

# PARENT-CHILD ASSISTANCE PROGRAM

## CASE MANAGER PERFORMANCE / DEVELOPMENT REVIEW

EMPLOYEE NAME:	DEPARTMENT:	SUPERVISOR:
SUPERVISOR NAME:	PERFORMANCE PERIOD:	

### INSTRUCTIONS

Under each performance factor, specific job expectations are given. For each job expectation, rate the employee using the scale below, and enter the appropriate number in the box. Provide examples whenever you can, particularly if employee has not met expectations. For each factor that does not meet expectations (i.e., factors rated either 1 or 2), the supervisor will develop an action plan complete with timelines.

Rating scale (3 levels):

*Level 3 (EE): Exceeds expectations*

Performance consistently exceeded expectations in all *essential* areas of responsibility, and the quality of work overall was excellent. Annual goals were met.

*Level 2 (ME): Meets expectations*

Performance consistently met expectations in all *essential* areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was good. The most critical annual goals were met.

*Level 1 (IN): Improvement needed*

Performance did not *consistently* meet expectations – performance failed to meet expectations in one or more *essential* areas of responsibility, and/or one or more of the most critical goals were not met. A professional development plan will be developed to improve performance.

**PERFORMANCE FACTORS**

**CLIENT SERVICES:**

**1. Case Manager sees clients regularly.**

Expectation: Case Manager will see every client face to face with a goal of 2 times per month or as clinically necessary as agreed on in supervision. If an Case Manager does not see each client this frequently, she will clearly document the reason in the case notes.

Comments/examples: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2. Case Manager connects client with relevant and appropriate services.**

Expectation: Case Manager will connect clients with relevant services.

Rate each item below using the 1-3 rating scale:

A. Develop a plan for needed services based on client's stated needs, presenting problems, and PCAP program goals.

B. Connect clients to the services.

C. Coordinate with service providers when appropriate.

D. Address service barriers.

E. Help clients identify goals and barriers to progress.

Comments/examples: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3. Case Manager develops and maintains respectful, supportive relationship with clients.**

Expectation: Case Manager will treat clients with respect as evidenced by keeping appointments as scheduled (or notifying them of changes); maintaining healthy boundaries; developing strategies for working with individual clients based on family strengths, taking into consideration cultural background; and being honest with clients.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. Case Manager is persistent in maintaining contact with clients.**

Expectation: Case Manager will attempt to engage and maintain a relationship with and provide services to clients regardless of substance abuse and housing status. She will actively track clients by contacting relatives and friends and checking shelters, day programs, and jails. Tracking efforts will be documented on the Weekly Time Summary and in case notes.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Case Manager maintains client confidentiality.**

Expectation: Case Manager will maintain confidentiality and privacy of clients, their families, and the research data according to Human Subjects and PCAP policies.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**COMMUNICATION:**

**6. Case Manager keeps supervisor informed of activities.**

Expectation: Case Manager will complete a tracking sheet (including time and place of out-of-office activities). If she will be unavailable by pager or cell phone, she will call the office or the supervisor with any changes to her/his schedule either before the change or at the time of the change. She will meet weekly with the supervisor to inform her/him of activities with clients and will contact the supervisor whenever a situation calls for supervisor notification (e.g., safety issues in the field, duty to warn, suicide risk, CPS reporting).

Comments/examples: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**7. Case Manager returns phone calls promptly.**



Expectation: Case Manager will return phone calls/ pages from providers within the next business day. During the work week, advocate will respond to clients within 24 hours and to pages/calls from the office within 2 hours. If the advocate has a cell phone, she will keep the phone with her/him at all times. If the advocate has a pager, she will keep the pager with her and carry a spare battery at all times.

Comments/examples: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**8. Advocate demonstrates effective interpersonal and oral communication skills.**



Expectation: Advocate will communicate with co-workers in a respectful manner. She will listen to others; participate in group discussions in a positive manner; and make clear, effective presentations to groups. Advocate will manage conflict appropriately by first approaching the staff member with whom she has a conflict.

