



EFFECTIVE SCHOOL CASE MANAGEMENT



(B) STRATEGIES

1. **Undeveloped** = This CM process/strategy/structure is *not* established at all
2. **Developing** = This CM process/strategy/structure is in the *process* of being established
3. **Developed** = This CM process/strategy/structure *is* established and operating effectively *most* of the time
4. **Well established** = This CM process/strategy/structure *is* established and operating effectively *all* of the time

7. EVALUATION

Circle level

Determining the effectiveness of the case management processes and the action plan

1. The aims of evaluation are made explicit, which generally are:
 - To ascertain the effectiveness of the CM processes in relation to the extent to which the action plan outcomes have been achieved, and thus the student's needs met;
 - To assess the costs against the benefits attained; 1 2 3 4
 - To determine student and parent/caregiver satisfaction;
 - To appraise the quality of the CM processes provided

2. Evaluation is embraced as integral to the CM process by including it as part of the interactive learning cycle and thus contributing continuously to the ongoing improvement of the quality of the service 1 2 3 4

3. Evaluation is included in CM from the beginning, and is considered to be a formal extension of the monitoring and reviewing process 1 2 3 4

4. The student and all other stakeholders participate actively in the evaluation process 1 2 3 4

5. The evaluation of each CM process is usually reported. This generally involves:
 - the case manager reporting to the SCM team;
 - the school's student services or equivalent structure reporting to the school leaders on the effectiveness of the process and any system needs in relation to gaps in services, support and resourcing needs; 1 2 3 4
 - including feedback to student services and the SCM team in relation to commendations, recognition, celebration of success, and recommendations for improving processes

NOTES