

Case Note Format for Supportive Housing Programs

Preferred Case Note format for documenting supportive services: G.I.R.P.

[Goal, Intervention, Response, and Plan]

SECTION I. - WHAT IS G.I.R.P.?

GOAL - The *goal* can be documented by clearly stating the purpose of the home visit, field visit or collateral contact.

INTERVENTION - An *intervention* can be described by how the case manager reviewed, coached, prompted, assisted, or encouraged the participant around a specific issue or many issues during a conversation.

RESPONSE - The participant's response to the intervention (assistance) provided. A *response* can be described as the participant's feedback or reported feelings about a specific matter.

PLAN - A *plan* can be explained as 'next steps' the participant and/or the provider may be taking to address current case plan goals or participant needs.

SECTION II. – SELF CHECK GUIDELINES FOR USING G.I.R.P.

To identify the proper format for your case note review the self-check tool below:

CASE NOTES		YES	NO
Ask yourself: Have I effectively and clearly documented the...?			
1	G oal being worked on OR purpose of the contact?		
2	I ntervention used to address the documented need or concern of the participant during this visit or prior contact leading up to this visit/contact?		
3	Participants R esponse to the proposed assistance or intervention during this contact?		
4	P lans for next steps or next visit based on information acquired during this contact with the participant? (<i>i.e.</i> next visit, participant will, participant plans to & CM's plans to follow up)		
5	Method of contact documented (i.e. Face to Face, postal mail, fax, phone, text message, email, other)?		
6	Delivery of service - Does the case note prove delivery of service with information that is accurate, objective, specific, concise, consistent, substantive, and necessary?		

SECTION III – WRITING CASE NOTES

HMIS Case Note records important details about services provided to RRH participants and shows the RRH participant's engagement in activities and progress on their goals.

Write Case Notes That Are:

- Clear and concise
- Accurate and complete
- Timely, written within 3 days of contact with participant
- Readable with acceptable grammar
- Able to prove delivery of services

Case Notes Should Avoid:

- Use of clichés or non-supportive phrases
- Use of street talk
- Use of jargon
- Use of stereotypes and prejudice
- Copying and pasting email and text communications in the case note
- Documenting undisclosed locations, especially for DV or Human Trafficking survivors that may also be program participants
- Diagnosing participants

Case Notes Should:

- Honor the safety and confidentiality of participants - Use coded phrases (i.e. *Participant is fleeing a dangerous situation and is staying in a 10-week program in Orange County -- County of the designated but undisclosed location*)
- Reflect delivery of service and service continuity
- Communicate with other providers about what is happening with the participant
- Record statements made by the participant in a clear and concise way
- Record your observations in a clear and concise way
- Include the method of contact

Section IV - LANGUAGE MATTERS

It is important to remember that language matters; see the list of strength-based verbs you can use in your case notes:

Case Management Interventions

- | | | |
|---------------|-------------------|------------------------|
| ▪ Advised | ▪ Referred/Linked | ▪ Encouraged |
| ▪ Focused | ▪ Reflected | ▪ Roleplayed |
| ▪ Assessed | ▪ Counseled | ▪ Modeled |
| ▪ Identified | ▪ Structure | ▪ Explored feelings |
| ▪ Assisted | ▪ Discussed | ▪ Reinforced |
| ▪ Recommended | ▪ Summarized | ▪ Reframed |
| ▪ Clarified | ▪ Supported | ▪ Reflective listening |

- | | | |
|-----------------------|-------------------------|------------------------|
| ▪ Grounding exercises | ▪ Created goals | ▪ Documented |
| ▪ Stabilized | ▪ Skills training | ▪ Counseled |
| ▪ Validated feelings | ▪ Safety planning | ▪ Conflict resolution |
| ▪ Facilitated | ▪ Crisis intervention | ▪ Secured a placement |
| ▪ Coordinated | ▪ Created a safety plan | ▪ Life skills training |
| ▪ Scheduled/Arranged | ▪ Redirected | |
| ▪ Monitored | ▪ Supervised | |
| ▪ Advocated | ▪ Observed | |

SECTION V. - CASE NOTE SAMPLE

G - CM completed the program intake with the participant on 10/1/2020; all intake documents were completed. CM and the participant briefly discussed housing and employment. The participant is unemployed but wants to work; the participant reported they have had trouble keeping a job but they want to work. CM offered to help with job searching and the participant agreed. When asked about their experience locating housing the participant reported they have looked for apartments before and was comfortable looking on their own.

I - CM advised the participant about United Against Poverty STEP program and the participant stated they would like more information. CM agreed to provide the contact information for the program. Moving on with housing, CM provided the "Finding Housing" sheet to help the participant with the searching process.

R - The participant appeared optimistic about searching for housing and getting assistance with employment. The participant informed CM they were excited to begin services and looked forward to securing housing and employment.

P – CM wrapped up part one of the intake with the participant agreeing to provide weekly leads to the CM, no less than 3 per week, due every Friday starting next Friday, October 9th. At part, two of the intake meeting on October 6th CM will provide the participant with the UAP Flyer and review the remaining program criteria.

Method of Contact: Face to Face