



# Leader Standard Work - Program Manager (PM)

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
Email/Phone Messages																				
Review service referrals per Matrix																				
Check investigative screens for reports over weekend																				
Check ongoing rotation and assignment (confirm weekly)																				
Staff cases as required																				
Process any travel reimbursement claims																				
Ensure common spaces are clean and organized (break room, visit rooms, lobby, etc)																				
Review Section Huddle Board & Dependency Board																				

Day of week	Weekly activities	Week 1	Week 2	Week 3	Week 4
	Collect and review numbers for Program Manager (PM) call				
	Attend PM weekly Accountability Meeting				
	Prepare weekly schedule for staffings w/investigations and ongoing				
	Update Employee Relations information				
	Address open grievances/actions				
	Observe 1 Safety Discussion in Investigations (1 per Supervisor per Month)				
	Observe 1 Clinical Staffing in Ongoing (1 per Supervisor per Month)				
	Submit and follow up on Unusual Incident Reports (UIR)				
	Ensure transfer of cases for pending vacancies (reference Standard work)				
	Ensure that Proposed Substantiation (PSUB) responses are given to Protective Services Review Team (PSRT)				
	Ensure notifications are sent for ongoing case transfers (new worker notification)				
	Conduct Supervisor's meeting (2x per month)				
	Complete equalization actions				

Wk of month	Monthly Activities	Status
	Regional PM Meeting (as required)	
	1:1 with Program Manager	
	Participate in 2 TDM's - 1 per Facilitator where applicable	
	1:1s with Direct Reports (Supervisors & Program Specialist)	
	Collect and review data for Regional Scorecards	
	Review 3 Investigative Case Closures from each unit 1x per month	
	Review 3 ongoing cases from each unit 1x per month	
	Submit Monthly Space Planning Audit to Real Estate Team	

Month of Quarter	Quarterly Activities	Status
	Prepare Agenda for All Section Staff Meeting (1x quarter)	
	Conduct All Section Staff Meeting (1x quarter)	
	PM to be in office during Regional Quarterly Supervisor Meeting	



# Program Manager Performance Management and Process Adherence

Week 1

Week 2

Week 3

Week 4

Investigations Performance Metrics				
Reports per Investigator				
Total Open Reports				
First Pass Yield of Child Safety and Risk Assessment (CSRA) submissions at clinical review				
Short Stay				
Net Report Closures				
# of Considered Removal Team Decision Making (TDM) Meetings verse Post Removal TDM meetings				
Investigations Process Adherence Metrics				
Reports Pending Dispositions				
Timeliness of Response Time				
Timeliness of Safety Decision				
# of removals without a TDM				
# of days from Temporary Custody Notice (TCN) to Transfer (model offices only)				
Ongoing Performance Metrics				
Average children per case manager				
Total # of children being case managed (# in OOH care - # in in-home)				
Average days in care for all children on case load				
Timeliness to permanency - % reunification within 12 months				
Ongoing Process Adherence Metrics				
Compliance to monthly clinical staffing requirement				
% of child visitation				
% of parent visitation				
Timeliness of case plans				

## Supervisor Engagements

Name	Week 1	Week 2	Week 3	Week 4

C = Clinical (Investigations or ongoing) observation CR = Closed Case review Conducted O= 1:1 Conducted