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Supervisory Case Review Procedures

SUPERVISORY CASE REVIEWS

The Department of Social Welfare established the Supervisory Case Review (SCR) System in November 1984 as a major tool for supervisors to provide structured feedback to their workers on job performance and to improve the overall quality of work. The Supervisory Case Review System has been designed to focus on the following Department objectives:

1. Error Reduction: Monthly case reviews provide a mechanism for early detection and correction of errors and for identifying error-prone patterns within a supervisory unit.
2. Clarification of DSW Policies and Procedures: Case reviews provide an opportunity to identify areas in which workers may be misinterpreting or incorrectly applying Department policies and procedures.
3. Identification of Training Needs: Case reviews should assist supervisors in identifying worker problems in carrying out Department policies and procedures and in following general practices that result in accurate, complete and high quality work.
4. Worker Performance Evaluation and Feedback: The case review system has been designed to provide supervisors with a uniform and consistent method for providing performance feedback to workers and for providing an objective measure for performance evaluations.

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P-2190                    Supervisory Case Review Procedures (Continued)

A.    GENERAL OFFICE PROCEDURES

Each month, ACCESS selects a sample of cases to be reviewed from each worker's caseload. Labels are printed centrally and sent to the District Office; they provide the following information:

1.    Supervisor Name and Worker Name
2.    Case Name and Case Number
3.    SCR Review Month/Year and Date of Last Review/Recertification
4.    Active Programs and Forms Mailed
5.    Completion Date for the Review

"Active Programs" indicates all programs for which the household is currently active (ANFC, FS, Medicaid, GA, EA, Fuel and/or AABD/EP). "Forms Mailed" will be blank for a non-monthly-reporting case; an entry of "MRF" will appear if a monthly report form has been sent. "Completion date" is the last date to enter information into ACCESS - 65 days from the date the sample is run.

Two labels are printed for each case and are for the two copies of the "SCR Summary", DSW 245B.

B.    SUPERVISORY REVIEW DEFINITIONS

ADD - ACCESS command to be used to supplement a worker's sample if the supervisor feels it is appropriate.

ADMINISTRATIVE DEFICIENCY - Federal regulations, DSW policy and/or procedures are not followed. Administrative deficiencies of themselves do not result in dollar errors.

DOCUMENTATION - Consists of documents or statements in the case file which substantiate information used to determine eligibility and the amount of benefits.

DUE DATE - Deadline for completion of reviews and data entry of results into the QUAL system.

ERROR - Household which received benefits in the review month either is ineligible in that month or received a benefit that is incorrect by any dollar amount;

FORMS - Two forms are used in the Supervisory Review process:

1. 245A is a reference checklist.
2. 245B is a four-part follow-up report indicating any action that is needed to correct the case.