



# Recording Case Outcomes

## OVERVIEW

This User Guide details how to enter in Outcomes for either an Assessment and Coordination Case or an Intensive Case Management Case.

## HINTS & TIPS

- **Case Plan Goals** are recorded at the commencement of case planning and multiple times through the life of the case;
- **Case Manager Entry Questions** are completed at first engagement with the family;
- **Case Manager Exit and Client Exit Interviews** are completed when case goals are achieved or before closing the case.

## 1. OUTCOMES – CASE PLAN GOALS:

The **Case Plan Goals** should be recorded at the commencement of case planning and multiple times through the life of the case.

To enter in the Case Plan Goals, navigate to **Outcomes** tab for the relevant Case.

Record the number of **Case Plan Goals** in the appropriate column as the case ages.

Click **Save**.

Case : (100007034)

Save

Case Services Brief Interventions Case Management Review **Outcomes** Notes (0) Related Activities Audit History

Case Plan Goal	Up to 1 month	Up to 4 months	Up to 8 months	Up to 12 months	more than 12 months
1 Total number of Case Plan goals	<input type="text"/>				
2 How many case plan goals are progressing?	<input type="text"/>				
3 How many case plan goals have been completed?	<input type="text"/>				



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## 2. OUTCOMES – CASE MANAGER ENTRY QUESTIONS:

On the **Outcomes** tab, complete the **Case Manager Entry Questions**:

- For **Assessment and Coordination Cases** the Case Manager Entry questions should be completed when the *Assessment* stage has been completed and before the next stage can be added in the Case Management tab.
- For **Intensive Case Management Cases** the Case Manager Entry questions should be completed when the *Case Plan Development* stage is completed and before the next stage can be added to the Case Management tab.

Click **Save**.

The screenshot shows a software interface for recording case outcomes. At the top, there are two tabs: 'Case Manager Questions' (highlighted with a red box) and 'Client Exit Interview'. Below the tabs is a table with two main sections: 'Entry Questions' and 'Audit Details'. The 'Entry Questions' section contains a table with three rows of questions and a 'Response' column. The 'Response' column contains three dropdown menus, each with a downward arrow. The 'Response' column is highlighted with a red box.

Questions	Response
1 What is the family's ability to provide a parenting role to children in the family group?	<input type="text"/>
2 What is the family's ability to establish and maintain a safe and stable family environment and household routines?	<input type="text"/>
3 What is the family's ability to access community support services?	<input type="text"/>

### 3. OUTCOMES - CASE MANAGER EXIT QUESTIONS:

On the **Outcomes** tab, once the case goals are achieved or before closing the case, complete the **Case Manager Exit Questions**.

**If the family disengages or relocates during the service**, Case Manager Exit Questions are to be completed in relation to the family's skills and views at the last point of engagement.

Click **Save**.

Exit Questions		Audit Details	▶
Questions	Response		
1	What is the family's ability to provide a parenting role to children in the family group?	<input type="text"/>	
2	What is the family's ability to establish and maintain a safe and stable family environment and household routines?	<input type="text"/>	
3	What is the family's ability to access community support services?	<input type="text"/>	
4	What is the family's view on whether they received a service from the Lead agency that aligned with their cultural views and expectations?	<input type="text"/>	
5	What is the family's view on whether they received a service from the Partner agency that aligned with their cultural views and expectations?	<input type="text"/>	

### 4. OUTCOMES - CLIENT EXIT INTERVIEW QUESTIONS:

On the **Outcomes** tab, once the case goals are achieved or before closing the case, complete the **Client Exit Interview** questions.

**If the family disengages or relocates during the service**, Client Exit Interview if not completed at the last point of engagement, record 'No' for question 3: "Were these questions answered by the client?" and complete the remaining questions as appropriate.

Click **Save**.

Case Manager Questions		Client Exit Interview	
Exit Questions		Audit Details	▶
Questions	Response		
1	Were you involved in planning your case?	<input type="text"/>	
2	As a family, what is your confidence in setting up and keeping routines to support as stable family environment?	<input type="text"/>	
3	Were these questions answered by the client?	<input type="text"/>	
4	How many times did you have to explain your story?	<input type="text"/>	
5	Do you think the worker identified all of your needs at the beginning?	<input type="text"/>	
6	Were you given a case manager?	<input type="text"/>	
7	Do you think your case manager co-ordinated support for all of your needs?	<input type="text"/>	
8	Do you think you increased your network of friends, family or community that you are comfortable calling on in times of need?	<input type="text"/>	
9	Do you feel safe and secure in your identity and culture?	<input type="text"/>	