

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

Thursday, January 10, 2019

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
Rosalie Morales	Office of the Child Advocate
Rachael Neff, Co-Chair	Family Court
Brittany Willard	Child Protection Accountability Commission
Maureen Monagle	Domestic Violence Coordinating Council
Monica Morris	Division of Family Services
Jennifer Perry	Office of the Child Advocate
JoAnn Santangelo	Family Court
Trinette Redinger Ramsey	Division of Family Services

I. Welcome & Introductions

Rachael Neff chaired the meeting welcoming everyone and facilitating introductions.

II. Minutes – 12/13/18

Maureen Monagle moved to accept the minutes from December 13, 2018, and Brittany Willard seconded the motion. All others voted in favor, and the motion carried.

III. Current DFS Treatment Caseloads

There were no updates provided since the Delaware Child Welfare Dashboard does not need to be updated for CPAC until a later date.

IV. Updates from Prior Meeting

a. Caseloads/Workloads Study

Rachael Neff summarized the activities that took place since the last meeting. The co-chairs submitted feedback to Delaware State University (DSU), and it was requested that the original report be revised to include the feedback. A short time later, Dr. Kiesel from DSU, returned a revised report, which incorporated some of the edits requested. Since the changes were being tracked, Rachael pulled information from the revised report into a new document and added content to ensure the report was in a format that could be shared with the Committee. Rachael stated that several of the sections needed additional editing by the co-chairs. It was noted that Sue Murray's feedback was not

included in the draft report shared with the Committee, but her feedback was discussed during this meeting and will be included in the next draft.

Overall, the Committee was displeased with the final report and analysis completed by DSU. It was notably lacking organization, content and a higher level of analysis required to support this Committee's recommendations. Therefore, the co-chairs will finalize the contractual relationship with DSU, and this Committee will be responsible for finalizing the report along with the data analysis and drafting recommendations for CPAC.

The following revisions were recommended by the Committee:

- Add a preface from co-chairs and an executive summary, and the executive summary should include the recommendations.
- Reorganize the sections as follows: Preface, Executive Summary, Child Welfare System and Governing Laws & Policy, Child Protection Accountability Commission Caseloads/Workloads Committee, Time Study, Focus Group Feedback, Best Practices, Data Findings, Data Assumptions, CPAC Recommendations, and References.
- Revise the language on page two from “fail” to “will continue to struggle.”
- Move the information about the Child Welfare League of America up to paragraph two in the section about the CPAC Caseloads/Workloads Committee.
- Revise the section about Delaware's Child Welfare System as follows: add charts for number of staff, experience, and current caseloads; add definitions for treatment, permanency, and intact/foster care; add to information about the responsibilities of treatment and permanency staff; include budget information for positions; indicate that approximately 80% of cases are intact and workers are spending the most amount of time on 20% of cases, which are children in foster care; reduce the national data to key highlights and include other information in a footnote; and add data for worker retention and turnover rates as well as overtime rates for treatment staff.
- Revise the Governing Laws and Policies section to include charts with information from the federal mandates summary originally drafted by the Committee; and show intact and foster care in separate charts and explain impact.
- Revise the Time Study section as follows: discuss the review of research conducted by Colorado and Alaska; add the tool to the reference section; identify which activities are intact, placement or both and which are client focused vs. administrative; and take out the last paragraphs about formula and move to the CPAC Recommendations section.
- Include the more relevant quotes in the section about the Focus Group Feedback; and use Sue Murray's revised language to discuss purpose of the feedback and to introduce and transition the quotes.
- Move the definitions of caseload and workloads from the Best Practice section to CPAC Caseloads/Workloads Committee.
- Redo the Data Findings section as follows: add a participation rate by region—total number of workers, number who participated, number of days on average

that those workers submitted surveys, and total time documented; add number of workers that did not participate in the study and their caseloads; consider caseload vs. number of kids by region, look at placement vs. intake, and pull average and median; review number of intact cases and number reported to be worked on during time study and show percentage; review number of placement cases and number reported to be worked on during time study and show percentage; review workers with caseloads 0 to 12 and 13 and above and determine participation rate, time on intact vs. time on treatment, average amount of hours per day; and determine what activities are taking more time and which activities are client focused vs. not and consider for caseloads 0 to 12 and 13 and above.

The Committee also discussed the need to determine the number of hours it takes to work a placement case. DFS staff will meet separately to determine the amount of time it takes to complete the activities well. At the next meeting, the Committee will review the final report and recommendations.

V. Next Steps

- a. Additional Data: DFS will obtain Keith Zirkle's feedback and send data updates to Brittany Willard.
- b. Data Analysis: Brittany Willard will redo the Data Findings section and conduct further analysis of the data. Submit to Committee by 2/8/19.
- c. Final Report: Rachael Neff and Sue Murray will make the noted revisions.

VI. Next Meeting Date

- a. February 12, 2019 from 1:00-4:30 - DFS, 1825 Faulkland Road, Wilmington, DE