

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