

## Case Management Quality Assurance Evaluation Tool

### Opportunity Resources Inc. (Region # 2) FY 2009

AT THE AGENCY: Criteria Reference:	CASE MANAGER:	JK	AA	WR	LM	CM	PW		
<b>Case Manager attendance at Incident Management Committee meetings for previous 12 months</b> (+ = 90% to 100% attendance of scheduled meetings; - = Less than 90% attendance)	DDP Incident Mgmt Policy	+	+	+	+	+	+		
<b>Caseload average size per FTE (prorated for less than full time employees, 2 files for Case Management Supervisor).</b> (+ = 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	+	+	+	+	+	+		
<b>Case Manager Qualifications</b> (+ = Exceeds Standard qualifications; BA or BS in Social Work or related field + 1 year experience, or 5 years Developmental Disabilities-like experience; - = Standard qualifications not met)	Contract, ARM 37.86.3606	+	+	+	+	+	+		
<b>Case Manager Experience (Review once per individual Case Manager, Not Applicable if reviewed in a previous year)</b> (+ = More than 1 year Developmental Disabilities experience upon hire; or 1 yr Developmental Disabilities exp. upon hire, or 40 hrs of Developmental Disabilities Program approved training within 3 months of hire; - =Standard qualifications not met)	Contract, ARM 37.86.3606	+	NA	NA	+		+		
<b>Case Manager New Hire Training</b> (+ = Documentation of Personal Support Plan (PSP) training, first available training after hire. Montana Resource Allocation (MONA) training, first available MONA training after hire; - = Standard not met)	Contract	+				+			
<b>Case Manager Annual Training, Includes Abuse Prevention and MONA Recertification annually (Refer to Case Management Training List)</b> (+ = 20 hours/year of Developmental Disabilities Program approved training; - = less than 20 hours/year of Developmental Disabilities Program approved training)	Contract, Waiver, ARM 37.86.3606	+	+	+	+	+	+		
<p>Comments: Wayne Reynolds did have record of all Case Management training which was able to be printed off and provided for this review. This was an issue during the previous evaluation and appears to be addressed. Thank you for making these changes and the clear documentation of staff training hours.</p>									





	CONSUMER:	■	■	■	—	■	■	■	—	■	■	—	—	■	■	■	—	■	■	■	—	■	■	■	—	CM 7.1	CM 7.2	DDS 7.1	DDS 7.2	CM 8.1	QAOS
PSP Follow-Up Quality Assurance Checklist Completed by QIS	PSP Manual; PSP Policy	+	+	+		+	+	-		+	+			+	+	+		+	+	+		+	+	+							
+=Standards in items 1-6 are met; -=Any standard in items 1-6 are not met.																															
Quarterly Report Review	Case Management Handbook, PSP Manual		+	+		+	+			+				+	+				+	+											
+=Documentation of review & follow-up -= lack of Documentation of review or follow-up.																															
Crisis Management	DDP Incident Management Policy, ARM 37.86.3605		+	+		+	+			+					+					+	+										
+=Evidence of follow-up to incidents, trend data; -=Lack of documentation or follow-up.																															
Face-to-Face Contacts (Individuals Receiving Developmental Disabilities Program-Funded Services)	Contract		+	+		+	+			+				+	+					+	+										FY 09-1
+=6 or more Personal Direct Visits /one per month in 6 separate months; -=less than 6 Personal Direct Visits one per month in less than 6 separate months.																															
Face-to-face Contacts (Individuals Receiving Case Management Services Only)	Contract	+									+				+					+											
+=4 Personal Direct Visits / one per quarter in four separate quarters; -=less than 4 Personal Direct Visits more than one per quarter for the four quarters of the year.																															

Comments: \* Please use consumer identifiers in completing the rating. Consumers are identified by initial on the Personal Support Plan (PSP) Follow-up Quality Assurance Checklist. "Case Management" (CM) identifiers are for those files reviewed of individuals receiving Case Management only. The "Developmental Disability Service" (DDS) identifiers are to be used for files reviewed of individuals receiving 0208 Waiver defined services by a qualified Developmental Disabilities Provider. A maximum of four (4) identifiers will be used per individual Case Manager review.

**Case Management Evaluation Summary: Face to Face contacts for individuals in services exceeded 6 per year. Most of the month's data indicated individuals were seen several times each month. It was very reassuring that due to the numerous contacts with clients the Case Managers were also able to provide assistance for staff regarding PSP training, implementing ISP's, keeping the care plan a working document for each individual in service that was adjusted as often as needed for the individual. Of the files reviewed only one did not meet the 365 time frame, the file did have abundant documentation that the QIS and team were notified. The reason it was late was to accommodate family's needs and ensure they were able to attend. In one instance (CM) there are no documented case management notes for the month of May. This was during a change in Case Management staff and another Case Manager was filling in during the interim. As this was the month this consumer entered services I am certain that there were contacts however they were not in the file for review. It should be noted that all blanks in the above grids are noted as not applicable due to the service currently provided or due to being new to services this year. In closing Opportunity Resources, Inc. has complied with the standards set forth by the State Of Montana. Case Managers have continued to go above and beyond to assist both consumers and agency's in developing quality plans that meet the needs of everyone. It has truly been a pleasure working with your staff over the past year and we look forward to many years to come.**