Strengths-Based Case Management Fidelity Scale

**University of Kansas
School of Social Welfare
Office Of Mental Health Research and Training**

CM responsibilities
Item #1. Case Managers' Job Responsibilities are fully devoted to case management.

Rating 1a: $\frac{1a + 1b}{2}$ =	1	2	3	4	5
1a) What percentage of time do case managers spend providing case management and performing related case management responsibilities?	Less than 70%	Between 70% to 79%	Between 80% to 89%	Between 90% to 94%	95-100%
1b) What percentage of case managers have mixed responsibilities?	90% or more	Between 70% and 89%	Between 51% and 69%	Between 26% and 50%	25% or less

Caseload Ratios
Item #2. Case managers have low caseload ratios (this varies depending on intensity of caseload, but no more than 20:1)

Rating 2: _____	1	2	3	4	5
2) What is the average weighted caseload size for the CM team?	More than 30	26 to 30	21 to 25	17 to 20	16 or less

Integrated MH Services
Item #3: Integrated Supported Employment Services

Rating 3: 3a+3b+3c = 3	1	2	3	4	5
3a) The employment specialist attends in all group supervision meetings.	The agency doesn't have an SE program.	The agency has an employment specialist but doesn't attend group supervision meetings.	An employment specialist attends 50% or less of group supervision meetings	An employment specialist attends 51-99% of group supervision meetings	An employment specialist attends all group supervision meetings
3b) The employment specialist attends group supervision for the entire meeting.	The agency doesn't have an SE program		The employment specialist attends group supervision meetings but does not stay for entire meeting		The employment specialist attends group supervision for the entire meeting.
3c) The employment specialist accepts referrals exclusively from the team.	The agency doesn't have a SE program	An employment specialist accepts referrals from more than 2 teams		An employment specialist is assigned to two CM teams & accepts referrals exclusively from those teams.	An employment specialist is assigned to one CM team, & accepts referrals exclusively from the team.

Group Supervision
Item #4: Strengths-Based Group Supervision

Rating 4 = $\dfrac{(4a + 4b + 4c)}{3}$ = OR $\dfrac{(4a + 4b + 4c + 4d^*)}{4}$ =

*4d = sum of 6 sub-items/ 6

	1	2	3	4	5
4a) The group supervision focuses primary on discussion of clients rather than administrative tasks	40% or less of the meeting is focused on discussion of clients	41-50% of the meeting is focused on discussion of clients	51-69% of the meeting is focused on discussion of clients	70-79% of the meeting is focused on discussion of clients	80% or more of the meeting is focused on discussion of clients
4b) Number of case managers that attend each group supervision meeting.	9 or more case managers	8 case managers	7 case managers	6 case managers	5 or fewer case managers
4c) A specific set of clients are presented using the formal group supervision process	Team does not use the formal group supervision process		One client is presented using the formal group supervision process	Two clients are presented using the formal group supervision process	Three or more clients are presented using the formal group supervision process
* Only rate items in 4d if the team uses a formal group supervision process; was rated 3, 4, 5 for 4c.					
4d) Group supervision presentation quality:					
➢ Sub-item 1: Strengths assessments are handed out to each team member for all presentations.	No SA's were given to team members in any of the presentations	SAs were given to team members in 25% or less of the presentations	SAs were given to team members in 26-50% of the presentations	SAs were given to team members in 51-99% of the presentations	SAs were given to team members in all of the presentations.
➢ Sub-item 2: The case manager clearly states what they want help with from the group during the presentation.	What the CM wants help with is not clearly stated in any of the presentations	What the CM wants help with is clearly stated in less than 25% of the presentations	What the CM wants help with is clearly stated in 26-50% of the presentations	What the CM wants help with is clearly stated in 51-99% of the presentations	What the CM wants help with is clearly stated in all of the presentations

	The client's goals are not clearly stated in any of the presentations	The client's goals are clearly stated in less than 25% of the presentations	The client's goals are clearly stated in 26-50% of the presentations	The client's goals are clearly stated in 51-99% of the presentations	The clients goals are clearly stated in all of the presentations
➢ Sub-item 3: The case manager clearly states what the client's goal(s) are					
➢ Sub-item 4: The team asks constructive questions based on the strengths assessment (SA)	None of the presentations questions pertaining to the SA are asked	..	A few questions based on the SA are asked	..	Team asks a majority of questions based on the SA.
➢ Sub-item 5: The team brainstorms constructive suggestions related to the strengths assessment to help the client achieve their goal or help the CM engage with person or develop goal. An average of 10 suggestions is generated per review.	Brainstorming results in 3 or less ideas per review	..	Brainstorming results in 4 to 9 ideas per review	--	Brainstorming results in 10 or more ideas per review
➢ Sub-item 6: An clear plan/strategy is stated for each presentation. The CM states the next steps.	No clear plan or next steps are stated in any of the presentations	A clear plan or next steps are stated in less than 25% of the presentations	A clear plan or next steps are stated in 26-50% of the presentations	A clear plan or next steps are stated in 51-99% of the presentations	A clear plan or next steps are clearly stated in all of the presentations.

