

7/1/87
E-I

Bulletin No. 87-1F

P-2190

P-2190 Supervisory Case Review Procedures (Continued)

E. NUMBER OF REVIEWS PER WORKER

Each month's sample consists of five cases to be reviewed for each worker number in a supervisory unit. Cases assigned to floaters, temporary workers or workers who have been transferred or terminated must be reviewed. The findings of the reviews of the transferred workers, findings should be submitted to their current supervisors; for former workers, findings should be given to the most recent supervisor. In the case of floaters, the results of their review are submitted to the District Director who supervises them. Supervisors may choose to do additional reviews as they deem necessary.

F. DROPPED CASES

No case may be dropped from a supervisor's monthly sample unless the case is transferred to another district, the information to complete the case is unavailable, or a case has already been reviewed within the same six month period as defined below:

April - September
October - March

G. DEADLINES FOR COMPLETION OF REVIEWS

Each month's sample of review cases must be completed and the results entered on ACCESS within 65 days of the sample run date. The final date for completion is printed on the labels of each month's sample case.

H. WAIVER OF A MONTH'S SAMPLE OF CASE REVIEWS

A waiver for not completing a sample (in whole or in part) can only be granted by the Chiefs of Operations under extraordinary circumstances and at the specific request of a supervisor's district director.

However, the district will still be responsible for conducting second-party reviews on that sample.

I. UNIFORM APPLICATION OF ADMINISTRATIVE DEFICIENCIES

It is the objective of DSW to maintain uniformly high standards for the quality of its work. The identification of Administrative deficiencies in a case file provides an important indication of quality, whether or not a benefit error is found. Supervisors are expected to identify all administrative deficiencies in a case in order to provide performance feedback and guidance for improvement to workers.