



## Case Notes

<b>Course Description:</b>	Documenting through case notes is the focal point for accountability to the customer, to the organization and to WorkSource partners. This interactive course will teach staff how to write case notes that are concise, objective, relevant, and timely and that meet all legal and confidentiality requirements. Learners will explore how to create documentation notes that record service history with the customer.
<b>Duration:</b>	4 hours
<b>Audience:</b>	WorkSource employees.
<b>Objectives:</b>	Upon completion of this course participants will be able to: <ul style="list-style-type: none"><li>• Identify and demonstrate specific elements that quality documentation should contain.</li><li>• Write effective objective statements and avoid subjective language.</li><li>• Recognize legal and confidentiality factors associated with disclosure and documentation.</li><li>• Demonstrate techniques to write concise case notes.</li></ul>
<b>Authorization:</b>	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
<b>Prerequisites:</b>	None.
<b>Refreshments/Meals:</b>	On your own.
<b>Special Needs:</b>	Notify us at <a href="#">ESD GP ECDD Training Academy</a> if you need an accommodation.
<b>Registration:</b>	<a href="#">E-Train</a>
<b>Class Size:</b>	Class limited to 15 participants.
<b>Schedule:</b>	<a href="#">ECDD Training Calendar</a>  Additional classes may be scheduled upon request.