Supervisor
Item #5. Supervisor's duties

Rating 5 = $\frac{(5a+ 5b+ 5c+ 5d)}{4}$ =	1	2	3	4	5
5a) Supervisor spends at least 2 hours per week providing a quality review of tools related to Strengths Model of Case Management (i.e. Strengths Assessments and Recovery Goal Worksheets) and integration of these tools into actual practice.	Supervisor spends less than 30 minutes reviewing Strengths Assessments and Recovery Goal Worksheets	Supervisor spends 30-59 minutes per week reviewing Strengths Assessments and Recovery Goal Worksheets	Supervisor spends 60-89 minutes per week reviewing Strengths Assessments and Recovery Goal Worksheets	Supervisor spends 90-119 minutes per week reviewing Strengths Assessments and Recovery Goal Worksheets	Supervisor spends at least 2 hours per week reviewing Strengths Assessments and Recovery Goal Worksheets

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	Supervisor spends less than 30 minutes case managers giving them specific feedback on skills/tools related to the model	Supervisor spends 30-59 minutes per week giving case managers specific feedback on skills/tools related to the model	Supervisor spends 60-89 minutes per week giving case managers specific feedback on skills/tools related to the model	Supervisor spends 90-119 minutes per week giving case managers specific feedback on skills/tools related to the model	Supervisor spends at least 2 hours per week giving case managers specific feedback on skills/tools related to the model
5b) Supervisor spends at least 2 hours a week giving case managers specific feedback on skills/tools related to the Strengths Model of Case Management.					
5c) Supervisor spends at least 2 hours per week providing field mentoring for case managers	Supervisor spends less than 30 minutes per week providing field mentoring for case managers	Supervisor spends 30-59 minutes per week providing field mentoring for case managers	Supervisor spends 60-89 minutes per week providing field mentoring for case managers	Supervisor spends 90-119 minutes per week providing field mentoring for case managers	Supervisor spends at least 2 hours per week providing field mentoring for case managers
5d) What is the ratio of case managers to supervisors?	1 supervisor to 9 or more case managers	1 supervisor to 8 case managers	1 supervisor to 7 case managers	1 supervisor to 6 case managers	1 supervisor to 5 or less case managers

Strengths Assessment
Item #6: Strengths Assessment is a stand-alone tool used according to the strengths model of case management.

Rating 6 = $\dfrac{(6a+ 6b+ 6c+ 6d + 6e)}{5}$ =	1	2	3	4	5
6a) The SA is regularly updated.	44% or less SA's are updated quarterly.	45% to 59% of the SA's are updated quarterly.	60% to 74% of the SA's are updated quarterly.	75% to 89% of the SA's are updated quarterly.	90% or more of the SA's are updated more than quarterly.
6b) Client interests and/or aspirations are identified in some detail and with specificity.	33% or less of SA's reviewed identified client interests / aspirations	--	34% to 66% of SA's reviewed identified client interests / aspirations	--	67% or more of SA's reviewed identified client interests / aspirations

	33% or less of SA's reviewed use consumer language	--	34% to 66% of SA's reviewed use consumer language	--	67% or more of SA's reviewed use consumer language
6c) Consumer language is used, e.g. "I want more friends" rather than "increase socialization skills"	33% or less of SA's reviewed use consumer language	--	34% to 66% of SA's reviewed use consumer language	--	67% or more of SA's reviewed use consumer language
6d) Talents and / or skills are listed on the SA in some detail and specificity.	33% or less of SA's reviewed list talents / skills.	--	34% to 66% of SA's reviewed list talents / skills.	--	67% or more of SA's reviewed list talents / skills.
6e) Environmental strengths are listed on the SA in some detail and specificity.	33% or less of SA's reviewed list environmental strengths	--	34% to 66% of SA's reviewed list environmental strengths	--	67% or more of SA's reviewed list environmental strengths

Integration of Strengths Assessment
Item #7: Integration of Strengths Assessment into Practice

Rating 7: _____	1	2	3	4	5
7) Strengths Assessment is used to help clients develop treatment plan goals	60% or below	61-70%	71 -80%	81-90%	91-100%

Recovery Goal Worksheet (Personal Plan)
Item #8: The Recovery Goal Worksheet is integrated into CM practice.

Rating 8: 8a _____ Or $\dfrac{(8a + 8b + 8c + 8d + 8e)}{5} =$

	1	2	3	4	5
8a) Agency uses the Recovery Goal Worksheet as a stand-alone tool for helping clients achieve goals	Agency does not use Recovery Goal Worksheet		Agency uses Recovery Goal Worksheet, but not in any systematic way with all client's who have recovery goals.		Agency uses Recovery Goal Worksheet in a systematic manner with all client's who have recovery goals.

