Checklist: Comprehensive Case Management

A supervisor-administered fidelity observation tool for evidence-based practice quality assurance.

ENGAGEMENT & ASSESSMENT · ADVOCACY & LINKAGE · DOCUMENTATION & COMPLIANCE

EMPLOYEE	SUPERVISOR	OBSERVATION DATE	SCORE
_____	_____	_____	_____ / 100%

I Engagement & Assessment

"The Roadmap Phase" — *Did the case manager build a roadmap or just 'react' to a crisis?*

- ☐ **Strength-Based Assessment**
  Did the CM identify at least 3 client strengths or assets, rather than just listing needs?
- ☐ **Goal Alignment**
  Is the Service Plan in the client's own words? (e.g. 'I want a job' vs. 'Client requires placement').
- ☐ **Informed Consent**
  Did the CM clearly explain confidentiality limits and the Release of Information (ROI) process?

II Advocacy & Linkage

"The Active Work" — *Did the CM 'teach a man to fish' or simply do the work for them?*

- ☐ **Warm Handoff**
  Did the CM facilitate a three-way call or meeting when referring out, not just provide a phone number?
- ☐ **Empowerment Modeling**
  Did the CM coach the client to self-advocate? (e.g., role-playing a call to the housing authority).
- ☐ **Barrier Identification**
  Did the CM proactively identify what stopped the client from attending the last appointment?

III Documentation & Compliance

"The Audit Insurance" — *Is the note 'Defensible' in a court of law or a state audit?*

- ☐ **Golden Thread**
  Does the progress note clearly link back to a specific goal in the Treatment Plan?
- ☐ **Medical Necessity**
  Does the note justify time spent? (e.g., 'Coordinated care to prevent relapse' vs. 'Talked to client').
- ☐ **Timeliness**
  Was the note entered within the agency's required '24-48 hour' window?

The "Gap Analysis" Scoring

For the Supervisor — record outcome below each tier

HIGH FIDELITY — 90% – 100%

Service meets institutional standards.
Professional is eligible for the Mastery Badge.
Notes: _____

MODERATE FIDELITY — 70% – 89%

Identified Gap: [Specify below].
Remediation: Assign Module 4 in the EBP University.
Notes: _____

LOW FIDELITY — < 70%

Critical Drift detected.
Action: Immediate 1-on-1 supervision required.
Notes: _____