

# Quality Caseload Standards

## *All persons* are treated respectfully.

- Display patience and courtesy.
- Listen carefully.
- Speak politely.
- Respond promptly to requests.
- Return phone calls promptly.

## *All caseworkers* will maintain a positive attitude towards customer service.

- Worker demonstrates openness and non-judgmental behavior.
- Worker speaks positively about customers and co-workers.
- Worker is flexible in meeting the needs of clients and agency.
- Worker responds constructively to fluctuations in workload.

## *All caseworkers* will communicate effectively.

- Provide clear and complete information about services and programs.
- Define roles and responsibilities.
- Explain process and client's rights.
- Maintain confidentiality.

## *All caseworkers* perform comprehensive assessments.

- Obtain accurate and thorough history.
- Identify needs and strengths.
- Assist in decision making and problem-solving.
- Facilitate intra/interagency collaboration.

## *All casework* decisions are based on thorough knowledge of program policies and procedures.

- Policies and procedures are applied consistently and objectively.
- Benefits/services are determined in a non-discriminatory manner.
- All case processing time frames are met.

## *All case records* are maintained in good order.

- Case records are organized and filed so that information is accessible.
- Documentation is legible, thorough and current.
- Data entry is timely and accurate.

## *All caseworkers* are committed to professional development.

- Workers are open and available to educational and training opportunities.
- Workers are receptive to feedback from clients, supervisors and co-workers.
- Workers engage in ongoing self-evaluation and formulate plans for self-improvement.
- Workers participate in the community life of the organization.