

Sample Care Coordinator Performance Review

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		

Principles/Indicators	Progress	Comments/Action Plan
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		