



		0	1	2	3
		very limited or no evidence meeting criteria	some evidence meeting most aspects	meets criteria, but not consistently	meets all criteria consistently
		RANK (circle) COMMENTS			
<p><b>CARE COORDINATION: (\$90/hour) involves deliberately organizing a client's care activities and sharing information among all concerned with the client's care. CC meets all CM criteria and: Targets high acuity clients; practices multidisciplinary team coordination and support; demonstrates communication and advocacy with internal and external providers; is guided by a comprehensive assessment and treatment planning that includes social determinates; is based on consistent relationship/engagement with client. In addition to the components of service, the agency has policies and procedures that support this level of service.</b></p>					
	above criteria for CM plus:	case plan criteria as above	0 - 1 - 2 - 3		
	targeted high acuity population	diagnostic assessment, social history of SMI and/or co-occurring / complex trauma (inconsistent engagement, crisis/hospital use)	0 - 1 - 2 - 3		
	protocol for multidisciplinary team process	documentation of consultation and review between two or more disciplines	0 - 1 - 2 - 3		
	protocol to address coordination of service with collateral providers, in and outside organization	documentation of collateral / provider role in relation to goals, resp parties, timeline, action or intervention and follow up - support to connect/transition	0 - 1 - 2 - 3		
	protocol for assessing social determinant needs	plan goals address SD needs and document desired outcome, resp parties, timeline and follow up	0 - 1 - 2 - 3		
	protocol/policy to track/assess engagement: access, triage, no-shows, drop out	data, analysis reports provided at review	0 - 1 - 2 - 3		
	protocol/policy to measure and address staff turnover	data, analysis reports provided at review	0 - 1 - 2 - 3		
	protocol/policy for EBP fidelity review	data, analysis reports provided at review	0 - 1 - 2 - 3		