Sample Care Coordinator Performance Review

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| **Coordinator Name:** |  | | | | |
| **Supervisor Name:** |  | | | | |
| **Date of Review:** |  | | | | |
| **Quarterly Review:** (circle one) | **1** | **2** | **3** | **4** | **5** |

| **Principles/Indicators** | **Progress** | **Comments/Action Plan** |
| --- | --- | --- |
| **1. Demonstrates respect for children, adolescents and their families** | | |
| a) Uses language and behavior that consistently respects the dignity of children and families |  |  |
| b) Solicits family input and collaboration in CST process |  |  |
| c) Involves child, adolescent and family in all aspects of planning and support activities |  |  |
| d) Demonstrates knowledge of family support resources that support the value of family involvement |  |  |
| e) Communicates understanding of unique issues facing family members |  |  |
| f) Provides direct support as needed |  |  |
| **2. Demonstrates knowledge about children’s issues** | | |
| a) Demonstrates basic knowledge about children’s issues |  |  |
| b) Demonstrates ability to obtain consultation on information about children’s issues for the Community Support Team |  |  |
| c) Demonstrates understanding of the effects of stressful life events on children and families |  |  |
| **3. Demonstrates understanding of principles of collaborative community-based care** | | |
| a) Understands and demonstrates principles of unconditional care |  |  |
| b) Understands the principles of child and family centered services |  |  |
| c) Understands the principles of community-based care |  |  |
| **4. Demonstrates knowledge of a variety of approaches to intervention and support for children, adolescents and their families** | | |
| a) Understands the importance of informal supports |  |  |
| b) Understands and demonstrates the concept of flexible services |  |  |
| c) Understands and utilizes a variety of program models and philosophies |  |  |
| d) Understands and utilizes a range of crisis prevention and intervention approaches |  |  |
| **5. Demonstrates ability to design, deliver, and ensure highly individualized services and supports** | | |
| a) Routinely solicits personal goals and preferences of family as part of the team process |  |  |
| b) Designs individualized plans with the team that utilizes the strengths and that “fit” the needs and preferences of the child and family |  |  |
| c) Encourages self-sufficiency by transitioning formal services to informal supports |  |  |
| d) Facilitates and supports natural support networks |  |  |
| **6. Demonstrates ability to facilitate community support team meetings** | | |
| a) Works in a cooperative and collaborative manner as a team facilitator |  |  |
| b) Ensures to the best of his/her ability that all necessary team members are present for child and family team meetings |  |  |
| c) Is prepared for team meetings including preparing family members and other participants, preparing an agenda and having necessary documents and material ready |  |  |
| d) Assists in building positive team relationships |  |  |
| e) Provides communication to those unable to attend team meetings |  |  |
| f) Coordinates service and support activities with others through the use of a plan of care |  |  |
| **7. Demonstrates knowledge of a variety of resources, both formal and informal, for children and families** | | |
| a) Identifies and accesses a wide range of community resources |  |  |
| b) Develops and maintains a good relationship with community representatives |  |  |
| c) Demonstrates knowledge of entitlement and benefit programs and/or has referral information |  |  |
| d) Integrates community resources into service planning |  |  |
| e) Participates in public education and overall advocacy |  |  |
| **8. Completes required administrative work in a timely manner** | | |
| a) Completes strength and cultural discovery, crisis/safety plan and plan of care within agency expectations |  |  |
| b) Completes other paperwork within agency expectations |  |  |
| **9. Actively participates as part of a team** | | |
| a) Participates in team meetings |  |  |
| b) Participates in group supervision |  |  |
| c) Participates in individual supervision |  |  |
| d) Covers for other team members as needed |  |  |