



Agenda

NEworks Technical Assistance Monthly Call
October 19, 2022, 3pm

- 1) Welcome
- 1) Case Notes – Policy Perspective
 - Purpose and Importance of Case Notes
 - Privacy and Confidentiality
 - Case Notes as Source Documentation for Data Validation
- 2) Case Notes – Monitoring Perspective
 - Characteristics of a Well-Defined Case Note
 - What Monitors are Looking for in Case Notes
 - Top Three Case Notes Issues
- 3) Case Notes – Technology Perspective
 - Creating a Case Note in NEworks – demo
 - Using case note templates
 - Attaching a document to a case note
 - Sending a message from a case note
 - One case note to multiple individuals
- 4) Questions?
- 5) Next Meeting
 - Wednesday, November 16, 2022, 3pm
 - Topic: Staff Referrals to Providers with guest speakers Michelle Wyre and Colleen Jensen
- 6) Resources
 - Questions or issues? Email help desk: ndol.networkshelp@nebraska.gov
 - NEworks password resets
 - NDOL staff – submit service portal ticket
 - Service Provider staff – email help desk
 - NEworks User Guide: Posted to Staff Online Resources Page in NEworks