* Only rate items 8b through 8e if the agency has stated they use the Recovery Goal Worksheet; otherwise the rating for 8a will serve as the final rating for this item.

	1	2	3	4	5
8b) Goals on the recovery goal worksheet should use the client's own language and reflect something they are passionate about.	Less than 25% of goals on the goal worksheet use client's own language	Between 26-50% of the goals on the goal worksheet use the client's own language		Between 51-99% of the goals on the goal worksheet use the client's own language.	All the goals on the goal worksheet use the client's own language
8c) Long-term goal on the Recovery Goal Worksheet is broken down into smaller, measurable steps.	Less than 25% of goals on the goal worksheet are broken down into smaller, measurable steps	Between 26% and 50% of goals on the goal worksheet are broken down into smaller, measurable steps		Between 51% and 99% of goals on the goal worksheet are broken down into smaller, measurable steps	All goals on the goal worksheet are broken down into smaller, measurable steps
8d) Specific and varying target dates are set for each step on the Recovery Goal Worksheet.	Less than 25% of steps on the goal worksheet are specific and have variation	Between 26% and 50% of steps on the goal worksheet are specific and have variation		Between 51% and 99% of steps on the goal worksheet are specific and have variation	All steps on the goal worksheet are specific and have variation
8e) Goal worksheets are updated during nearly every contact with the client.	Less than 25% of goal worksheets are frequently updated	Between 25% and 50% of goal worksheets are frequently updated		Between 51% and 99% of goal worksheets are frequently updated	All goal worksheets are frequently updated

Community Contact
Item #9: The majority of consumer contact occurs in the community

Rating 9: _____	1	2	3	4	5
9a) What percentage of consumer contact occurs in the community? Note: include time spent in consumers' homes.	Less than 49% of CM contact is spent in the community with clients or information is not able to be determined.	50 - 64% of CM contact is spent in the community with clients.	65 – 74% of CM contact is spent in the community with clients.	75 – 84% of CM contact is spent in the community with clients.	85% or more of CM contact is spent in the community with clients.

Naturally Occurring Resources
Item #10: Case managers make use of more naturally occurring resources than formal mental health resources in the helping relationship

Rating 10: $\dfrac{10a + 10b}{2} =$	1	2	3	4	5
10a) During the past 3 months, what percentage of goals worked on did the case manager specifically help the client access a naturally occurring resource to help achieve this goal.	Less than 25% of goals have evidence of the case manager helping to access at least one naturally occurring resource.	26-39% of goals have evidence of the case manager helping to access at least one naturally occurring resource.	40-59% of goals have evidence of the case manager helping to access at least one naturally occurring resource.	60-74% of goals have evidence of the case manager helping to access at least one naturally occurring resource.	More than 75% of goals have evidence of the case manager helping to access at least one naturally occurring resource.

10b) During the past 3 months, what percentage of goals clearly reflected a trend toward the use of formal mental health services.	More than 75% of goals clearly reflect a trend toward the use of formal mental health services	41-75% of goals clearly reflect a trend toward the use of formal mental health services	26-40% of goals clearly reflect a trend toward the use of formal mental health services	11-25% of goals clearly reflect a trend toward the use of formal mental health services	Less than 10% of goals clearly reflect a trend toward the use of formal mental health services

Hope Inducing Behaviors
Item #11: Case Managers exhibit hope inducing behaviors when interacting with people receiving services or other staff.

Rating 11 = $\frac{(11a + 11b + 11c)}{3}$ = _____	1	2	3	4	5
11a) Case managers exhibit hope-inducing behaviors in the following areas: ➢ Interactions at group supervision. ➢ Interactions with clients in the field. ➢ Language in progress notes ➢ Responses to interview questions	None of the case manager behaviors clearly reflect hope inducing behaviors	The minority of case manager behaviors clearly reflect hope inducing behaviors		The majority of case manager behaviors clearly reflect hope inducing behaviors.	All of the case manager behaviors reflect hope inducing behaviors.
11b) Supervisor exhibits hope-inducing behavior in the following areas: ➢ Interactions at group supervision ➢ Interactions with staff and clients during field mentoring ➢ Responses to interview questions	None of the supervisor's behaviors clearly reflect hope inducing behaviors	The minority of the supervisor's behaviors clearly reflect hope inducing behaviors		The majority of the supervisor's behaviors clearly reflect hope inducing behaviors.	All of the supervisor's behaviors reflect hope inducing behaviors.
11c) People receiving services state that case managers exhibit hope-inducing behaviors.	None of the responses reflected hope-inducing behaviors	A minority of the responses reflected hope-inducing behaviors		A majority of the responses reflected hope-inducing behaviors	All of the responses reflected hope-inducing behaviors