



PATHWAY HOME 6 CASE NOTES

Policy Number: 267

Effective Date: March 13, 2026

Date Last Revised: March 13, 2026

I. PURPOSE:

The purpose of this policy is to provide a consistent format for documenting case notes related to Pathways Home 6 (PH6) program activities. Case notes are essential in providing information related to the services provided to a participant and at times can serve as the source documentation for PH6 program performance reporting data.

II. BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) Training and Employment Guidance Letter (TEGL) 23-19 states that paper or electronic case notes by the case manager identify at a minimum the following:

1. Participant's status for a specific data element,
2. The date on which the information was obtained, and
3. The case manager who obtained the information.

Case notes should support and not contradict service entries in the REO-GPMS database. All service entries in the REO-GPMS database need to have a corresponding case note recorded in REO-GPMS database.

Any case notes containing medical and disability-related information, must be kept in a separate file and confidential participant file. Medical and disability files should be stored as a medical record and must be separate from all other confidential information (e.g. court documents). Each customer's medical file should be separate (i.e. medical information for multiple customers should not be kept in the same file).

Medical and disability-related information contained in case notes in the REO-GPMS database must be secured in a separate and confidential medical file. This is accomplished by copying the specific part of the case note in the REO-GPMS database that contains medical or disability related information, placing it in a separate medical and disability file, then redacting the medical and disability-related information in the case notes in the REO-GPMS database and inserting ‘See separate confidential file’.

III. POLICY:

PH6 provides an opportunity for greater emphasis on customer-focused case management. Integral to this approach is the utilization of multiple techniques to address and provide solutions for a variety of barriers and assessed needs of participants.

The term “case management” means the provision of a client-centered approach in the delivery of services, designed –

- to prepare and coordinate comprehensive employment and training plans, such as service strategies, for participants to ensure access to necessary PH6 activities and supportive services, using, where feasible, computer-based technologies; and
- to provide job and career counseling, including employment pathway planning during program participation and after job placement.

Case notes are a tool to help Contractors organize and analyze the information gathered on participants and to plan case management strategies. To properly document services provided by case managers, recording case notes is critical as it weaves each service element into a comprehensive service plan.

Individualized case notes provide a complete, accurate, and concise explanation of frequency and type of contact with participants, including types of services provided and the outcomes associated with those services. Program case notes must be entered within 14 calendar days of service delivery, and the service date entered must always reflect the date the service was delivered/authorized.

Case Note Format, Required Categories, and Standardized Titles

To ensure accuracy, consistency, and alignment with REO-GPMS data entry requirements, all case notes recorded in REO-GPMS must follow a standardized structure and be categorized using the designated REO-GPMS case note categories listed below. This section outlines the required formatting standards, approved categories, and examples of case note titles and content.

A. Required Case Note Structure

Case managers must document service provisions and program service outcomes within the Case Notes section of REO-GPMS for each participant using this simple structure:

1. Selecting a Category from the REO-GPMS Case Note category options (see part B for details on the case note category options) that best align with the service provision, program service outcome, or contact.
2. Documenting the case note in the Note section. The case note must clearly document:
 - a. The date of the contact
 - b. If applicable, identify the Workforce Development subcategory service i.e. work experience, internship, transitional job, community service, workforce readiness, etc.
 - c. Purpose of the contact or service provision
 - d. Actions taken
 - e. Outcomes and/or next steps

Case Note Structure Example:

Category: Intake

Note: Intake-Enrollment: [Insert date; XX/XX/XX] Eligibility processed and approved on [insert date]. Intake completed and enrolled participant into REO-Adult program. Next meeting scheduled [insert date].

B. REO-GPMS Case Note Categories, Required Use, and Use Examples

1. Intake Categories – Used only for initial enrollment steps and related data collection.
 - a. Category: **Intake**
 - i. Required Use: Document the intake/enrollment process
 - ii. Use Examples:
 1. Intake – Enrollment
 2. Intake – Document Collection
 - b. Category: **Intake – Program & Participant**
 - i. *Optional Use:* Capture program overview discussions and participant expectations
 - ii. Use Examples:
 1. Intake – Program Overview and Participant Orientation
 2. Intake – Rights and Responsibilities Review
 - c. Category: **Intake – Demographics**
 - i. *Optional Use:* Used when demographic information is collected or verified.
 - ii. Use Examples:
 1. Intake – Demographic Information Collected

2. Intake – Address/Contact Information Updated
- d. Category: **Intake – Employment-Education**
 - i. *Optional Use:* Covers work history, education history, and skill background.
 - ii. Use Examples:
 1. Intake – Employment History Review
 2. Intake – Education Background Documentation
- e. Category: **Intake – Public Program**
 - i. *Optional Use:* Captures benefits/program participation verification.
 - ii. Use Examples:
 1. Intake – Public Assistance Screening
 2. Intake – SNAP/TANF Verification
- f. Category: **Intake – WIOA & Other Program**
 - i. *Optional Use:* Used when determining or cross-checking eligibility with other programs.
 - ii. Use Examples:
 1. Intake – WIOA Co-Enrollment Review
 2. Intake – Partner Program Referral Discussion
- g. Category: **Intake – Criminal Justice**
 - i. *Optional Use:* Used to record CJ-involved history relevant to program eligibility or services.
 - ii. Use Examples:
 1. Intake – Criminal Justice Background Discussion
 2. Intake – Supervision/Conditions Verification
2. Assessment Categories – Used strictly for academic or skills assessments
 - a. Category: **Assessment #1 – Literacy**
 - i. *Required Use:* If a literacy skills assessment is completed then document the assessment and score review with participant in this case note category.
 - ii. Use Examples:
 1. Assessment – Literacy Assessment Completed
 2. Assessment – Literacy Score Review with Participant
 - b. Category: **Assessment #2 – Math**
 - i. *Required Use:* If a math skills assessment is completed then document the assessment and score review with participant in this case note category.
 - ii. Use Examples:
 1. Assessment – Math Assessment Completed
 2. Assessment – Math Score Review
 - c. Category: **Assessment #3 – ESL**

