

Writing an Effective Youth Program Case Note in OSOS

SENSE: Situation, Evaluation, Next steps, Sufficient information, Employment related information only

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• Situation – Where are they?

- The first step is to record the youth's situation using a case note in the youth's record by clicking on the Comments Button at the bottom of any tab in the Customer Detail Window. Recount their story, history, present circumstances, reflections, actions and purpose for the meeting/service. Case Notes detail where the youth is on his or her path to training or employment goals. They also record relevant information that is not collected anywhere else in OSOS .

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• Evaluation – What did you and the Youth Do?

- Detail what happened during the meeting/service. Provide a clear, concise, objective account (summary) of the meeting. Include specific information and resources that were discussed with the youth. Were the goals accomplished? If not, why? The assessment is ongoing and should be included in each case note. Case notes should be added to a youth record for each interaction you have with a youth. Be sure to add any results and interpretation of these results. Make a note of any employment barriers and/or strengths the youth has.

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• Next Steps – What will they do?

- Outline what action(s) you and the youth will take to address challenges after the meeting/service. Specifically list what assignments or tasks the youth will complete between services. Write what you and the youth will do as a result of the meeting. Set goals for what you both hope to accomplish by the next meeting/service. Schedule a follow-up appointment and/or workshops if needed.

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• Sufficient Information – How did you do?

- After completing your case notes check that you have included enough information and that the note is objective. Assume your case notes will be referenced by another staff member working with the youth. Will the information you provided be helpful? Did you record pertinent details of what happened, what was accomplished, your reasoning for any services provided and any suggestions or goals you have set? Include any change in employment goals, restrictions or accommodations if needed. Remember, record only observable behavior, not personal impressions.

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• Employment Related Information Only – What did you report?

- Take care to enter only facts and relevant information related to the youth's training and employment goals. Note any updated employment services information such as job search or training progress, job leads, etc. You should not include any unrelated information, protected health information or any subjective personal opinions.