Coordinate Entry System (CES)

New Case Management Format

GIRP FORMAT

[Goal, Intervention, Response, and Plan]

SECTION I. - WHAT IS GIRP?

GOAL - Participants' current focus, short term goal or purpose of the contact being documented. The ***goal*** can be described by clearly documenting the purpose of the home visit, field visit or collateral contact.

INTERVENTION - Case Managers methods or "interventions" used to address the participant's statements and the case managers observations. An ***intervention*** can be described by how the case manager (reviewed, coached, prompted, assisted, encouraged, etc.) the participant around a specific issue or many issues during a conversation.

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

PLAN - The plan explains following up activities or next steps that the participant and/or the provider may be taking (i.e. next visit, client will, client plans to & CM's plans to follow up). A ***plan*** can be explained as who is doing what and when to close the loop on this issue.

SECTION II. – SELF CHECK GUIDELINES FOR USING GIRP

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.e***. next visit, client will, client 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

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

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:

- Avoid "diagnoses"
- Avoid "Clichés"
- Avoid "street talk"
- Avoid Jargon
- Avoid Stereotypes and prejudice
- Avoid copying and pasting email and text communications

Case Notes Should:

- 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 a method of contact

Section IV - LANGUAGE MATTERS

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

Strong Verbs to use:

- Advised
- Focused
- Assessed
- Identified
- Assisted
- Recommended
- Clarified
- Referred
- Confronted
- Reflected
- Counseled
- Structure
- Discussed
- Summarized
- Directed
- Supported
- Encouraged
- Urged

SECTION V. - CASE NOTE SAMPLE

G - CM met to complete the RRH program intake with the client. All RRH intake documents were completed; except for the SSM and HSP. CM and the client briefly discussed housing and employment. The client is unemployed but wants to work; when asked about employment history the client reported they've had trouble keeping a job but did not go into detail. CM asked if the client wanted help with job development or employability and the client agreed. When asked about experience locating housing the client reported they've looked for apartments before and was comfortable looking on their own.

I - CM advised the client about United Against Poverty STEP program and the client appeared interested and stated she would like more information. CM agreed to provide a flyer and some contact information for the program. Moving on with housing CM, providing the HLT "Finding Housing" sheet to help the client with the housing process. The client informed CM she plans to use an online apartment search app - Trulia to gather housing leads, in addition to searching the neighborhood for "For Rent" signs.

R - The client appeared optimistic about searching for housing, CM informed the client the leads would be sent to HLT for review and then CM will notify the client if they're able to move forward with an application for the units. CM asked if the process was clear and the client agreed it was.

P – CM wrapped up part one of the intake with the client agreeing to provide weekly leads to the CM, no less than 3 per week, due every Friday starting next Friday, November 8th. At part two of the intake meeting on November 6th CM will provide the client with the UAP Flyer and review the program criteria.

Method of Contact: Face to Face