

## Case Management Strategies survey (R-08, 1990)

The study surveys users' evaluations of their initial training in Case Management Strategies (CMS), opinions pertaining to CMS in the workplace and opinions regarding both future refinements of CMS and priority areas for future action. Questionnaires concerning training in CMS in the workplace were sent to 966 CMS users, of which 528 (55%) were returned in time for analysis and reporting.

Overall evaluations of initial training in CMS were evenly distributed across the satisfied, dissatisfied and in-between categories. Some variations in the evaluations of training in CMS were traced to respondent and organizational training variables. Positive evaluations of initial training were associated with a positive pre-training attitude toward CMS, the number of days of training received, having been trained by a trainer with links to the National Council on Crime and Delinquency, being institution-based, working in the Atlantic Region and not having pursued formal studies in criminology. Evaluations of training were more positive regarding the basics of scripted interview than they were with regard to CMS in the overall case management context.

Great variability in opinions regarding CMS in the workplace was found. On average, however, the evaluations were negative. The sources of the variation in opinions concerning CMS in the workplace generally replicated those found for opinions regarding training in CMS.

Major efforts are indicated for the future in clarifying and, perhaps, rethinking the links between CMS and the overall responsibilities of case management officers.