

Case Management Quality Assurance Evaluation Tool

(HELENA INDUSTRIES CASE MGT.) (Region 4) FY 2009

AT THE AGENCY:	CASE MANAGER:	A.M.	K.C.	E.M.	S.P-T.	D.A.	J.H.	C.M.	R.B.
	Criteria Reference:								
Case Manager attendance at Incident Management Committee meetings for previous 12 months (+ = 90% to 100% attendance of scheduled meetings; - = Less than 90% attendance)	DDP Incident Mgmt Policy	+	+						+
Caseload average size per FTE (prorated for less than full time employees, 2 files for Case Management Supervisor). (+ = Individual Case Manager has caseload of 35 or below; or Corporation's average CM caseload is 35 or less; - = Corporation's average CM caseload exceeds 35)	Contract	37	34.8						17, Super
Case Manager Qualifications (+ = Exceeds Standard qualifications; BA or BS in Social Work or related field + 1 year experience, or 5 years DD-like experience; - = Standard qualifications not met)	Contract, ARM 37.86.3606	BS, 2	**						B.S. 4.5
Case Manager Experience (Review once per individual Case Manager, Not Applicable if reviewed in a previous year) (+ = More than 1 year DD experience upon hire; or 1 yr DD exp. Upon hire, or 40 hrs of DDP approved training within 3 months of hire; - =Standard qualifications not met)	Contract, ARM 37.86.3606	2	1.8						4.5
Case Manager New Hire Training (+ = Documentation of PSP training with 30 days of hire, 1 st available MONA training; - = Standard not met)	Contract	1 st avail.	1 st avail.						1 st Avail.
Case Manager Annual Training, Includes Abuse Prevention and MONA Recertification annually (Refer to Case Management Training List) (+ = More than 20 hours/year of DDP approved training; or = 20 hours/year of DDP approved training; - = less than 20 hours/year of DDP approved training)	Contract, Waiver, ARM 37.86.3606	20.5	29.5						36.5

INDIVIDUAL FILES:	CONSUMER:	CM 1.1	CM 1.2	DDS 1.1	DDS 1.2	CM 2.1	CM 2.2	DDS 2.1	DDS 2.2	CM 3.1	CM 3.2	DDS 3.1	DDS 3.2	CM 4.1	CM 4.2	DDS 4.1	DDS 4.2	CM 5.1	CM 5.2	DDS 5.1	DDS 5.2	CM 6.1	CM 6.2	DDS 6.1	DDS 6.2	CM 7.1	CM 7.2	DDS 7.1	DDS 7.2	CM 8.1	DDS 8.1	
Review 10 % sample per Case Manager. If available, review equal number of files of individuals receiving Case Mgmt only, and of individuals receiving Residential and/or Day/Work services for a total of 4 files per FTE for the average caseload of 35. Pro-rate for part-time Case Managers and Case Mgmt Supervisor.	CONSUMER:																															
	Criteria Reference:																															
Referral for DD Case Management	Contract, CM Handbook, Referral Manual;																		+	+	N A	N A	N A	+	N A	N A						
+ = Initial contact with 6-10 working days from date of referral; - = Initial contact in excess of 10 working days from date of referral																																
Request for DDP Eligibility (Complete referral includes recent psychological with standard IQ scores, adaptive assessment or documentation of coordination with QIS to complete Vineland II, cover letter requesting eligibility.)	Contract, CM Handbook, Referral Manual																		+	+	N A	N A	+	+	N A	N A						
+ = Complete eligibility information submitted to QIS, - = Incomplete referral information																																
Initial Referral for Services (Gather information throughout the year using the Referral File Checklist)	Referral Manual, ARM 37.86.3605																		+	+	N A	N A	+	+	N A	N A						
+ = Complete Referral Packet submitted to QIS; - = Referral Packet returned to CM for additional information																																
Referral Updates (Gather information throughout the year using the Referral File Checklist, also reference Case Notes and Plan of Care)	Referral Manual, CM Handbook																		+	+	N A	N A	+	+	N A	N A						
+ = Annual Update (365 days or less); - = Update exceeds 365 days																																

