?</li> <li>Is follow-up needed per contact with customer? If so, when and what?</li> <li>Includes next steps / actions required.</li> <li>Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>No record of customer progress over the past 30-days.</li> <li>Bulk entry of Case Notes compiled from another database entered as one large Case Note.</li> <li>Detail does not answer the information for Meets Standards in Case Note.</li> <li>Opinions, not facts are expressed.</li> <li>Includes unnecessary background information not relevant to case at hand.</li> <li>Acronym used but not defined.</li> <li>Slang, street language, clichés or jargon is used.</li> </ul>
<b>Two-Way Communication</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>Reference to two-way communication is documented with 48-hours of communication.</li> <li>More than one two-way communication recorded per month.</li> <li>Follow-up to planned activity based upon two-way communication.</li> <li>Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>Who was included in the communication?</li> <li>Who initiated the communication?</li> <li>When did the communication take place?</li> <li>How did the communication happen? <ul style="list-style-type: none"> <li>In-person</li> <li>Email</li> <li>Phone/Text</li> <li>Social Media</li> </ul> </li> <li>What was the content of the communication?</li> <li>Record of planned activity based upon the two-way communication.</li> <li>Includes next steps / actions required.</li> </ul>	<ul style="list-style-type: none"> <li>No record of two-way communication in a 30-day period. Or,</li> <li>No details recorded about two-way communication included in Case Note.</li> <li>Detail does not answer the information for Meets Standards in Case Note.</li> <li>Opinions, not facts are expressed.</li> <li>Includes unnecessary background information not relevant to case at hand.</li> <li>Acronym used but not defined.</li> <li>Slang, street language, clichés or jargon is used.</li> </ul>

Type of Case Note	Exceeds Standards Within xx time, follow-up, references	Meets Standards Who, what, when, where, why, how, and next steps	Below Standards Lacking detail or inappropriate information
		<ul style="list-style-type: none"> <li>• Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	
<b>Exit</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>• Documentation occurs within 48-hours of exit.</li> <li>• Includes status changes that reflect possibility for re-engagement.</li> <li>• Location of files or status change.</li> <li>• Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>• Who is writing the note about whom?</li> <li>• When did the action take place?</li> <li>• What is the situation surrounding the exit of a customer from the program in which they are enrolled?</li> <li>• Why is the customer being exited?</li> <li>• Is the customer moving to another program, hired full-time, out of touch?</li> <li>• Includes information about potential follow-up requirements.</li> <li>• Includes next steps / actions required.</li> <li>• Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• No Case Notes regarding exit reason.</li> <li>• Detail does not answer the information for Meets Standards in Case Note.</li> <li>• Opinions, not facts are expressed.</li> <li>• Includes unnecessary background information not relevant to case at hand.</li> <li>• Acronym used but not defined.</li> <li>• Slang, street language, clichés or jargon is used.</li> </ul>
<b>Post-Exit Follow-up</b>	<p>Includes all items from Meets Standards and the following:</p> <ul style="list-style-type: none"> <li>• Entered within identified time parameters. (i.e. first 5-days of a month)</li> <li>• Case Note includes any recommendations for next steps.</li> <li>• More than one monthly follow-up to activities during post-exit phase.</li> <li>• Case Notes in Illinois workNet are used to communicate with partners/customers.</li> </ul>	<p>Document / Identify:</p> <ul style="list-style-type: none"> <li>• Who is writing the note about whom?</li> <li>• When is the Case Note entered for what period? (i.e. a 90-day required follow-up period)</li> <li>• Indicates what progress/changes occurred and any supportive services provided.</li> <li>• Includes next steps / actions required.</li> <li>• Policies and procedures followed for agency entering information and be mindful of project partners data entry requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Less than monthly Case Notes during follow-up period.</li> <li>• Detail does not answer the information for Meets Standards in Case Note.</li> <li>• Opinions, not facts are expressed.</li> <li>• Includes unnecessary background information not relevant to case at hand.</li> <li>• Acronym used but not defined.</li> <li>• Slang, street language, clichés or jargon is used.</li> </ul>

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<b>Other General Case Note</b>	N/A	Any case notes not included in one of the above categories is added as the incident/conversation occurs with all details of the incident/conversation.	No Case Notes except for automatic case notes generated by the system.
<b>Resources</b>			
<b>Intro to Case Notes for New Social Workers</b>		<a href="https://www.oercommons.org/authoring/8157-intro-to-case-notes-for-new-social-workers/view">https://www.oercommons.org/authoring/8157-intro-to-case-notes-for-new-social-workers/view</a>	
<b>Australian Association for Case Workers</b>		<a href="https://www.aasw.asn.au/document/item/2356">https://www.aasw.asn.au/document/item/2356</a>	
<b>Experience Works</b>		<a href="http://www.experienceworks.org/site/DocServer/Case_Management_Writing_Effective_Case_Notes.pdf?docID=23124">http://www.experienceworks.org/site/DocServer/Case_Management_Writing_Effective_Case_Notes.pdf?docID=23124</a>	
<b>Cook County Workforce Board</b>		<a href="http://www.workforceboard.org/Portals/0/ThePartnership/ProviderOrientation/Guidelines_for_writing_good_case_notes.pdf">http://www.workforceboard.org/Portals/0/ThePartnership/ProviderOrientation/Guidelines_for_writing_good_case_notes.pdf</a>	
<b>Workforce GPS</b>		<a href="https://ion.workforcegps.org/-/media/WorkforceGPS/ion/Files/Effective-CC-Case-Management/Case_Notes_Documentation.ashx">https://ion.workforcegps.org/-/media/WorkforceGPS/ion/Files/Effective-CC-Case-Management/Case_Notes_Documentation.ashx</a>	