

PERFORMANCE/COMPETENCY REVIEW

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| PROFILE | CASE MANAGER |
| QUARTILE: | ASSOCIATE |
| BAND: | CLIENT SERVICE |

EMPLOYEE NAME:

REVIEWER:

REVIEW PERIOD: FROM _____ **TO** _____
 Annual

Names of the reviewers who provided feedback for this evaluation:

- | | |
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| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

PART I: CORE COMPETENCIES

| | | |
|--|---|---|
| A. TRAINING: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Remains current in required training and/or licensure/certification. | | |

| | | |
|---|---|---|
| B. ADMINISTRATIVE / PROFESSIONALISM: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Proficient in the use of appropriate computer software. • Adheres to Agency Administrative, Financial and Human Resource policies and procedures. • Maintains workflow; prioritizes tasks appropriately and uses time efficiently. • Follows schedule; is on time for shifts and appointments; follows attendance policies and procedures. | | |

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| C. COMMUNICATION/ COOPERATION/ RELATIONSHIPS: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Demonstrates problem solving utilizing a solution focused approach • Demonstrates adaptability, flexibility and responsiveness to the needs of the program. • Interacts with others in an ethically, culturally sensitive and respectful manner; values diversity of others • Effectively communicates key information in a timely manner | | |

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| D. KNOWLEDGE OF CUSTOMER SERVICE PRINCIPLES: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Follows through on commitments made to customers. • Responds promptly and effectively to customer feedback and requests. • Takes ownership of customer problems even if not within own area. • Effective and productive working relationship with internal and external customers. | | |

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| E. KNOWLEDGE OF AGENCY CONFIDENTIALITY POLICIES AND PROCEDURES: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Knows and follows media protocol. • Maintains confidentiality. • Knows policy and procedure related to confidentiality. • Is able to explain confidentiality to others. | | |

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| F. KNOWLEDGE OF CLINICAL AND PROFESSIONAL BOUNDARIES: | <input type="checkbox"/> Competent | <input type="checkbox"/> Not Competent |
| <ul style="list-style-type: none"> • Demonstrates professional behavior. • Detaches from client issues and sees them objectively as appropriate to position. • Complies with Code of Ethics, Conflict of Interest, and regulatory policies and procedures. • Dresses and speaks appropriately for the workplace. • Client's rights are adhered to as appropriate to position. | | |

G. KNOWLEDGE OF SAFETY AND SECURITY POLICIES AND PROCEDURES: **Competent** **Not Competent**

- Complies with medical policies and procedures including universal precautions as appropriate to site.
- Knows and complies with emergency procedures.
- Follows standards to promote a safe and secure environment.
- Notifies management of safety issues.

CORE COMPETENCY SUMMARY STATEMENT:**PART II: TECHNICAL COMPETENCIES****RATING SCALE DEFINITIONS**

| 5 | 4 | 3 | 2 | 1 | NA |
|--|--|---|---|--|---|
| Competency and performance consistently far exceeds that expected of experienced and qualified individuals in this role. Seldom equaled in contribution. | Competency and performance exceeds that expected of experienced and qualified individuals in this role. Sustained and uniformly high effort. | Meets the requirements of experienced and qualified individuals in this role. | Competency/ Performance is marginal. A score of "2" results in an "N" for the competency. | Performance is less than expected. Competency/ Performance is unacceptable. A score of "1" results in an "N" for the competency. | Not Applicable or Not Performed. A score of "NA" results in an "N" for the competency |

A. PROFICIENCY IN CRISIS INTERVENTION SKILLS:**RATING:****WEIGHT = 6.0%**

- Follows protocols in responding to, reporting and resolving unusual incidents.
- Uses crisis intervention skills and anticipates/prevents crises.
- Ability to resolve/de-escalate crises.
- Uses appropriate consultation.

