



<b>3. There are no more than six case managers on a team</b>	
How many case managers are on a team with their own supervisor?	<p>1 = Team consists of nine or more case managers</p> <p>2= Team consists of eight case managers</p> <p>3=Team consists of seven case managers</p> <p>4= Team consists of six case managers</p> <p>5 = Team consists of five or less case managers</p>
Comments:	

<b>4. Supported Employment and IDDT specialist are a part of case management team.</b>	
<p>Is there a supported employment specialist that is assigned to work with case management team?</p> <p>Is there an IDDT specialist that is assigned to work with case management team?</p>	<p>1 = Program does not have supported employment or IDDT specialists</p> <p>2= Either supported employment or IDDT specialist are part of overall CSS program, but not part of team</p> <p>3= Supported employment and IDDT specialists are part of overall CSS program, but not integrated on team</p> <p>4= Either a supported employment or IDDT specialist attend group supervision as part of team and accept referrals directly from case managers on team</p> <p>5 = Supported employment and IDDT specialist attend group supervision as part of team and accept referrals directly from case managers on team</p>
Comments:	

<b>5. Team meets for group supervision once per week lasting at least two hours</b>	
<p>How often does team meet for supervision?</p> <p>How long does group supervision last?</p>	<p>1 = Team does not meet on regular basis</p> <p>2 = Team meets every other week lasting less than two hours</p> <p>3 = Team meets every other week lasting at least two hours</p> <p>4 = Team meets once per week lasting less than two hours</p> <p>5 = Team meets once per week lasting at least two hours</p>
Comments	

<b>6. What percentage of group supervision time is devoted to in-depth discussion of specific clients</b>	
<p>Does discussion of clients meet the following criteria?</p> <ul style="list-style-type: none"> <li>a. focus on clients goal</li> <li>b. statement of what CM wants help with</li> <li>c. identifying resources</li> <li>d. brainstorming creative strategies</li> </ul> <p>What topics are discussed besides clients?</p> <p>Is language toward clients positive/positive climate?</p> <p>Are strengths assessment brought to supervision?</p>	<p>1 = Less than 50%</p> <p>2 = 51-69% of time spent discussing specific clients in-depth</p> <p>3 = 70-79% of time spent discussing specific clients in-depth</p> <p>4 = 80-89% of time spent discussing specific clients in-depth</p> <p>5 = 90-100% of time spent discussing specific clients in-depth</p>
Comments	

<b>7. The Strengths Assessment is a stand-alone tool used according to the Strengths Model of Case Management; not mixed with any other type of assessment tool</b>	
<p>What percentage of strengths assessments meet with following criteria?</p> <ul style="list-style-type: none"> <li>a. thorough, detailed and specific</li> <li>b. consumer language used</li> <li>c. regularly updated</li> <li>d. client interests and aspirations identified</li> <li>e. strengths listed in each domain</li> </ul>	<p>1 = Strengths assessment is not used or mixed with other type of assessment tool</p> <p>2 = Less than 50% of strengths assessments meet criteria</p> <p>3 = 51-69% of strengths assessments meet criteria</p> <p>4 = 70-89% of strengths assessments meet criteria</p> <p>5 = 90% or more of strengths assessments meet criteria</p>
Comments:	

**8. The Personal Plan is a stand-alone tool used according to the Strengths Model of Case Management; not mixed with any other type of goal planning document**

<p>What percentage of personal plans meet the following criteria?</p> <ul style="list-style-type: none"> <li>a. Long term goal reflects what the consumer wants</li> <li>b. Long term goal is broken down into smaller, measurable steps that can be achieved in less than two weeks</li> <li>c. Written in the consumer's own language</li> <li>d. Specific target dates are set for each task</li> <li>e. Personal plans are updated during nearly every contact with client</li> </ul>	<ul style="list-style-type: none"> <li>1 = Personal plan is not used</li> <li>2 = Less than 50% of personal plans meet criteria</li> <li>3 = 51-69% of personal plans meet criteria</li> <li>4 = 70-89% of personal plans meet criteria</li> <li>5 = 90% or more of personal plans meet criteria</li> </ul>
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Comments:

