

Weighted Standard Work - ICWA Program Supervisor

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STATE OF ARIZONA	Updated: 03/10/21	Week 1					Week 2					Week 3				Week 4					Week 5		
	Daily Activities	Μ	Τ	W	Т	F	Μ	Τ	W	ΤI	FN	1 T	W	Τ	F	Μ	۲V	W	T	FN	Λ Τ	W	Τ
	Check action requests/status communication and report screen																						
	Review and respond to all incoming correspondence																						
	On-call/after hours calls, staffings, etc.																						
	Staff urgent case circumstances																						
	Review and assign all case transfers and incoming cases																						
	Review and approve/deny service referrals-provide for upline approval as needed																						
	Review court reports, court orders, and minute entries as needed																						
	Review and approve FFAs as needed																						
	Participate/support Team Decision Making meetings as needed																						
	Address client concerns (phone calls, walk-ins, Ombudsman, FAO)																						
	Review and sign travel claims																						
	Respond to Title IV-E inquiries																						
	Ensure ICWA applies/Work with Tribe to Enroll Child																						
	Update American Indian Detail window in electronic record																						
	Ensure Active Efforts are provided																						
	Follow Court Authorized Removal Applications through completion																						

Day of	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
week	Update Huddle Board and Process Adherence data					
	Review countermeasures to prepare for Huddle Board Meeting					
	Conduct Unit Huddle Board Meeting					
	Ensure supervision staffings are scheduled for the following week					
	Conduct scheduled staffings using Supervisory Case Progress Review					
	Collect and provide data to PS (i.e. case plan staffings and clinicals)					
	Review Tableau, assign follow-up actions as needed (i.e. case plan compliance)					
	Update/review court data/log					
	Review and respond to FCRB inquiries					
	Participate in Section Huddle Board Meeting					
	Observe and mentor Specialists in the field and in court					
	Verify pre-approval for overtime					
	Review and approve timesheets (every other week)					
	Follow up on current/outstanding HR/employee issues					
	Check Missing Mandatory Data and assign follow up actions as needed					
	Review AFCARS errors and assign follow-up actions as needed					
	Review and clean up more information requests in JAX					
	Roll up clinical completion data to PS					
	Gemba kanbans for the purpose of problem solving					
	Validate all onboarding activities occurred and New Specialist Trainee Learning					
	Track is completed					

Week of month	of month Monthly Activities Conduct unit meeting & unit group supervision				Status			Due	Done	
						Follow Up/To Do Items	For Who	Date	Date	
	1:1 coaching with ea	-			ΔΡ)					
	Complete 22 week t									
	1:1 with Program M		TIOITIAIIC	eevaluat	10115					
	Attend community/		nootings	las annlic	aple)					
	Check/take action o	provider i	neetings	direct rep	orts					
	Attend case plan sta									
	Ensure completion of									
	Submit end-of-mon			ronnequi						
	Staff cases with tribal workers									
	Staff progress toward	ds ICWA co	ompliant r	placement	ts with					
	direct reports and tri									
	1:1 Coaching Sessio	n with Su	pervision	Coach						
Month of)	A			Chatura				
Quarter		Quarterly				Status				
	Attend Region Supe		eting							
	Attend Sectionwide									
	Attend Tribal Meeti									
	Complete Quarterly Case Staffing									
# of Month(s)	Annu	al/Bi-Ann	ual Activ	ities		Status				
		-				otatus				
	Complete MAP eval	uations (a	innually o	r as need	led)					
	NA a sata la 1.1			1 -						
Nama	Monthly 1:1	With Dire	ect Repor	ts Maak 2	Week 4	Maak E				
Name		week 1	week z	week 3	Week 4	week 5				
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