

LRS CHAPTER 4, TECHNICAL ASSISTANCE & GUIDANCE MANUAL

 <p>LOUISIANA WORKFORCE COMMISSION The Department of Labor</p>	Part 407	Name Documentation	Effective Date *April 2, 2019**
	Authorization *Federal Register, Volume 81, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program, §361.47.**		

I. PURPOSE

- A. The case and/or AWARE must contain pertinent and appropriate information to substantiate the rationale for all decisions made by the Counselor.

The case record and/or AWARE is used:

1. To record contributions of the Counselor (and Rehabilitation Counselor Associate, as appropriate) to the rehabilitation process,
 2. To serve as a reference regarding responsibilities assigned to the consumer, and
 3. To document action taken and future action planned.
- B. Case record and/or AWARE documentation also establishes that services are provided in accordance with legislation, regulations, and policies/procedures specific to the vocational rehabilitation program.

II. CONTENT

When entering information in the case record and/or AWARE, Counselors should strive for clarity and conciseness. The writing process is a thinking process and as such helps the Counselor to crystallize the thought process behind the decision making.

- A. Basic Style Guidelines
1. Omit needless words. Make every word count. Eliminate needless phrases, such as "due to the fact that", "the reason why is that", or "the question as to whether".
 2. Write naturally. Use words and phrases that you would speak. Imitate talk, not what you read in the journals.
 3. Use a suitable design. Use a dictating guide or other outline for case notes, analyses, and letters.
 4. Write with nouns and verbs. These convey meaning and action.

5. Avoid the use of qualifiers. The words "most, some, rarely, sometimes, apparently, appears that, and allegedly" result in documentation that reflects indecisiveness.
 6. Avoid jargon. A basic vocabulary of 2,500 words will do. A twenty-dollar word used correctly seldom impresses; used incorrectly it reflects poorly on you.
 7. Be clear. Watch complex sentences and clauses.
 8. Label opinion and interpretation. Use labels to separate data, facts, and information from your opinions and interpretations of these. Your opinion is important, but should be labeled as such. Facts need to speak for themselves.
 9. Use direct quotes. Direct quotes can clarify and make writing human.
 10. State what happened, not what didn't happen. Put statements in a positive form, indicating what actually happened. If the consumer didn't come in on time, what did happen?
- B. Counselors should record only essential narrative information in the case record and/or AWARE. Filing grades, progress reports, etc. in the case record is sufficient notice that these have been received.

Narrative information should concisely outline the important/significant information relative to vocational guidance and career counseling with the consumer.