**9. Majority of client contact occurs out in the community**

<p>What percentage of consumer contact in the community meet the following criteria?</p> <ul style="list-style-type: none"> <li>a. place to meet decided on by the consumer</li> <li>b. naturally occurring resources are identified and/or obtained</li> <li>c. consumer increases skill in their own environment</li> </ul>	<ul style="list-style-type: none"> <li>1 = Less than 50% of case manager time with clients is spent out in the community.</li> <li>2 = 50-64% of case manager time with clients is spent out in the community.</li> <li>3 = 65-74% of case manager time with clients is spent out in the community.</li> <li>4 = 75-84% of case manager time with clients is spent out in the community.</li> <li>5 = 85% or more of case manager time with clients is spent out in the community.</li> </ul>
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Comments:

<b>10. Case managers use a higher proportion of naturally occurring resources rather than formal mental health services</b>	
<p>During the past three month, how many interactions did case managers have with naturally occurring resources (on average across caseload)?</p> <p>What types of contacts were made?</p> <p>What types of formal resources were used?</p>	<p>1 = Less than 2 interactions with naturally occurring resources.</p> <p>2 = 3-5 interactions with naturally occurring resources.</p> <p>3 = 6-8 interactions with naturally occurring resources.</p> <p>4 = 9-11 interactions with naturally occurring resources.</p> <p>5 = More than 12 interactions with naturally occurring resources.</p>
<p>Comments:</p>	

<b>11. Majority of supervisor's time is spent engaged in activities directly supporting case managers</b>	
<p>How many hours per week do supervisors spent engaged in the following tasks?</p> <ul style="list-style-type: none"> <li>a. shadowing case managers in the field</li> <li>b. reviewing strengths assessments and personal plans</li> <li>c. providing specific feedback to case managers on their work with consumers</li> <li>d. group supervision</li> <li>e. accessing community resources for specific clients</li> </ul>	<p>1 = Less than five hours per week</p> <p>2 = 6-10 hours per week</p> <p>3 = 11-15 hours per week</p> <p>4 = 16-20 hours per week</p> <p>5 = 21 or more hours per week</p>
<p>Comments:</p>	

<b>12. Case Managers exhibit hope inducing behaviors when interacting with people receiving services or other staff.</b>	
<p>Based on observations or interviews, how many of the following sources indicate a dominance of hope-inducing behaviors?</p> <ul style="list-style-type: none"> <li>a. Discussion of clients at group supervision and other team meetings</li> <li>b. Interviews with people receiving services</li> <li>c. Observations of case managers working with clients</li> <li>d. Observations of the physical environment of the agency</li> </ul>	<p>1 = None of the sources indicate a dominance of hope-inducing behaviors</p> <p>2 = One source indicates a dominance of hope-inducing behaviors</p> <p>3 = Two sources indicate a dominance of hope-inducing behaviors</p> <p>4 = Three sources indicate a dominance of hope-inducing behaviors</p> <p>5 = Four sources indicate a dominance of hope-inducing behaviors</p>
<p>Comments:</p>	

Scoring:

- 1. Caseload Ratio \_\_\_\_\_
- 2. CM Responsibilities \_\_\_\_\_
- 3. Number of CM's on Team \_\_\_\_\_
- 4. Integration of SE & IDDT services \_\_\_\_\_
- 5. Frequency of group supervision \_\_\_\_\_
- 6. Quality of group supervision \_\_\_\_\_
- 7. Strengths Assessment \_\_\_\_\_
- 8. Personal Plan \_\_\_\_\_
- 9. In-Vivo Services \_\_\_\_\_
- 10. Naturally Occurring Resources \_\_\_\_\_
- 11. Supervisor Responsibilities \_\_\_\_\_
- 12. Hope Inducing Behaviors \_\_\_\_\_

TOTAL SCORE \_\_\_\_\_