

**CHILD PROTECTION ACCOUNTABILITY COMMISSION
CASELOADS/WORKLOADS COMMITTEE**

Friday, May 11, 2018

10:00 AM – 12:00 PM

Division of Family Services, Large Conference Room
263 Chapman Road, Newark, DE 19720

MINUTES

ATTENDEES:

Christina Cherego	Family Court, Intern
Moira Dillon	Division of Family Services
Dr. Anthony Hill (by phone)	Delaware State University
Dr. Eleanor Kiesel	Delaware State University
Rosalie Morales	Office of the Child Advocate
Monica Morris	Division of Family Services
Sue Murray, Co-Chair	Division of Family Services
Rachael Neff, Co-Chair	Family Court
Anne Pedrick	Child Death Review Commission
Jennifer Perry	Office of the Investigation Coordinator
Trinette Redinger Ramsey	Division of Family Services
Brittany Willard	Office of the Child Advocate

I. Welcome & Introductions

Sue Murray chaired the meeting welcoming everyone and facilitating introductions.

II. Minutes – 2/2/18

The minutes from February 2, 2018 were approved with one revision. Trinette Redinger Ramsey made a motion to approve the minutes as amended, and Jennifer Perry seconded the motion. Anne Pedrick abstained, and all others voted in favor.

III. Current DFS Treatment Caseloads

Brittany Willard, the CPAC Data Manager, provided an update on the DFS Treatment Caseloads as reported in the Delaware Child Welfare Dashboard. Generally, treatment caseloads have hovered around the caseload standard (18). Kent is the region with the highest caseloads as the fully functioning average is 20.2. Sussex is the region with the lowest caseloads; 14.1 is the full functioning average in Sussex.

Representatives from DFS reported that treatment caseloads for Beech and Kent have been the highest historically. As of March, 94% or 72 of the 77 workers are fully functioning, and there's really only one treatment vacancy.

In contrast, 67% or 68 of the 101 DFS investigation workers are fully functioning. In addition, some regions are at 3, 4, and 5 times the standard. There is also some concern that DFS

investigation workers have been low on their treatment transfers, which may result in a sudden increase for treatment workers.

IV. Updates from Prior Meeting

a. DFS Data

Mrs. Murray asked the Committee if additional data is needed from DFS. It was recommended that DFS consider the following data points:

- For cases transferred to treatment with a child in care vs. an intact family, provide the count of individual children (when available);
- For cases transferred to treatment by SDM risk rating, split it out by intact family vs. child in care, substantiated vs. risk rating, and maltreatment type;
- For all cases transferred to treatment, how many were low and moderate cases and intact family vs. child in care;
- For cases transferred to treatment with a child in care, provide the number of cases where there was also a contracted provider agency involved;
- For intact family cases transferred to treatment, provide the count of individual children aged 0-4;
- For intact family cases transferred to treatment, how many had DFS history; and,
- For intact family cases transferred to treatment, how many intact family cases entered foster care, closed within 6 months, etc.

b. Caseloads/Workloads Study

Sue Murray shared that the survey tool was piloted with a group of DFS treatment workers for a period of 4 weeks. As a result of the pilot, a few updates will be made to the survey tool. They forgot to include coordination with law enforcement and the multidisciplinary team. In addition, the survey tool needs to identify the specific cases that were worked on each day as well as the total number of valid hours. The pilot participants did not prefer electronic reporting.

Dr. Kiesel shared that Delaware State University's (DSU) role is to look at the survey tool and make sure they have the most valid tool to measure their time. Generally, case workers liked the log, but the log is more difficult to standardize amongst 77 workers. However, by using the log, case workers were better able to fill out the survey tool. Dr. Kiesel said the case workers had some great suggestions about adding a glossary, and they plan to have another meeting with the pilot group to determine what items should remain in the survey tool.

Dr. Hill added that DSU plans to look at the raw data and to provide descriptive statistics about how long it takes case workers to complete tasks. Specifically, DSU will be responsible for the quantitative piece, and they will create a report as a result of the data.

Christina Cherego, a Family Court Intern, created a database to track the surveys. Prior to data entry, Dr. Kiesel and Dr. Hill will provide input on the database. Summer interns from Family Court and the Office of the Child Advocate will assist with the data entry, and Brittany Willard will provide oversight for this component of the caseload analysis.

The final survey will be rolled out over the summer for 30 days. The pilot participants were enthusiastic, and the group hopes they will champion this with their units. DFS also wants to provide perks as the case workers participate through the month.

Rachael Neff shared that she attended a workshop on workload and caseload standards at the Child Welfare League of America (CWLA) 2018 National Conference. It was facilitated by Dr. Vicky Kelly and Julie Collins from CWLA, and the speakers validated that time analysis is a critical piece of a larger caseload analysis. In addition, they talked about the 29 jurisdictions that have done caseload analysis and many have used external partners. However, there is no universally accepted methodology at arriving at caseload standards due to the various best practices used by jurisdictions.

c. Other Committee Members

Members from the pilot study will be invited to attend this group. A DFS treatment supervisor and a downstate representative will also be invited to attend. Deb Colligan will be invited to participate in her new role as Office of Children's Services Administrator. A representative from a DFS contract agency will also be considered to determine how contract agencies manage caseloads and workloads. Rosalie Morales will explore inviting a CPAC Commissioner from the General Assembly.

V. Next Steps

- a. Consider the above data requests once the queries can be generated in FOCUS – DFS
- b. Follow up discussion with pilot participants to update the survey tool – DFS/DSU/Rachael Neff/Brittany Willard
- c. Invite other members to participate in the group – DFS/Rosalie Morales

VI. Next Meeting Date

- a. Tuesday, July 24th 10 am-11:30 am - TBD