

# Supervising Vision

Making Government Deliver  
On It's Promises

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## Supervising Vision: First, Believe-Then Do Something Different

- Intentional model of change designed to deliver big results by:
  - Fighting fires - Tackling the most important issues first
  - Building capacity for sustainable change

## Setting Up For Different Work

- Figuring out what we believe and what we value
  - Fear is not a value
  - Values take the gray out of your decision making
    - *“Our job is to assess risks - not remove children”*
    - *“You don’t have to open a CPS case to help a family”*
    - *“Every decision to remove a child is a decision to do harm. State custody should always be our last resort”*

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## No Honorable Way Out

- Take excuses off the table that became “acceptable” reasons for not doing the right work
- Create a demand for change by making clear what is unacceptable, no matter how reasonable
- “No one raindrop feels responsible for the flood”

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## Making Your Efforts Count = Execution

- An elephant can't be eaten whole. Every big initiative runs the risk of dying under its own weight
- Choose one or two high leverage actions that "matter" and take "smart bites" of the elephant

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## What are the high leverage bites Georgia had to take?

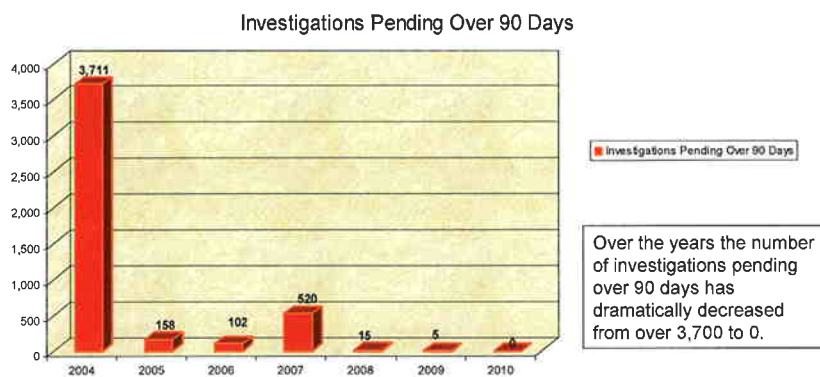
- Timely completion of investigations
- Safe reduction of children in out-of-home care

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## TIMELY COMPLETION OF INVESTIGATIONS

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### Investigations Pending over 90 Days

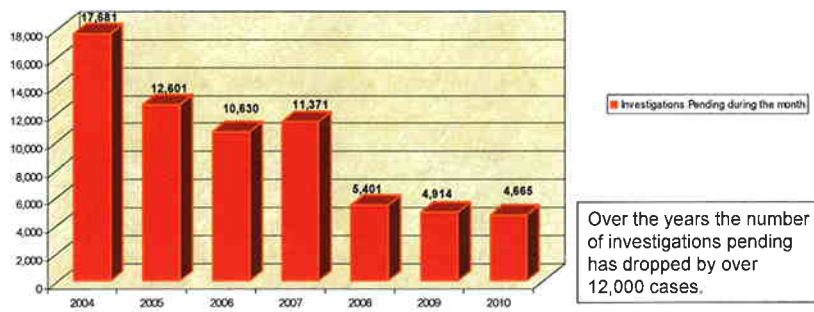


Counts represent a point in time measurement for each June

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## Open Investigations During a Month

Investigations Pending During the Month of June for each year



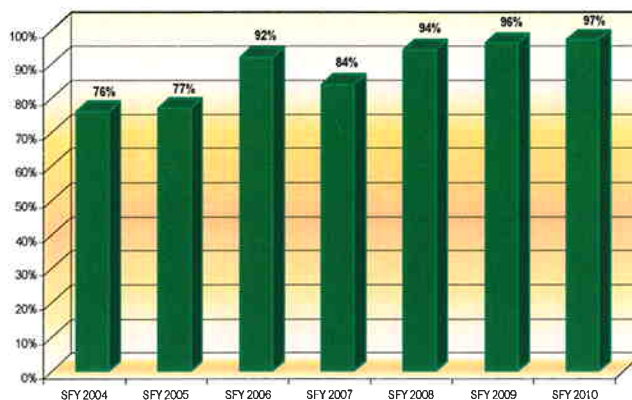
Over the years the number of investigations pending has dropped by over 12,000 cases.

2010 data for May.

Counts represent a point in time measurement for each June

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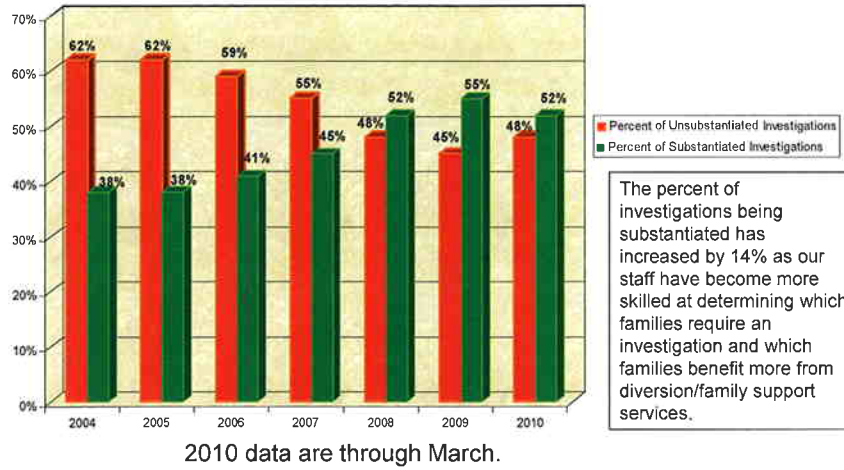
## Timely Completion of Investigations (2004 – 2010\*)



**Note:** Information for 2010 reflects investigations completed from July 1, 2009 through March 2010.

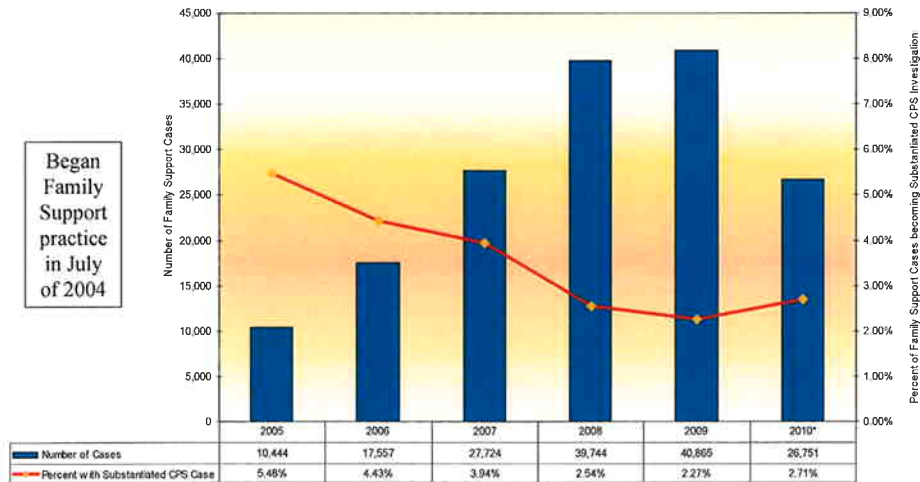
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## Rates of Substantiation



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## Family Support (Diversions): A Better and Safer Response



Note: 2010 reflects activity through March 2010.

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