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| **Indicators** | **Target** | **Notes** |
| % of CP workers trained and supervised in CPCM who demonstrate improvement in knowledge and competence in applying the CM process | 80% | Caseworker Capacity Assessment Tool in the Caseworker Coaching and Supervision Package  *Only CP workers who are trained and supervised should be included in this measure* |
| % of children and caregivers who report satisfaction with direct services received and the response actions taken through the CM process to address their needs/risks | 90% | *Measure % of children and caregivers separately* |
| % of children and caregivers who report an increase to their well-being as a result of their urgent CP needs/risks being addressed through the CM process | 90% | *Measure % of children and caregivers separately* |
| % of unaccompanied and separated children (UASC) for whom a best interest procedure has been initiated or completed | 100 % | Guidance note 18.3.8. |
| # and % of appropriate referrals of children to CPCM services that are made by community members in target locations | 80% | ‘Appropriate’ refers to the need of the child and/or caregiver aligning with the services to which they are referred |
| # and % of appropriate referrals of children made by CPCM staff to other sectors | 80% | ‘Appropriate’ refers to the need of the child and/or caregiver aligning with the services to which they are referred |

**Case Management Minimum Indicators**