Comments/examples: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**TEAMWORK:**

**9. Advocate attends and arrives on time for program meetings and trainings.**



Expectation: Advocate will attend and arrive on time for staff meetings, biannual and other evaluation trainings, annual refresher trainings, and other program activities (e.g., guest speakers). Advocate will show respect to other team members by not doing paperwork or keeping her/his cell phone on during meetings.

Comments/examples: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**10. Advocate is flexible and assists fellow team members.**



Expectation: Advocate will assist the clinical supervisor and/or other team members to meet clients' needs (e.g., share her/his knowledge of community resources; accompany a fellow advocate on a home visit; provide clinical coverage when an advocate is on vacation).

Comments/examples: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**11. Advocate works effectively with the clinical supervisor and the team.**



Expectation: Advocate will use the clinical supervisor and the team to develop strategies for working with clients who present challenges, including staffing clients at weekly team meetings.

Comments/examples: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**DOCUMENTATION:**

**12. Advocate maintains case files and evaluation paperwork as required by protocol.**



Expectation: All sections of the evaluation paperwork will be complete, accurate, and legible according to PCAP protocol and submitted by assigned due dates. Use a + or a – for each category below.

<u>Form</u>	<u>Complete/ Accurate</u>	<u>Legible</u>	<u>Timely</u>
A. Data (Baseline; Monthly Update; Bi-annual)	_____	_____	_____
B. Advocate Weekly Time Summary	_____	_____	_____
C. Case File Content (Case notes; Service Coordination Form; Current Goal Sheet; Database Updates)	_____	_____	_____
D. Release of Information	_____	_____	_____

Comments/examples: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**RESOURCE MANAGEMENT:**

**13. Advocate manages time effectively.**

Expectation: Advocate will spend 50-60% of her time with client (direct time with client and time spent on behalf of client, i.e. with service providers or client family). She will have a plan for her day-to-day schedule and will prioritize her/his time each week to allow sufficient time to complete paperwork and other documentation requirements. She will respond to client crises in an appropriate manner, but not allow her schedule to become crisis-driven.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**14. Advocate uses agency equipment appropriately.**

Expectation: Advocate will use the following equipment according to agency policies and PCAP team protocols. Use + or – for each category below.

- A. State cars \_\_\_\_\_
- B. Cell Phones \_\_\_\_\_
- C. Pagers \_\_\_\_\_
- D. E-mail/Internet \_\_\_\_\_

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**15. Case Manager uses client stipend money and other allowable program expenditures according to PCAP protocol.**

Expectation: Case Manager will use the client stipend appropriately, set limits with clients regarding use, and stay within budget. She will complete the Petty Cash Vouchers for expenditures accurately, submit original receipts, and turn in for reimbursement within 30 days.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**POLICIES AND PROCEDURES:**



**16. Case Manager will follow PCAP and agency personnel policies.**

Expectation: Case Manager will follow PCAP and agency procedures in regard to personnel matters (e.g., vacation, sick leave, attendance, family medical leave). Vacation requests should be submitted at least 2 weeks in advance. Sick leave should be reported to the supervisor and office no later than 9:30 a.m. and a Leave Request completed upon return.

Comments/examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER COMMENTS:**

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**17. Describe areas of significant improvement and/or contribution since the last review. Use an additional page if necessary.**

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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**18. Describe the Action Plan for performance factors needing improvement (those rated 1 or 2). Include the goal and the date the goal will be evaluated, not more than 2 months from the date of the evaluation. Use an additional page if necessary.**

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**19. Identify areas of training that Case Manager should receive in the coming year.**

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**CASE MANAGER COMMENTS:**

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**SIGNATURES:**

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Case Manager

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Date

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Supervisor

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Date

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Witness

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Date