

PIN Comments Webinar

Purpose

Case Managers develop skills for documenting case actions and rationale in PIN Comments.

Learning Objectives

Upon completion of this course, you will be able to:

- Identify the benefits of proper PIN Comment documentation.
 - Develop PIN Comments that explain your actions and justification.
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Contact Information

Questions regarding this training material should be directed via your local agency process to the Partner Training Team,
Email: PTTTrainingSupp@wisconsin.gov

A contact person is available to answer e-mailed questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

Questions regarding W-2 production cases and systems should be directed via your local agency process to the BWF Work Programs Help Desk at:

Email: bwfworkprogramshd@wisconsin.gov

Telephone: (608) 422-7900.

W-2 Policy questions should be directed to your Regional Office staff.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 535-3665 or the Wisconsin Relay Service (WRS) – 711.

For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.

Introduction

Let's unlock the clues and solve the mystery of PIN Comments.

Once Upon a Time

Once upon a time, there was a child named Cleo. One day, Cleo went to her grandmother's house. They had lunch and played a game. Cleo stayed awhile, and then went home.



1. How old is Cleo?
2. How did Cleo get to her grandmother's house?
3. What did Cleo and her grandmother have for lunch? What game did they play?
4. How did Cleo get home?

Templates

Consider the following:

1. Every participant is an individual and has a unique story.
2. Use the template as a checklist as opposed to a model.
3. If you are using a template to assist with multiple PIN comments, don't repeat yourself.

Benefits of PIN Comments

For FEPs:

- ✓ Understand the _____
- ✓ Time _____
- ✓ Effective _____

For Participants:

- ✓ Reliable _____
- ✓ _____
- ✓ _____ application

For Agencies:

- ✓ Program _____
- ✓ _____ and _____
- ✓ _____ compliance

Justification for Actions

When we are talking about justification, what do you think it means?

Your justification for your actions should be a clear and concise story about what happened during the meeting, phone call or virtual meeting you had with the participant.

Assessment

Ask yourself the following questions:

What did you learn from the assessment results?

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-
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-
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What did the participant learn from the assessment? How do they feel? What does this mean?

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-
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-
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Assessment Documentation

Key Points:

- ✓ Do not record confidential information.

- ✓ Document how the results are being used.

- ✓ Document if the results led to further assessment.

- ✓ Document your justification for the assessment.



Placement

Uncover the rationale mystery for the following placements.

CSJ or Pro-Rated CSJ

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W-2 T

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-
-

CMF/CMF+

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-
-
-

Goals

Goal Alignment: Document the alignment in PIN Comments with assessment results. Be specific!

Identifying Skill Gaps: Use this documentation to celebrate the successes and milestones the participant is achieving.

Setting Realistic Goals: Documenting goal steps gives the participant a clear pathway to success.

Use PIN comments to document the findings from assessments and directly link those results to the participant's goals.

- ✓ What information gathered from the assessment is directly related to the purpose of the goal?

Activities

As you document activity rationale, address the following factors:

- ✓ Provide specific details
- ✓ Outline the expected outcomes or skills
- ✓ Include the measurable targets
- ✓ Record any feedback from the participant

Time Limits



W-2 Manual 2.10.4

Enter PIN Comments for time limit conversations at specific times.

- Eligibility Review
- Employability Plan Review
- Assigning a new paid placement

Comments should include:

-
-

Extensions



W-2 Manual 2.10.6

Time limit extension discussions need to take place no later than month 18 of the 24-month placement time limit, and month 42 of the 48-month state time limit.

You must document the following regarding the extension discussion:

Type of extension: _____, _____, or _____

The results of the completed _____ in WWP including a summary of what you learned

Whether you _____ or _____ the extension

The _____ you _____ to approve or deny the extension

Document you _____ and/or _____ a Supportive Service Plan

Barriers or _____ you identified from Informal Assessment

You _____ or _____ the Employability Plan

The participant's _____ in meeting their _____ and assigned _____

Your _____ for assisting the participant while on an extension

Key Points

As we uncovered the mystery of PIN comments today, here are some key points to remember.

- Ensure you are thoroughly documenting the actions you are taking with the participant.
- Tell the story of what took place, and the evidence you had to make the decision.
- Don't enter confidential information in PIN Comments; it's not a secure page.
- Take some details to your PIN Comments. It will be worth it to you and the participant in the long run.

Wrap-Up

Be sure to document the good case management that you are providing to the families of Wisconsin. Thank you for this work that you do.



Appendix

Appendix A: Placement Scenarios

Silvia Scenario

You meet with Silvia and complete the informal assessment. During the informal assessment, she informs you she does not have a High School Diploma and would like to obtain her GED. She has some work history as a cashier at The Home Depot from 9 months ago, but wants something in the clerical field. She really wants to work but needs something on the bus line because she does not have a vehicle.

What would be the most appropriate placement for Silvia and why?

What do PIN Comments look like?

Layla Scenario

You meet with Layla for the first time; she informs you she worked as a waitress 3 months ago when she got into a car accident. Since the car accident, she has had some significant memory issues and a chronic sore neck. She has seen the doctor once so far, and has another appointment in 2 weeks. Her doctor referred her for physical therapy, which she will start next week. You provide her with a formal assessment form.

What is the placement you came up with for Layla and why?

What PIN comments would you enter for the rationale for that placement?

John Scenario

You meet with John today; he began working at Walgreens as a cashier for 15 hours per week making \$9/hour. He is excited about his job because this is his first job. John does not have an HSD and takes the bus to work. He would like to obtain his HSED, which he feels will help to find a full-time job. Based on his TABE results that show he needs practice in math.

What is the placement you came up with for John and why?

What PIN comments would you enter for the rationale for that placement?

Appendix B: The Case of PIN Comments

Clue 1: PIN Comments must be unique to each

_____.

16

1

Clue 2: _____ PIN Comments

4

_____ everyone.

6

Clue 3: _____ documentation

14

includes the _____, what, why, when, and how.

8

Clue 4: _____ rationale is

13

_____ one piece of _____ you

20

5

leave behind in PIN Comments.

Clue 5: PIN Comments need to be _____,

19

_____ and _____.

18

3

Clue 6: Time _____ conversations promote a participant's

9

full engagement in the W-2 _____.

15

Solving the Case:

_____,

9 6 9 20 19 14 15 20 5 14 20 5 18 5 4

9 14 16 9 14 3 15 13 13 5 14 20 19, 9 20

_____,

4 9 4 14 20 8 1 16 16 5 14!