

Case Management Capable Needs Assessment

The NCMN's *Canadian Standards of Practice for Case Management* defines case management as a collaborative, client-driven process for the provision of quality health and support services through the effective and efficient use of resources which supports the client's achievement of safe, realistic and reasonable goals within a complex health, social and fiscal environment.

Case management:

- Supports client rights through rapport-building, assessment and support
- Addresses specific client-identified needs and goals
- Requires collaborative and proactive relationships with the larger community to meet client needs
- Facilitates coordinated, timely and appropriate care that is tailored to a client's changing needs and abilities
- Requires clinicians to work in a culturally competent manner and to be aware of the systemic barriers, and social and economic determinants that impact health & wellbeing

The goal of this survey is to identify the learning needs of Counselling, CSD and Student Relations staff that will enhance our provision of collaborative, strengths-based, holistic and integrated care to Centennial students within a case management framework. Your participation is greatly appreciated.

1. What is your position/title?

2. In which division/department do you work?

3. What is your educational background and/or professional designation?

4. How many years have you been practicing in your current role or field?

- 0-5 years
- 6-10 years
- 11-15 years
- 16-25 years
- More than 25 years

5. Have you attended any of the following courses or workshops? (check all that apply)

- ASIST
- Mental Health First Aid
- SafeTALK
- Non-Violent Crisis Intervention (CPI)
- CAMH Refugee Mental Health for Health Care Professionals Online Course

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6. For each of the competencies listed below, rate yourself using the scale provided

Part I: Attitudes

	None	Limited	Moderate	High	Extremely High
Awareness of your own attitudes and values about mental health, including stigmatizing beliefs					
A welcoming attitude toward working with clients with mental health concerns					
Comfort level in working with clients with mental health concerns					
Capacity for empathy and respect for clients' autonomy and right to self-determination					
Belief in therapeutic hope/optimism/recovery for clients with mental health concerns					

Part II: Knowledge

	None	Limited	Moderate	High	Extremely High
Knowledge of prevalence of mental health disorders generally, and approximate rates for major disorders (mood, anxiety, psychotic disorders, etc.)					
Knowledge of trauma					
Knowledge of substance-related disorders and concurrent disorders					
Knowledge of social, health and systemic barriers for clients with mental health concerns					
Understanding of the impact of stigma for people with mental health concerns					
Awareness of evidence-based and best practices for major mental health disorders					
Pharmacotherapy for major mental health disorders					
Ongoing awareness of advances in clinical research around mental health disorders					
Knowledge of relevant mental health & privacy legislation (PHIPA, FIPPA, Mental Health Act)					
Knowledge of documentation standards (for your designation/role)					
Knowledge of community mental health resources					
Knowledge of self-management approaches					

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Part III: Skills

	None	Limited	Moderate	High	Extremely High
Screening and basic assessment of mental health concerns					
Making referrals to required mental health resources					
Developing treatment plans to address mental health concerns					
Facilitating groups that address mental health concerns					
Use of motivational interviewing and solution-focused approaches					
Providing case management and supportive care					
Collaborating with other members of a client's care team					
Documenting client care adequately, accurately and in a timely manner					
Advocating on the client's behalf					
Building rapport with clients					

7. Management of Suicide Risk: Please rate yourself using the scale provided

	Not at all	A little	Somewhat	Very	Extremely
How knowledgeable do you feel about assessing for suicide risk?					
How confident do you feel about what to do if you deem a client is at imminent risk?					

	Never	Rarely	Occasionally	Frequently	Very Frequently
How frequently do you think you need a refresher on suicide risk in order to be current and competent?					

8. How would you describe your level of case management capability?

- Beginner
- Intermediate
- Advanced

9. Is the current supervision you receive adequate to support your work with clients with mental health concerns?

- Yes
- No

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10. Developing the skills and knowledge to work in a strengths-based, holistic, integrated, and collaborative manner is an ongoing process. Identify the specific topics you feel represent a learning gap for you to personally work on (check all that apply):

- Screening and assessment
- Suicide risk assessment
- Crisis intervention
- Trauma
- Mental health disorders
- Addictions and concurrent disorders
- Motivational Interviewing
- Solution Focused therapy
- Cognitive Behaviour Therapy
- Dialectical Behaviour Therapy
- Narrative Therapy
- Acceptance and Commitment Therapy
- Basic psychopharmacology
- Cultural competence
- Diversity & equity
- Collaboration
- Documentation
- Privacy/confidentiality
- Making referrals
- Vicarious trauma/burnout/self-care
- Rapport building/therapeutic alliance
- Mental Health Recovery
- Other (specify)

11. Additional Comments:

Thank you for completing this survey!