

## SSIS As A Supervisory Tool to Manage Social Service Delivery

- I. Supervisors are each trained to generate their own reports from SSIS general reports (canned reports built into SSIS)
  - a. They can run them whenever needed, as often as needed
  - b. They can select the reports most useful to them
  
- II. Supervisors use reports to monitor compliance with State and Federal regulations, County policies and procedures, and review best practices with social workers. They can also follow staffing and workload issues. Some of the areas addressed include:
  - a. Child Protection Assessment – are CP assessments completed in a timely manner – useful reports:
    - i. Time to Initial Contact with Victim/Other
    - ii. Child Maltreatment Assessment Aging Report
  
  - b. Out-of-home Placements – how are we serving cases with out-of-home placements –useful reports:
    - i. Children in Out-Of-Home Care
    - ii. Placements without an Open OHPP
    - iii. Placement Reviews
  
  - c. Contact Activity – are workers seeing their clients – useful reports
    - i. Worker Activity Log
    - ii. Workgroups that Need Contacts
  
- III. SSIS Coordinator runs monthly SSIS Repository which indicates AFCARS compliance
  - a. Distributes to management/supervisors
  - b. Supervisors advise individual staff of compliance success or issues.
  
- IV. Management holds individual social workers accountable for their work.
  - a. SSIS provides a place to document their work
  - b. Accuracy, timeliness and compliance are included in staff performance reviews
  - c. SSIS provides documentation needed to deal with individual staff performance issues from review of policies and procedures, all the way to disciplinary actions.