

Interview Questions for Adult Community Case Management Agencies

1. How many adult case managers do you have in your agency (male & female)?
2. How many people do case managers have on their caseloads?
3. What is your work schedule (days work and hours work)?
4. What is your emergency (after office hours) protocol?
5. How responsive are you with returning phone calls?
6. How many people do you serve in my community?
7. How many people on your case load attend the Community Support program I attend?
8. What is the frequency each month that you meet with folks on your case load?
9. What would you do if I am dissatisfied with your services?
10. What would you do if I am dissatisfied with my case manager?
11. What would you do if I decided I didn't want case management any longer?
12. What types of things do you assist people with?
13. How familiar are you with resources in the community I live?
14. What experience do you have working in conjunction with MH services?

15. How do you assist me with developing future goals?
16. Do you write PCP plans?
17. Are your PCP plans comprehensive and how frequently do you recommend we have them?
18. How do you help monitor my PCP plan?
19. Do you do rep payeeship and how long does it take to change payees?
20. What are your practices regarding requests from payee accounts?
21. Do you have an 800 number for your office (when live out of town)?