Case Management Supervisor Interview

Integration

1. What is the involvement of you SE workers in your CM team meeting? (attendance, what they contribute)

Zero Exclusion

2. What criteria do your case managers use to determine when to make a referral to SE services?

3. What mechanisms do you have in place for case managers to regularly inquire about clients’ interest in work and, if they are, insuring they get referred to SE?

4. Does the SE team ever refuse referrals? Under what circumstances?

Engagement & Outreach

5. How does the employment specialist do with outreaching and engaging new referrals?

Role of SE Supervisor
6. What is your interactions with the SE team leader?
   (integration/coordination)

General Services

7. What do you see as the strengths of the SE worker/program?

8. What improvements would you like to see in the SE worker/program?