



Overview of Primary Client Management Performance Management Tool for Supervisors

The aim of the PCM™ supervision tool is to give PCM™ supervisors a prompt for reflection on the progress and compliance of the clients in the caseload of a PCM™ during supervision sessions. This will also give supervisors a tool for tracking a PCM's work with their caseload from past sessions through the supervision notes and the values-based questions.

On a monthly basis, supervisors should schedule appropriate time with each PCM™ to review his/her entire caseload which includes calculation of strength quotient. Supervisors can utilize regularly scheduled supervision time for this review.

When the PCM™ Supervisor meets with the PCM™, the expectation is that the PCM™ and the supervisor discuss the information in the ETO Staff and Caseload reports as well as anecdotally what is happening with the clients. Note that the expectation is that the supervision will review an entire caseload, so be sure to plan for an appropriate amount of time for the discussion.

After discussing the clients on the PCM™ caseload, the supervisor and PCM™ should calculate together the rating of the PCM's caseload (called Strength Quotient).

The Strength Quotient is a gauge of the strength of the caseload. That is, are the clients on the PCM™ caseload having the appropriate number of contacts for the appropriate amount of time and is there appropriate movement (or stability) in their employment and education prospects. The Strength Quotient is a comprehensive number that indicates if the caseload is on track and making appropriate progress.