

Annex 3: Supervision Tool and Case Management Checklist for Case Managers

Supervision Tool and Case Management Checklist

The Case Supervisor should use this checklist as part of ongoing case supervision. The Case Supervisor should review the Case Manager's practice on an individual case by asking the Case Manager if he or she completed the tasks listed for each step of the case management process. This checklist also provides an opportunity for Case Managers to monitor his/her own practices.

CREATE A CLIMATE OF TRUST, SUPPORT AND CARE

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Stay calm and comforting throughout the child's care and treatment?				
2. Communicate with the child using simple, clear, non-blaming language?				
3. Tell the child he/she is strong and brave to speak about what has happened?				
4. Tell the child it is not his/her fault and that he/she is not to blame for what happened?				
5. Appropriately include the child's ideas, views and opinions throughout his/her care and treatment?				
6. Try not to overwhelm the child with too much information and help the child prioritize his/her needs?				
7. Establish a positive relationship with the child's caregivers or foster parents?				
8. Respect confidentiality and privacy of the child and his/her family?				

INTRODUCTION/ENGAGEMENT AND INTAKE AND ASSESSMENT STEPS

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Explain to the child in simple, clear terms about case management services and confidentiality?				
2. Obtain informed consent from the child and/or caregiver or foster parents appropriately?				
3. Conduct a safe and supportive interview (following the best practices for communication/interviewing)?				
4. Collect only the details of the incident relevant to helping the child and his/her family?				
5. Assess the child's safety, stability, permanency and well-being needs appropriately?				
6. Complete the correct forms and documentation?				

CASE ACTION PLANNING AND IMPLEMENTING THE ACTION PLAN STEPS

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Develop treatment goals and an action plan based on the assessment of needs?				
2. Involve the child's views and opinions in decision-making according to best practices?				
3. Involve the caregiver or foster parents in the child's care plan (where appropriate)?				
4. Ensure the child's best interests (e.g., making sure any actions taken will safeguard physical and emotional safety) when planning action steps?				

5. Explain options for service providers to help meet the child's needs?				
6. Ask the child and caregiver how much and how information should be shared during the referral process?				
7. Obtain informed consent for referrals?				
8. Coordinate the child's needs through safe and appropriate referrals (e.g., accompany the child)?				
9. Implement mandatory reporting procedures (if applicable)?				
10. Consult with the Case Supervisor on urgent safety concerns raised?				
11. Make a follow up plan or appointment following an incident?				
12. Complete the correct forms and documentation?				

CASE FOLLOW UP

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Meet with the child at the requested time and location for the follow up appointment?				
2. Review the initial case goals and action plan to assess the status of the child's needs being met?				
3. Re-assess the child's needs during the follow up to see if new issues or needs have surfaced?				
4. Develop a revised action plan to address new risks or needs of the child?				
5. Obtain informed consent for any additional service providers who will be brought into the child's care?				
6. Make another follow up appointment with the child and/or caregiver or foster parents?				
7. Complete the correct forms and documentation?				

CASE CLOSURE

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Assess, with the child and/or caregiver or foster parents, if all needs have been met and no further case management is needed?				
2. Review the safety plan in place?				
3. Explain to the child and the caregiver or foster parents the termination process and where to seek further assistance if necessary?				
4. Complete the appropriate case documentation?				

OVERALL CASE MANAGEMENT PROVIDED

Did the Case Manager...	Yes	No	N/A	Supervisor Comments
1. Follow the procedures and processes prescribed in the Manual?				
2. Complete the case management steps and procedures accordingly?				
3. Receive advice and supervision well?				