Performance Measures for Intensive Case Managers (ICM)
(All measures with Frequent Offender clients)

Number of clients contacted
Number of attempted client contacts
Number of clients who refused case management services
Number of client service plans created
Number of client assessments conducted
Average number of clients in active case management (per Case Manager)
Number of benefits applications completed
Number of referrals to substance abuse treatment
Number of referrals to mental health services
Number of clients with a mental health diagnosis engaged in ATCIC case management
Number of jail bed days following first contact with ICM
Number of new DACC/Muni cases following first contact with ICM
Number of APD calls/man hours following first contact with ICM
Number of EMS calls following first contact with ICM
Number of ER visits following first contact with ICM
Number of warrants executed following first contact with ICM
Number of warrants cancelled following first contact with ICM
Number of DACC/Muni cases dismissed following first contact with ICM
Number of clients who gain housing of any kind
Number of clients who gain Permanent Supportive Housing
Number of clients whose HMIS profile is created or updated
Number of clients who gain a source of income
Number of clients who gain medical insurance/medical service provider
Number of clients who obtain ID documents
Number of clients who are linked with existing community service providers
Number of clients for who gaps in service are identified

Methods of data collection:
- Cost Savings
  - APD
  - Jail
  - EMS*
  - ER*
  - DACC
  - Municipal Court
  *release forms needed to obtain this information
- Additions to Rehab Scheduling Screen
  - Housing
    - Permanent Supportive Housing
    - Transitional Housing
    - Board and Care Home
    - Public Housing voucher
  - Income

- SSI
- Employment
- VA
- Self Care
  - Mental Health (have several existing options)
  - Substance Abuse (have several existing options)
  - MAP card/Medicare/Medicaid
  - Medical care accessed
  - Legal issues in other courts
  - Clothing/personal care items obtained
  - Birth certificate obtained
  - Social Security card obtained
  - Photo ID obtained
  - HMIS profile created or updated with client consent
- ICM Notes Screen (clients will have Active or Inactive status: Inactive if no contact in the last 30 days)
  - Dated narrative entries with checkboxes for the following items:
    - Direct Contact
    - Attempted Contact
    - Services Refused
    - Linkage to other providers
    - Housing addressed
    - Income addressed
    - Self Care addressed
    - Gaps in Service (pull down menu with the ability to select multiple choices)
      - Bus pass
      - Clothing
      - Psychiatric services
      - Medical detox
      - Employment opportunities
      - Education
      - Many more to be added…