B. PROFICIENCY IN DOCUMENTATION SKILLS:**RATING:****WEIGHT = 6.0%**

- Utilizes technology appropriately.
- Completes clinical charting and other clinical documents accurately and timely and according to Best Practices.
- Completes and submits timely records/reports for service provision.
- Implements official means of data collection, maintenance and analysis.
- Assures documentation meets contractual/regulatory requirements.

C. EDUCATION/TRAINING AND SELF DEVELOPMENT:**RATING:****WEIGHT = 6.0%**

- Training reflects that Agency requirements for continuous education/mandatory trainings are met.
- Demonstrates knowledge of Agency continuous quality improvement program.

D. ASSESSMENT OF NEEDS:**RATING:****WEIGHT = 6.0%**

- Provide continuous assessment for clients needs and appropriate level of care.
- Proficiently administers non diagnostic assessments (i.e.: LSI, HIT, Lethality)

E. PROFICIENCY IN TREATMENT/SERVICE PLANNING:**RATING:****WEIGHT = 6.0%**

- Meets individually with clients; collaborates with clients, families, therapists and others to develop comprehensive case management plan; develops and implements realistic, behaviorally descriptive, effective and measurable treatment goals and plans.
- Documentation demonstrates regular contact with client to monitor and assess progress.
- Demonstrates ability to use clinical information to provide effective case management.

F. PROFICIENCY IN COMMUNITY CASE MANAGEMENT:**RATING:****WEIGHT = 10.0%**

- Utilizes assertive case management to provide community based support.
- Advocates for clients to secure necessary services.
- Monitors and facilitates clients connection to community resources.
- Monitors medication compliance, may secure housing.
- Utilizes supportive education methods.
- Provides transportation and assistance in making appointments as required.

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| G. EMPLOYEE DEMONSTRATES ADHERENCE TO EVIDENCE BASED PRACTICES: | RATING: | WEIGHT = 10.0% |
| <ul style="list-style-type: none"> • Will participate in quality interpersonal relationships with clients by showing warmth, genuineness, and empathy. • Utilizes cognitive reconstructing in assisting clients to adapt pro-social thoughts and behaviors by helping clients to identify and replace antisocial and/or risky thinking. • Effectively teaches the thought-behavior chain to clients • Engages in structural skill building to help clients learn new skills to include: consistent use of modeling, role-play, and graduated rehearsal techniques • Teaches structured problem solving techniques • Uses effective disapproval skills with clients when addressing inappropriate behaviors to include: identifying the behavior to be sanctioned, explaining why the behavior is undesirable, and discussing short and long-term consequences of the behavior. | | |

TECHNICAL COMPETENCY SUMMARY STATEMENT:

PART III: OUTCOMES

| | GOALS/OBJECTIVES/MEASUREMENT | WEIGHT % | RATING SCALE | RATING |
|---|---|-----------------|--|---------------|
| 1 | CSU at 51% or above of the annual target hours per the direct hour conversion/productivity worksheet. | | 5 57% + 4 53-56.9% 3 51-52.9% 2 47 – 50.9% 1 Less than 47% | |
| 2 | Case Manager will be in compliance with paper and electronic documentation standards at a rate of 9% or above. Based on random audit (1 file per month) to be measured using a standardized audit form. | | 5 98%+ 4 96 – 97% 3 95% 2 90 – 94% 1 < 90% | |
| 3 | Case Manager will complete documentation within 48 hours of service delivery 97% of the time | | 5 100% 4 99 – 99.9% 3 97 – 98.9% 2 95 – 96.9% 1 < 95% | |
| 4 | | | 5 4 3 2 1 | |
| 5 | | | 5 4 3 2 1 | |

STRENGTHS, DEVELOPMENT, PROGRESS, AND NEEDS:

Employee Comment (Optional)

PERFORMANCE RATING SCORE:

Employee Signature

Date discussed with Employee

Supervisor’s Signature/Manager’s Signature

Date

Director’s/EO Supervisor’s Signature

Date

HR USE ONLY:

Entered by: _____

Date: _____