



POLICIES AND PROCEDURES

SECTION: Operations – All Programs	PROCEDURE#: LOP27	PAGE 1 of 5
TITLE: Case Note Procedure	EFFECTIVE DATE: 10/16/2026	

DISTRIBUTION:

CareerSource North Central Florida (CSNCFL) Staff

PURPOSE:

To establish clear guidance and outline CareerSource NCFL's local operating plan for creating and entering case notes for all programs, including best practices, in the Employ Florida and OSST or designated MIS systems to maintain consistency, audit readiness, and case accuracy.

LOCAL OPERATING PLAN:

A. When to Enter a Case Note – The following applies to all programs.

A case note is a detailed record of an interaction, assessment, or event that is essential for tracking participant progress towards goals and self-sufficiency, ensuring seamless service delivery, establishing accountability and transparency for all parties, and justifying state and federal funding. Case notes are a necessary component of effective case management practices. It is a running record of the chronological events or “story” of the case.

Staff must enter a case note when:

1. **Appointments** – a participant attends an appointment, in-person or virtually
2. **Participant Contact** – anytime contact or interaction has been made with the participant, in-person or virtually
3. **Significant Actions, Updates, or Changes** – any time staff takes action on a case, including but not limited to: case review and corrections, attempted contacts, documenting no shows, updates or changes to the case made by either the staff, the participant, or the system, and anything else that is significant to the case.

B. Case Note Best Practices – The following applies to all programs.

When creating case notes, staff should follow the best practices below to assist in writing a quality case note to maintain an accurate narrative.

1. **Case Note Standards** – A quality case note should be clear, concise, relevant, and useful. Staff should summarize the main points discussed and keep it factual, leaving out jargons, personal opinions, feelings, and assumptions.
2. **Required Elements** – Quality case notes should explain the situation, actions, and next step.
 - **Situation:** Explain the scenario by stating important information – who, what, where, when, why, and the type of contact (in-person, over the phone, email, etc.) If applicable, it should include the participant's name, the date of contact or appointment, where the contact is taking place, and why the contact is happening.
 - **Actions:** What was done – include discussions, referrals, activities, support services, plans, documents, and any other actions taken or will be taken.
 - **Next Step:** Results or outcome – include assignments, next appointment date and time, and what is expected at the next appointment or step.
3. **Write in Third Person** – staff should refer to themselves or their peers as 'Staff' or by their employment title.
4. **Avoid Acronyms and Abbreviations** – Acronyms and abbreviations should not be used in most cases to avoid miscommunication, ambiguity, and obscuring vital information to readers. Acronyms and abbreviations may be used if it is clarified in the beginning of the case note.
5. **Do Not Record Sensitive Information** – Staff will not include specific details of a participant's physical, legal, or medical situation in order to protect the participant's privacy. General terms, such as: 'medical condition/limitation' or 'involved in the legal system', should be used instead.
6. **Maintain Professionalism** – Case notes should be written in a respectful manner and be grammatically correct.

C. Employ Florida (or designated MIS) Case Note Specifics – The following applies to all programs in this system.

All case notes are to be entered directly from the Case Note screen and not added from an activity screen. Staff must select the appropriate Program and App ID when entering a case note.

Approved case note templates may be used as long as staff customizes the information to the specific participant.

When staff are entering a case note for an activity, they should refer to the most recent Florida Commerce – Employ Florida Service Code Guide for required information that must be included in the case note.

Editing a Case Note – Once a case note has been entered, the system will allow staff to update it. Corrections and modifications should be made immediately, if needed, and with supervisor review, but no more than three (3) business days to edit it from the original date. If it is past the 3 business day limit, staff must enter a new, separate case note with the subject of the case note referencing the original note that is being corrected or modified.

Deleting a Case Note – Currently, the system will not allow case notes entered in EF to be deleted. If one was created in error, staff will enter a new, separate case note with the subject of the case note referencing the original note for the correction.