- i. Required Use: If a ESL skills assessment is completed then document the assessment and score review with participant in this case note category.
 - ii. Use Examples:
 - 1. Assessment – ESL Screening Completed
 - 2. Assessment – ESL Level Placement Discussion
- 3. Services Categories
 - a. Category: **Services**
 - i. Required Use: General case-management-related services not covered by the sub-categories.
 - ii. Use Examples:
 - 1. Service – Case Management Meeting
 - 2. Service – Goal Progress Check-in
 - b. Category: **Services – Education Services**
 - i. Required Use: Used for documenting school enrollment, tutoring, GED, and related service provision and/or progress of education activities recorded in GPMS.
 - ii. Use Examples:
 - 1. Secondary Education Program Enrollment Assistance
 - 2. Alternative Secondary School Services
 - 3. Remediation, Tutoring, Credit Retrieval
 - 4. Guidance and Counseling
 - 5. Enrolled in post-secondary education during program participation
 - 6. Post-secondary education or training placement
 - c. Category: **Services – Workforce Development**
 - i. Required Use: Used for documenting service provision and/or progress of workforce development activities recorded in GPMS.
 - ii. Use Examples:
 - 1. Work experience, internship, transitional job
 - 2. Community service/restorative justice
 - 3. Community service assignment
 - 4. Workforce readiness
 - 5. Individualized career service
 - 6. Staff-assisted job search
 - 7. Referred to employment
 - 8. Adult mentoring services
 - 9. Leadership development
 - d. Category: **Services – Training #1, #2, & #3**

- i. Required Use: Used for documenting participation and training progress. Note: Training #1, #2 and #3 case note category corresponds accordingly with the training service entered in the training service section of GPMS.
 - ii. Use Examples:
 - 1. Training #1 – Document the training details related to the Training #1 service entered in GPMS that includes training dates, progress, and outcomes.
 - 2. Training #2 – Document the training details related to the Training #2 service entered in GPMS that includes training dates, progress, and outcomes.
 - 3. Training #3 – Document the training details related to the Training #3 service entered in GPMS that includes training dates, progress, and outcomes.
 - e. Category: **Services – Supportive Services**
 - i. Required Use: Used to document support service assistance issued for transportation, work gear, legal services, health services, childcare, housing assistance, incentives, etc.
 - ii. Use Examples:
 - 1. Legal Service Support Services
 - 2. Housing Assistance, Substance Abuse Treatment, or Mental Health Treatment
 - 3. Childcare and Other Family Care Assistance
 - 4. Transportation Assistance
 - 5. Health Services
 - 6. Needs Based Payments
 - 7. Work Attire
 - 8. Other Supportive Services
4. Category: **IDP**
- a. Required Use: Used to record creation, updates, or reviews of the Individual Development Plan.
 - b. Use Examples:
 - i. IDP – Initial Plan Created
 - ii. IDP – Goal Update and Barrier Review
5. Category: **Outcomes**
- a. Required Use: Used when a specific service, training, employment milestone, or measurable outcome occurs.
 - b. Use Example:
 - i. Outcome – Training/Education Completion
 - ii. Outcome – Employment Obtained

- iii. Outcome – Credential Earned
- iv. Outcome – Measurable Skill Gains

6. Category: **Follow-Up**

- a. Required Use: Used after program exit for all follow-up contacts and services provided.
- b. Use Examples:
 - i. Follow-Up – Employment Verification Attempt
 - ii. Follow-Up – Quarter 2 Contact Completed
 - iii. Follow-Up Services provided:
 - 1. Assist with work-related problems
 - 2. Financial literacy education
 - 3. General follow-up and case management
 - 4. Mentoring
 - 5. Other
 - 6. Peer Support Groups
 - 7. Preparation for transition to postsecondary education and training
 - 8. Provide labor market info or career counseling and exploration services
 - 9. Referrals to other community services

7. Category: **Other**

- a. Required Use: Used only when the note does not fit into any of the above categories.
- b. Use Examples:
 - i. Status updates regarding contact attempts, participant relocation, participant contact information updates, etc.
 - ii. Attempts to contact
 - iii. Third-party information updates
 - iv. Non-service administrative notes

IV. ACTION REQUIRED:

A detailed case note shall be created in REO-GPMS database via the Case Notes section for each service provided to the participant. Services entered into the REO-GPMS database must have a dated corresponding case note. Case notes should support the services and outcomes provided to the participant.

Case notes shall include the date of the meeting, and detailed information about the participant's eligibility, service needs, services provided, progress, and outcomes of those services and general case management provided. The case notes need to show the ongoing contact between the case

manager and the participant and provide details on the participant's progress towards their IDP goals.

Case notes that refer to voice or e-mail messages left for or sent to participants only represent a status update as opposed to the actual provision of services. Social media contact, such as Facebook, Instagram, etc., is a communication tool to "keep up" or locate participants and does not meet the definition of a service.

V. AUDITING AND MONITORING:

All Contractors will be monitored to ensure accuracy and completeness between case notes and services.

VI. REFERENCES:

- TEGL 23-19, Change 3 – Guidance for Validating Required Performance Data Submitted by Grant Recipients of US Dept. of Labor Workforce Programs