

SCDSS Child Welfare Caseload Distribution/Management Plan for (Charleston, Richland, Lexington & Spartanburg)

Goal: Improve the way CPS investigation & family preservation cases are distributed & managed to improve child safety & quality casework

Description of task/step	Assigned to	Status update																									
<p>1. Create a Caseload distribution/management team to manage process improvement activities (3 Team Leaders, 4 County Directors, Assessment(Investigations) & FP supervisors, performance coaches) The caseload distribution team will:</p> <ul style="list-style-type: none"> • Select family preservation and assessment caseloads that have been open the longest • Close all past due cases before re-assignment/remove caseworkers from rotation with the highest caseloads • Review the caseload distribution and re-assign to ensure cases are moved efficiently • Require County Directors to certify County caseload/workload management processes annually 	Taron Davis	In process																									
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<p>2. Rehire, on a time limited basis, retired DSS human services staff to support staffing activities and coach workload management. We have reviewed agency records and identified 88 retirees who will be invited to apply for this opportunity. Retired staff will:</p> <ul style="list-style-type: none"> • Assist and support casework staff in the development of strategies for successful disposition of cases • Provide casework support & transportation • Help supervisors distribute and manage caseload/workload assignments • Assist new staff with Child Welfare Basic training task-mapping, assignments, etc. 	Taron Davis	In process																									
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<p>3. Improve processes to ensure caseload information is accurate.</p> <ul style="list-style-type: none"> • Data clean up that ensures caseworkers/supervisors are monitoring the cases to ensure that the unfounded cases are closed. • Review CAPSS daily case load reports to ensure that the caseload assignments are reaching manageable levels • Institutionalize protected time for Case Managers to enter dictation and administrative case management procedures are in CAPSS (bi-weekly) • Conduct supervisory reviews for timely case closures 	Caseload Team	In process																									
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<p>4. Continue to hire and onboard new caseworkers</p> <ul style="list-style-type: none"> • Conduct Hiring Fairs (First Hiring Fair held for Richland and Lexington on September 19, 2015) 	Counties	In process																									
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