

2020 COVID-19 Employment Recovery National Dislocated Worker Grant (NDWG)

CalJOBSSM Case Note Guide

This is not an all inclusive list, but the subject titles should follow the format below. Case Notes should provide detail about the service/activity.

| Subject Title | Case Note Contents |
|--|---|
| COVID-19 ER NDWG - Safety Training | Provide the details of the safety training, such as date, time, and location. Additional documentation for participant's attendance/completion of the training is required in their file. |
| COVID-19 ER NDWG - Supportive Service | Include the supportive service activity code. Provide a justification for the supportive service and how it relates to the employment, career, or training activities. |
| COVID-19 ER NDWG - Training Service | Include the training activity code. Provide the training type, projected training dates, and training provider name. |
| COVID-19 ER NDWG - Check-in | Provide a summary of any check-in, whether face to face or over the phone. Document unsuccessful attempts. |
| COVID-19 ER NDWG - Site Visit | Provide the purpose of the visit (e.g. collect timesheets, first day of training, check-in with the employer/training provider, etc.). Provide participant progress updates and any observations. |
| COVID-19 ER NDWG - No Show | Provide a note if the participant did not show up to a scheduled appointment, meeting, job, or training. |
| COVID-19 ER NDWG - Dropped Activity | Provide the activity code the participant dropped out of, the reason for the drop, and any attempts by staff to mitigate the activity/temporary job drop. |
| COVID-19 ER NDWG - Completion | Provide a summary of the results of the 2020 COVID-19 ER NDWG services. |
| COVID-19 ER NDWG - Referral | Provide a summary of the referral. |
| COVID-19 ER NDWG - Employment | Provide the job title, employer, wage per hour, date of employment, and if the employment is training related. Case Manager must create a CalJOBS SM outcome as well. |
| COVID-19 ER NDWG - Exit | Provide a status update when an exit occurs or is about to occur (90 or calendar days of no CalJOBS SM activity). |
| COVID-19 ER NDWG - Follow-up | Provide a summary of any follow-up contacts made with the participant. If a participant has exited, a follow-up activity or case note will not re-open the participant's WIOA application. |