

Retention Priority: Improve (Reduce) Workloads and Caseloads

Workload Reduction Strategies

- ❖ Develop with the County or City Boards of Supervisors timely replacement and hiring mechanisms, including “on call” enriched staffing in anticipation of resignations and retirements
- ❖ Tighten job descriptions—e.g., eliminate unnecessary expectations and requirements; reassign responsibilities
- ❖ Clarify and disseminate widely a condensed, efficient version of intra-agency policies, procedures, requirements, expectations, roles, and rules
- ❖ Improve inter-unit (inter-departmental) communications, work processes and case transfer mechanisms involving CPS, foster care, prevention, adult protection, legal department
- ❖ Improve inter-system communications, assessment protocols, data systems, work processes and integrated service delivery mechanisms involving schools, mental health, domestic violence, substance abuse, and TANF
- ❖ Enhance clerical supports
- ❖ Enhance practice supports, especially parent-family aides and transportation aides
- ❖ Improve relations with the courts to reduce waiting time
- ❖ Streamline agency paperwork, dovetailing this priority with streamlined state expectations and requirements for paperwork
- ❖ Stabilize computer-based work technologies, reducing the time, energy, and emotional costs associated with every new computer program
- ❖ Develop, in concert with caseworkers and supervisors, improved systems for determining overtime and scheduling “on call” duties
- ❖ Reduce involuntary transfers to other units because it destabilizes two units and also creates additional workload problems
- ❖ Others?

Caseload Reduction Strategies

- ❖ Develop with the County or City Boards of Supervisors timely replacement and hiring mechanisms, including “on call” enriched staffing in anticipation of resignations and retirements
- ❖ Reduce the severity of cases, along with the time and resources needed for services, by emphasizing early detection, prevention and timely intervention through partnerships with schools, family support agencies, and neighborhood organizations
- ❖ Reduce the number of cases through community- and neighborhood-based child protection teams and child abuse and neglect collaboratives
- ❖ Recruit, train, and deploy parent paraprofessionals for supportive work with low risk cases
- ❖ Prioritize case closure as workers’ leave, reducing the number of open, challenging cases that caseworkers and supervisors must shoulder
- ❖ Develop firm, collaborative partnerships with mental health, substance abuse, schools, and domestic violence, gaining in-kind supports and case management services from other systems for clients with multiple needs (“multi-system children and families”)
- ❖ Prioritize reductions in recidivism and develop targeted practice improvements, which make services more efficient, effective, and lasting
- ❖ Use cost of failure and return on investment policy research, which documents the economic and social benefits stemming from an expanded workforce and the lower caseloads it provides, to gain new resources from politicians
- ❖ Others?