

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

Thursday, December 13, 2018
10:00 AM – 11:30 AM
Division of Family Services, Room 201
1825 Faulkland Road, Wilmington, DE 19805

MINUTES

ATTENDEES:

Deborah Colligan	Division of Family Services
Moira Dillon	Division of Family Services
Christine Lemanski	Division of Family Services
Maureen Monagle	Domestic Violence Coordinating Council
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
Jennifer Perry	Office of the Child Advocate
Trinette Redinger Ramsey	Division of Family Services
JoAnn Santangelo	Family Court
Brittany Willard	Child Protection Accountability Commission

I. Welcome & Introductions

Sue Murray chaired the meeting welcoming everyone and facilitating introductions.

II. Minutes – 11/2/18

Rachael Neff moved to accept the minutes from November 2, 2018, and Brittany Willard seconded the motion. There were a few abstentions. All others voted in favor, and the motion carried.

III. Current DFS Treatment Caseloads

The Committee discussed how the DFS Treatment caseloads are still hovering at an average caseload standard of 18. Beech Street is over the caseload standard while Sussex and University Plaza are just under.

IV. Updates from Prior Meeting

a. Caseloads/Workloads Study

Rachael Neff summarized the activities that took place since the last meeting. After the Committee received the initial data from Delaware State University (DSU), there was concern about the reliability of the data. An email was drafted and sent to DSU delineating these concerns. DSU acknowledged the errors and revised the data in its draft final report. The draft report has been reviewed by the co-chairs, the CPAC Data

Manager and Court Improvement Program Coordinator. This smaller group is in the process of submitting feedback to DSU.

DSU drafted the final report using the template from the Colorado Child Welfare County Workload Study. It is organized into three sections: Overview of Delaware's Child Welfare System and this Time Study, Time Study Results and Implication of Time Study. The draft report needs a significant amount of work. The smaller group noted that DSU provided a good summary of the feedback from the focus group that occurred with DFS treatment workers. However, this feedback needs to be connected more to the data analyses section of the report. In addition, the data analyses section needs to be more comprehensive. DSU should also consider cross referencing the data with other relevant information about the workers, such as length of time involved with family, caseload size, years of service, and number of children in care. Definitions should be provided for the categories in the survey tool, and the activities under each category should also be discussed. Specific case examples should be used to demonstrate the workload on an individual level. Additionally, the Committee discussed including recommendations stemming from CPAC's child abuse and neglect death and near death reviews and case reviews that occurred as part of the DFS Child and Family Services Review in the revised report. The definitions and survey tool should also be included in the appendix.

Once the smaller group submits the feedback to DSU on 12/14, the second draft of the report is due on 12/21. The Committee's feedback will be requested once the second draft is received from DSU. The draft report will be sent out to the Committee a week prior to the next meeting.

b. DFS Caseload Charts

Sue Murray stated that the DFS caseloads have been historically calculated based on the number of fully functioning workers, and this was originally established in statute (29 Del. C. § 9015). The statute also defines fully functioning workers as "workers that are employed and working full-time, and do not include workers on extended medical leave, trainees who have not completed training or workers with restricted caseloads." As a result, the average caseloads reported to CPAC may not include workers with caseloads significantly above the caseload standard. The Committee reviewed reports that DFS disseminates internally, which include both fully functioning and non-fully functioning workers. The Committee agreed to convene a smaller working group to draft revised caseload charts. The smaller working group will consider using a Box and Whisker plot, and the practices by other jurisdictions should be explored.

V. Next Steps

- a. Review Revised Final Report
- b. Convene Working Group for DFS Caseload Charts

VI. Next Meeting Date

The next meeting is scheduled for January 10, 2019 from 10:00-12:00 at DFS, 1825 Faulkland

Road, Wilmington, DE.

VII. Public Comment

There was no public comment.

VIII. Adjournment

The meeting was adjourned at 11:32 AM.