



OFFICE OF CHILD WELFARE OVERDUE REPORT REDUCTION STANDARD WORK

VERSION DATE 3/12/18

Standard Work for Office of Child Welfare to Reduce Overdue Reports

Purpose: Standardize leadership accountability practice for supervisors to obtain closure commitments on all reports 45+ days old, when the percentage of reports that have been open for 60+ days, excluding OME cases, reaches a critical threshold.

Trigger: Percentage of Overdue Reports is above the target performance goal as determined by Leadership at the beginning of a week (target performance goal shall not exceed 20% of open reports, excluding OME cases, in an overdue status).

Deliverables:

1. Manager to identify the unit(s) that most significantly impact the total number of overdue reports for the Section to obtain closure commitments and barriers.
2. Manager to identify all cases 45+ day old to document commitments and barriers.
3. If report status for all cases is unknown, Manager to triage all cases 45+ days old with the Specialists for the purposes of providing investigation direction, obtaining a reasonable barrier, or setting an obtainable, and firm closure date. More than half of the closure commitments should be overdue reports.
4. Manager completes 45+ check sheet and provide a copy to Regional Manager by 11 AM on Monday.
5. Regional Manager approves and submit to Deputy Chief by Noon on Monday.
6. Manager provides updated 45+ check sheet with progress on closure commitments to Program Manager on the following Monday. If targets are missed update barriers to completion.

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