

Dislocated Worker and Federal Adult Programs (DWFAP)

ADVISORY: Technical Assistance Response Letter (TAR) Letter 26-05

TO: Requester

FROM: Minnesota Department of Employment and Economic Development (DEED) DWFAP Unit

PUBLICATION DATE: June 12, 2026

EXPIRATION DATE: None (Continuing)

NUMBER: 26-05 (Public Version)

SUBJECT: Case Noting Expectations for Interactions With Exited Participants

1. Purpose

To clarify when and how staff should document post-exit interactions with former participants, including individuals collaborating with DEED or those continuing to request services after being deemed ineligible.

2. Action Requested

Please carefully review this TAR Letter for its guidance and utilize it as appropriate.

3. Relevant Laws, Policies and References

[DWFAP Case Management Policy \(1/23/18\)](#)

4. Changes to DWFAP Advisories

None

5. Summary and Background

Guidance on case note expectations for exited participants was requested. This guidance applies to all program providers across DWFAP including:

- Workforce Innovation and Opportunity Act (WIOA) Adult Program,
- WIOA Dislocated Worker (DW) Program,
- State DW Program,
- National DW Grants (NDWG) Program,
- Retaining Employment and Talent after Injury/Illness Network (RETAIN), and,
- Senior Community Service Employment Program (SCSEP)

6. Case Noting Expectations

Case noting after exit is appropriate and encouraged when interactions are program-relevant. If a former participant engages with staff in a way that relates to their past program participation, program outcomes, or DEED activities, staff should enter a factual, concise case note.

Examples include:

- A former participant collaborating with DEED to publish a success story or participate in media activities,
- A former participant continues to contact staff to request services despite repeated ineligibility determinations,

Document Interactions That Protect Program Integrity or May Later Support Complaint Review:
[Current Case Management Policy](#) emphasizes that case notes help maintain key information

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about participant progress and the rationale for service decisions. Therefore, staff should document:

- Repeated contacts from exited individuals seeking services,
- Any clarification provided to the individual regarding ineligibility or available alternatives,
- Boundary-setting conversations or referrals to appropriate resources, and,
- Any interaction that may later become relevant to a grievance, complaint, or review process.

What To Include In Post-Exit Case Notes:

Case notes should remain objective, brief, and factual. They may describe:

- The nature and date of the interaction.
- The participant’s request or purpose for contacting staff.
- Staff response, including referrals, clarifications, or actions taken.
- Any coordination with DEED Communications or program staff when a participant collaborates on success stories or public-facing materials.

What Should Not Be Included:

- Personal opinions, assumptions, or subjective judgments,
- Sensitive information not relevant to program operations, and,
- Media-related details that could compromise confidentiality, these should only be included as needed to document staff actions and program relevance.

Why Post-Exit Case Noting Matters:

- Case notes create a clear record of interactions that may be reviewed later,
- Support consistency and transparency in handling ongoing contact from former participants,
- Help staff respond appropriately if patterns of concern emerge, and,
- Ensure alignment with overall case-management standards that prioritize documentation of participant-related activities.

7. Inquiries

Questions about this TAR Letter should be directed to the DWFAP email:

Dwfaprograms.deed@state.mn.us

8. Attachments

None

9. Advisory History

Version Number	Description	Date
TAR Letter 26-05	Original Publication	6/12/26