

Shine Case Management Quality Standards v1.8

CMS Case Management Quality Standard KPIs	
Quality Standard	Comment
Date referral received	The date that the referrer/agency/service user contacts Shine with sufficient information to create the case.
KPI_01. Referral processed on CMS <i>Within 3 working days</i>	This is to ensure that the case can be assigned quickly and to ensure that CMS is up to date.
KPI_02. Case assigned to worker <i>Within 3 working days of CMS entry</i>	This is to ensure that the case worker is aware of referral as soon as possible. Assignment is usually by a Manager.
KPI_03. First contact made with Service User <i>Within 2 working days of case assignment</i>	This is to ensure that initial contact is made with a service user asap. This can be by any method such as meeting, phone, text, email etc.
KPI_04. Completion of Risk Assessment <i>Within 10 working days of first contact with Service User</i>	This is to ensure that risk is assessed asap ¹
KPI_05. Sign off Risk Assessment by Manager <i>Within 3 working days of completion of Risk Assessment</i>	This is to ensure that the risk assessed by the case worker is acceptable
KPI_06. Outcomes Star reading completed <i>Within 10 working days of first contact with Service User</i>	This is to ensure that needs are assessed as soon as possible
KPI_07. Action Plan entered onto CMS <i>Within 5 working days of Needs Assessment completion</i>	This is to ensure that support begins asap ²
KPI_08. First Case Review completed <i>Within 40 working days (2 months) of case assignment</i>	This is to ensure that cases are reviewed early in the service.
KPI_09. Second and subsequent Case Reviews completed <i>Within 60 working days (3 months) of preceding Case Review</i>	Shine minimum standard
1. In some cases a risk assessment will be available on referral but often there is insufficient information to make a complete assessment without a face to face meeting	
2. Each Action Plan will have a number of Action Tasks – they will be specific to the Mentees needs as assessed by the Outcomes Star	