

Supervision Tool

CCS Case Management Checklist

INSTRUCTIONS

The Case Management Supervisor should use this checklist as part of case supervision, within two weeks of a caseworker responding to a case of child sexual abuse. The Supervisor should review the caseworker's practice on an individual case, by asking the caseworker if she or he completed the tasks listed for each step of case management. This checklist reviews provides an opportunity to evaluate the caseworkers direct practice and to receive supervision from his or her case manager/supervisor.

CREATE A CLIMATE OF TRUST, SUPPORT AND CARE

Did the case worker...	Yes	No	N/A	Supervisor Comment
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 she is strong and brave to tell her what happened, that telling is the right thing to do				
4. Tell the child it is not her fault and that she is not to blame for what happened.				
5. Appropriately include the child's ideas, views and opinions throughout her care and treatment.				
6. Not overwhelm the child with too much information. Help the child prioritize his or her needs.				
7. Establish a positive relationship with the child's non-offending caregivers/parents (if possible).				

INTRODUCTION/ENGAGEMENT & INTAKE AND ASSESSMENT STEPS

Did the case worker...	Yes	No	N/A	Supervisor Comment
1. Explain to the child in simple, clear terms about case management services and confidentiality				
2. Obtain informed consent and informed assent from the child and/or caregiver 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, health, psychosocial and legal/justice needs appropriately.				
6. Complete the correct forms and documentation				

CASE ACTION PLANNING & IMPLEMENTING THE ACTION PLAN STEPS

Did the case worker...	Yes	No	N/A	Supervisor Comment
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 practice.				
3. Involve the caregiver in the child's care and treatment action plan.				
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. Explained options for service providers to help meet the child's needs.				
6. Ask the child and caregiver how much information they would like to have shared during the referral process and how.				
7. Obtain informed consent/assessment 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. Implement additional psychosocial support your agency offers (if appropriate).				
11. Consult with supervisor on urgent safety concerns raised.				
12. Make a follow up plan/appointment.				
13. Complete the correct forms and documentation.				

CASE FOLLOW UP

Did the case worker...	Yes	No	N/A	Supervisor Comment
1. Meet with the child client at the requested time and location for 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 (focus on safety) during the follow up to see if new issues or needs came up.				
4. Develop a revised action plan to meet new needs the child has.				
5. Obtain informed consent for any additional service providers who will be brought into the child's care and treatment.				
6. Make another follow-up appointment with the child and/or caregiver.				
7. Complete the correct forms and documentation.				

CASE CLOSURE

Did the case worker...	Yes	No	N/A	Supervisor Comment
1. Assess, with the child/caregiver, if all needs have been met and no further case management is needed.				
2. Review safety plan in place.				
3. Explain to the child and caregiver they can always come back for further services.				
4. Complete the appropriate case documentation.				

OVERALL CASE MANAGEMENT PROVIDED

Did the case worker...	Yes	No	N/A	Supervisor Comment
1. Follow the CCS Guiding Principles				
2. Complete case management steps and procedures according the CCS				
3. Receive advice and supervision from her case management supervisor well				