

Standard Work - OCWI Hotline Analyst

Month: _____

	Daily Activities	Week 1					Week 2					Week 3					Week 4				
		M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
	Check Email/Phone Messages																				
	Staff reports regarding Criminal Conduct with hotline staff (Tracking Characteristics)																				
	Track real time Criminal Conduct staffing																				
	Notification to non-OCWI counties regarding P1 Criminal Conduct reports (use Assessment form, send cases to Assessors)																				
	Perform quality assurance reviews of all non-Criminal Conduct reports P1 and P2 Physical and Sex Abuse Reports																				

Day of week	Weekly activities	Week 1	Week 2	Week 3	Week 4
	Complete timesheet				
	Receive and track Criminal Conduct tracking characteristic changes completed by Hotline Quality Assurance Team				
	Send tracked data to OCWI Management Analyst				

Wk. of month	Monthly Activities	
	1:1 with OCWI Chief	
	Facilitate meeting with OCWI Joint Investigation Liaisons	
	Attend Guardian meeting	
	Facilitate OCWI Hotline Training Module for Hotline Core	

Month of Quarter	Quarterly Activities	Status
Tuesday before the second Thursday in January for (Oct, Nov, Dec)	Submit quarterly quantitative and qualitative outcomes of report reviews	
Tuesday before the second Thursday in April for (Jan, Feb, Mar)	Submit quarterly quantitative and qualitative outcomes of report reviews	
Tuesday before the second Thursday in July for (Apr, May, Jun)	Submit quarterly quantitative and qualitative outcomes of report reviews	
Tuesday before the second Thursday in October for (Jul, Aug, Sep)	Submit quarterly quantitative and qualitative outcomes of report reviews	
	Present Review Findings at Hotline Quarterly Meeting	
	Attend Practice Improvement Quarterly QA Meetings (as needed)	

# of Months	Annual/Bi-Annual Activities	Status
	Facilitate Annual Criminal Conduct Guide Update Meeting	