

MFSRC 2014 SUPERVISOR ROUNDTABLE

Erin Hansen, Anoka County

Jeanette Koehler-Harris, Hennepin County

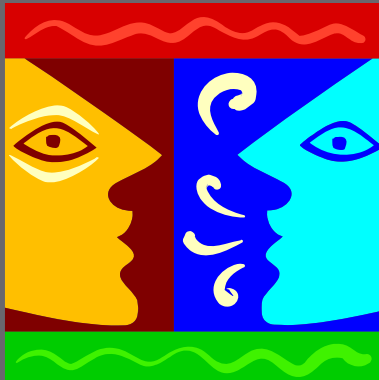
Intended Audience:

Current/ Active role in supervising staff

Topics:

- ▣ Setting Clear Expectations
- ▣ Measuring Performance
- ▣ Training Staff – beyond DHS classes
- ▣ Any other “hot” items if time permits

SETTING CLEAR EXPECTATIONS AND PERFORMANCE MEASUREMENTS

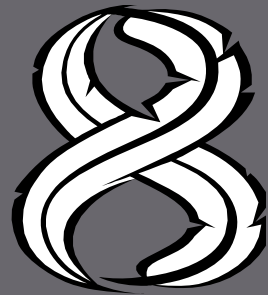


Anoka County

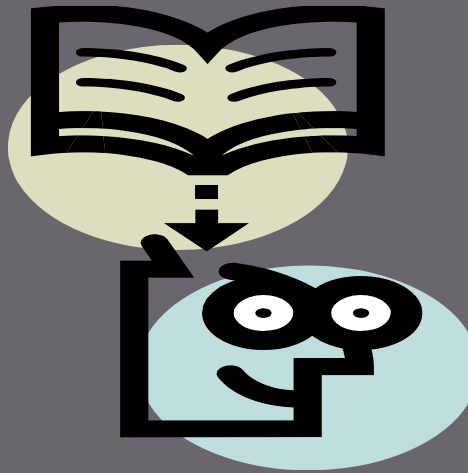
- Expectations for passing probation/satisfactory performance
- Phone calls – returning calls within 24 hrs, good customer service (polite/respectful to clients), accuracy of info given, clear caad notes, follow through
- PRISM/Work lists – work lists completed timely (no worklists should be over 14 days old for any reason without review), SUCW checked and acted upon daily, data integrity, quarterly reviews, proper caad notes
- Legal work – completed on time, accurate, error free
- Mail – OnBase is checked and worked daily
- # of contemptts – 2/ month, accurate/error free, appropriate case selection. (Interstate – all possible contemptts referred; 4/yr minimum).
- Time management – able to prioritize work and provide for balanced case management
- Office – follows policies/procedures, arrives to work on time, limits breaks to 15 minutes/lunch 30 minutes, working when here-- no excessive visiting, positive attitude, contributes to team, no excessive tardiness/unplanned absences
- Go over collection % (performance)

Big 8 (now 9) group at DHS

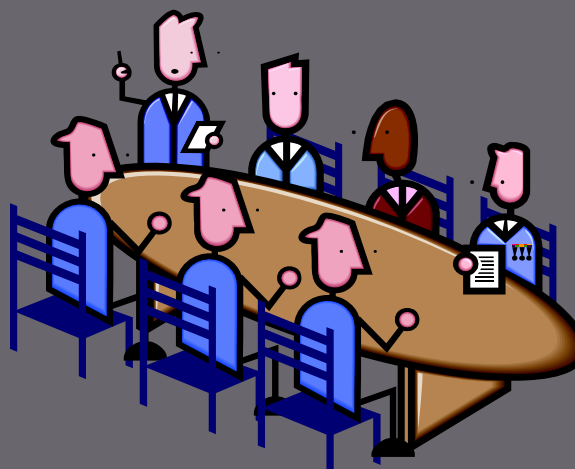
- ▣ August and December 2011
- ▣ <https://www.dhssir.cty.dhs.state.mn.us/PRISM/Pages/default.aspx>



Training Staff – beyond DHS classes



Anything Else???



Ideas for next year?

