Case Manager Interview

Integration

1. What is the role of the ES in your CM team Meetings?

2. Does the assigned ES attend all the regularly scheduled team meetings?

3. Do they stay for the whole time?

4. How much client-related contact do you have with your ES outside the team meeting?

Zero Exclusion

5. What criteria do you use when referring a client to supported employment?

6. What kinds of things do you like to see in a client before you make a referral to SE?

7. Give me an example of someone on your caseload who would like to work, but is not – what is their situation?

8. For clients who are not involved in SE and not working, how often do you bring up the subject of work with them and under what conditions? What prompts you to talk about the possibility of their working?
9. Do employment specialists ever not serve or close someone who you refer? Under what circumstance?

10. How long will the ES outreach before closing someone who they are having difficulty connecting with?

**Work Incentives Planning**

11. Have you ever offered you clients assistance with benefits/work incentives planning? Under what circumstances?

12. Who provides the benefits planning?

13. Do you feel you have reasonable understanding of how their benefits will be affected if they start working?

**Follow-along Supports**

14. When a client is working, what is your involvement with the client’s work supports?

15. When a client has been successful for a period of time in a job, when do they go off the SE caseload? What happens with the client’s work supports?
Engagement & Outreach

16. When the ES is engaging/outreaching a client, do you play a role? If so describe that role?

- Do you ever coordinate visits with the ES?

- Do you outreach to the client?