



Leader Standard Work - ICWA Program Supervisor

Month

Updated: 03/10/21

	Week 1					Week 2					Week 3					Week 4					Week 5				
	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
Daily Activities																									
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 week	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
	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					

