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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.