

Performance Gap Analysis - PGA

Company - CSA

Background - CSA caters to the welfare of parents and children needing financial assistance from an ex-spouse or parent. This data is kept in a case management system that is available to staff with various access permissions. CSA requires the data in this system to reflect the current situations, processes, and services provided to clients. The data recorded in the case management system allows supervisors to run reports that can be made available for audits. Supervisors can monitor and track cases to compare open and closed cases and determine the current situation regarding case activity within any given CSA process. To acquire reliable data that can be reviewed in reports, supervisors require case information to be current. The process for accomplishing this entails caseworkers inputting, updating, and monitoring their caseloads daily.



After verbally speaking with several members associated with the organization during an online conference call, it was stated that caseloads within the system were not as current as they would like. Although supervisors would like to see all cases current, they realize when reports are generated, caseworkers may be in the process of updating information, so 100% accuracy may not be possible, but 95% accuracy would be a goal. A performance gap analysis is being performed to determine why the percentage of current cases is not meeting this expectation.

The Problem/ Quantify the impact of the problem

CSA employees are lagging in keeping their caseloads current within the case management system resulting in reports lacking current and accurate data.

Identify what would be better, different, changed, or improved in the future

Currently, only 75% of cases are current within the case management system, in the future, 95% of cases will be current within the case management system.

Calculate the delta (difference) between the two

Actual State	Desired State	Delta
75% of cases are current	95% of cases are current	20% of matches