D. OSST (or designated MIS) Case Note Specifics – The following applies to the WT and SNAP programs.

The OSST system has two different types of case notes:

- System Note – an automatic, system-generated case note created to record when an action has occurred on the case, such as: opening or editing an activity, when a document has been printed, when a penalty has been requested, etc.
- Personal Note – A case note that has been manually entered by staff.

All new case activities, such as appointments, pre-penalty calls, or participant contacts, should be entered as a separate, standalone Personal case note to maintain proper sequencing and visibility.

Addendum Case Notes – Once a case note has been entered in OSST, the system will not allow it to be modified, updated, or deleted. However, the system will allow staff to add addendum case notes directly to either a system-generated note or a personal note.

- While addendum case notes are allowable, they are intended to be used in a very specific way. The purpose of an addendum note is to clarify, correct, or supplement information that was previously entered. Addendum notes should not be used to document new or separate case actions, contacts, or events that occur after the original note was created. Addendum case notes may be used to:
 - Expand on or correct an existing case note that was already entered
 - Ensure the addendum clearly references the original entry and explains the reason for the update
- As such, staff must not enter critical case activities, such as appointments, pre-penalty calls, or participant contacts, as addendum case notes under a system-generated or

Personal case note. Doing so creates several issues including:

- Disrupting the chronological integrity of the case record and making it difficult to follow the sequence of events
- Reducing the audit clarity as key actions are not immediately visible in the timeline where it occurred
- Increasing review time and risk, since auditors and supervisors may overlook important contacts when it is embedded under unrelated system-generated entries
- Appearing that required actions (such as contact attempts) did not occur, even when it did, which can impact compliance findings.

E. Compliance

Staff must document case notes in a timely and accurate manner for all programs. The time limits for each system will vary due to the nature of the programs.

- All case notes entered for programs in the Employ Florida system (or designated MIS) should occur within three (3) business days of provision, to be considered timely.
- All case notes entered for programs in the OSST system (or designated MIS) should occur within two (2) business days of provision, to be considered timely.

DEFINITIONS:

- **Employ Florida (EF)** – The web-based, state management information system that records, tracks, and reports employment services and activities provided to job seekers and employers. This system is also used to provide case management of customers and recording of services provided by center staff.
- **Florida Commerce (FC)** – State Agency that provides oversight and management of the state workforce system. In collaboration with partners, Florida Commerce assists the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, businesses, and communities.
- **Jobs for Veterans State Grant (JVSG)** – a federally funded grant program designed to provide specialized, individualized career and training-related services to eligible veterans and transitioning service members.
- **One Stop Service Tracking (OSST) System** – An online case tracking and management system utilized by Local Regional Workforce Boards for the WTP and SNAP programs.
- **Reemployment Services Eligibility and Assessment (RESEA) Program** – a mandatory program designed to help Unemployment Compensation (Reemployment Assistance) claimants, who are most likely to exhaust their benefits, return to the workforce faster by providing personalized career services.

- **Supplemental Nutrition Assistance Program (SNAP)** – A federally funded program that provides food assistance recipients who are engaged in Employment and Training activities with training, education, support services, and skills needed to gain employment and increase the likelihood of self-sufficiency.
- **Trade Adjustment Assistance (TAA) Program** – a federally funded workforce initiative designed to help workers who have lost their jobs, or had their hours and wages reduced, as a result of foreign trade or overseas production.
- **Wagner-Peyser (WP) Program** – a federally funded, state-managed labor exchange system that matches employers with qualified job seekers.
- **Welfare Transition Program (WTP)** – An employment and training program designed to provide Temporary Cash Assistance (TCA) recipients with mandatory work participation, job readiness training, education, support services and referrals, and skills needed to gain employment and increase the likelihood of self-sufficiency.
- **Workforce Innovation and Opportunity Act (WIOA) Program** – A federally funded employment and training program that connects qualified job seekers (Adults, Dislocated Workers, or Youth) with education, career counseling, individualized services, and job-placement assistance to overcome employment barriers and secure high-skill, high-wage employment.

OFFICIAL SIGNATURE



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