Handout 9: Monitoring and Reviewing Services

It is crucial to implement strategies to continually monitor the effectiveness of case management processes against agreed goals, relevant services and programs to client and stakeholder satisfaction. The support plan is also regularly reviewed to check on achievements and explore ways of getting over barriers which have arisen. Support plans are regularly changed to reflect achievements, or new priorities or changing goals.

Monitoring is often informal and part of the day-to-day staff/client contact. When changes are noted with the client, the staff person responds. In addition to this a formal review process is important for checking the progress being made on the support plan.

Principles of Good Practice

The principles of good practice in monitoring and review are:

- Each client is provided with opportunities for ongoing assessment and reassessment of their needs and the needs of any children
- Each client is provided with the opportunity for the monitoring and review of their support plan and direct service activities
- Clients are directly involved in the monitoring and review process
- If there are problems with service delivery, the Case Manager has ultimate responsibility to intervene. The intervention in such a case involves identifying exactly what the problem is and working with the client and the resource to resolve it

Developing a Monitoring and Review Process

The key tasks in developing a monitoring and review process may include:

1. **Deciding on the frequency of monitoring/reviewing.** When the worker and client meet to work on support plans, an arrangement should be made to monitor progress and to review the situation. The frequency of monitoring and review will depend upon the client's needs and progress towards meeting goals.

2. **Developing a tool for monitoring/reviewing.** Some services may use a review form to review the support plan. An alternative is to make notes on the support plan itself, or to develop a new support plan or make notes in the case notes. Questions to be asked include:
   - Has the identified problem changed?
   - Was the referral made correctly?
   - Were the desired outcomes achieved?
• Should the plan be altered?
• Should the case be closed?

3. **Developing written policy and procedures** and providing staff training. Policies and procedures may include:
   
   • Frequency of monitoring/review sessions
   • Client involvement
   • Tools to be used
   • Privacy and confidentiality of client information.

If there is no progress in working through a support plan, do not let the situation drag on. Arrange a review to look at why things are not being achieved and make changes to the support plan if necessary. If you are unsure about what needs to happen, talk to the Coordinator.