

SCDSS Quarterly Report re: Resolution No. 183-2019

Ensuring Adequate Staffing for FCSA - CPS Investigations & Child Protective & Preventive Services

Quarter: 2nd quarter 2019

Submission Date: July 10, 2019

CPS Investigations:

The CPS Investigation Bureau is responsible for the receipt and investigation of reports of alleged abuse and maltreatment and providing community education as required by law. The Bureau is comprised of the Intake Unit, Emergency Services Unit, 13 CPS Investigative Teams, 2 CPS Abuse Investigation Teams, and one Family Assessment Response (FAR) Team. The FAR Team uses a differential response model in responding to reports from mandated reporters in select school districts.

The Field Investigative Teams and CPS Abuse Investigation Teams initiate the investigation within 24 hours of receipt of the report, interview adult and child subjects as well as collateral contacts, and reach a determination of indicated or unfounded within 60 days of receipt of the report. These teams also complete comprehensive service needs assessments and develop case plans on indicated cases requiring ongoing services (either voluntary or by court order), which are transferred to the CPS Protective & Preventive Services Bureau for service delivery.

A Senior Caseworker in each CPS Investigative Team and CPS Abuse Investigation team handles a caseload of the more difficult or sensitive cases and provides team supervisory coverage in the absence of the supervisor.

The number of CPS investigations handled in the previous three-month period:

Intake of new reports of child abuse and neglect during 2nd Quarter 2019			
April	May	June	Average Monthly
773	880	683	779

Source: FCSA Comstats Chart # 2

# Open Investigations at End of Each Month during 2nd Quarter 2019			
April	May	June	Average Monthly
1,830	1,840	1,704	1,791

Source: Open CPS Reports with FAR CASES Workload Report

The average number of cases assigned to staff in CPS in previous three months:

Average # Cases per CPS Worker at End of Each Month during 2nd Quarter 2019			
April	May	June	Average Monthly
17.4	15.6	16.1	16.4

Source: FCSA Comstats Chart # 12

The actual assigned caseload for each caseworker in CPS in previous three months.

The table below shows the range in # cases assigned to CPS workers each month during the quarter as well as the number and percentage of staff carrying more than 15 cases:

CPS Worker Caseload Trends			
Performance Indicators	April	May	June
Range # Cases Per Worker:	5 - 36	6 - 29	1 - 29
# Workers with > 15 Cases:	62	68	62
% Workers with > 15 Cases:	63.3%	70.8%	62.0%

The following table shows the actual number of workers by caseload size as of the last Wednesday of each month during the quarter:

Actual Assigned # Cases Per CPS Worker					
April		May		June	
# Cases in Caseload	# Workers by Caseload Size	# Cases in Caseload	# Workers by Caseload Size	# Cases in Caseload	# Workers by Caseload Size
1	-	1	-	1	5
2	-	2	-	2	-
3	-	3	-	3	1
4	-	4	-	4	-
5	1	5	-	5	-
6	2	6	1	6	1
7	1	7	-	7	1
8	4	8	-	8	-
9	2	9	2	9	2
10	3	10	3	10	6
11	4	11	3	11	4
12	2	12	4	12	
13	5	13	4	13	2
14	5	14	3	14	7
15	7	15	8	15	9
16	3	16	5	16	8
17	1	17	8	17	5
18	5	18	6	18	9
19	9	19	6	19	8
20	8	20	8	20	4
21	11	21	8	21	2
22	4	22	4	22	7
23	1	23	3	23	6
24	7	24	8	24	6
25	3	25	7	25	1
26	1	26	1	26	1
27	4	27	1	27	2
28	1	28	-	28	2
29	1	29	3	29	1
30	1	30	-	30	-
31	-	31	-	31	-
32	1	32	-	32	-
33	-	33	-	33	-
34	-	34	-	34	-
35	-	35	-	34	-
36	1	36	-	36	-
TOTAL	98	TOTAL	96	TOTAL	100

Source: Last weekly COGNOS "Open CPS Report with FAR cases" for each month shown. NOTE: Figures shown do not include cases assigned to Adjuncts (retirees) or Supervisors.

CPS Child Protective & Preventive Services:

The Child Protective & Preventive Services Bureau (CPPSB) is comprised of 12 CPS Protective & Preventive Service Teams and a Team that provides services for Preventive Services Intake and Alternatives for Youth (AFY). CPPSB is responsible for the provision of court-ordered and voluntary direct and referral services to protect children and prevent foster care.

The Preventive Services Intake Team receives referrals and determines eligibility for preventive services. This team also oversees a contracted agency, SCO, that provides voluntary child protective, preventive, and aftercare services to families referred by SCDSS.

Four of the CPS Protective & Preventive Services Teams have been designated "N-Docket Teams" with the workers assigned cases involving children placed with relatives or other Non-DSS custodians on the basis of Neglect ("N-Docket") Petitions. These workers have developed expertise in handling these cases which require administrative and permanency planning work including termination of parental rights.

The Alternatives For Youth (AFY) Team handles cases involving youths who were referred to the Probation Department as Persons in Need of Supervision (PINS). The AFY workers provide preventive services to divert these youths from the PINS system.

A Senior Caseworker in each team handles a caseload of the more difficult or sensitive cases, provides team supervisory coverage in the absence of the supervisor, and performs quality control duties to ensure compliance with Federal and State mandates.

The number of CPPS cases handled in the previous three-month period:

# CPS Protective/Preventive Service Cases Open at End of Each Month during 2nd Quarter 2019				
Case Type	April	May	June	Average Monthly
SCDSS Direct Service Cases	929	920	931	927
SCO Contract Cases	82	94	88	88
Total Open Cases	1,011	1,014	1,019	1,015

Source: FCSA Comstats Chart # 15

The average number of cases assigned to staff in CPPS in previous three months:

Average # Cases per CPPS Worker at End of Each Month during 2nd Quarter 2019			
April	May	June	Average Monthly
12.9	13.1	13.7	13.2

Source: FCSA Comstats Chart # 15B

The actual assigned caseload for each caseworker in CPPS in previous three months.

The table below shows the range in # cases assigned to CPPS workers each month during the quarter as well as the number and percentage of staff carrying more than 15 cases:

CPS Child Protective/Preventive Worker Caseload Trends			
Performance Indicators	April	May	June
Range # Cases Per Worker:	2 - 22	3 - 20	3 - 21
# Workers with > 15 Cases:	17	9	12
% Workers with > 15 Cases:	21.8%	11.8%	17.6%

The table below shows the actual number of workers by caseload size as of the last Wednesday of each month during the quarter:

Actual Assigned # Cases Per Child Protective / Preventive Services Worker					
April		May		June	
# Cases in Caseload	# Workers by Caseload Size	# Cases in Caseload	# Workers by Caseload Size	# Cases in Caseload	# Workers by Caseload Size
1	-	1	-	1	-
2	1	2	-	2	-
3	3	3	2	3	1
4	-	4	-	4	1
5	-	5	1	5	1
6	2	6	-	6	-
7	2	7	1	7	-
8	3	8	-	8	1
9	3	9	1	9	1
10	3	10	5	10	1
11	8	11	6	11	7
12	8	12	11	12	6
13	15	13	12	13	21
14	5	14	10	14	6
15	3	15	12	15	11
16	8	16	4	16	6
17	2	17	-	17	2
18	-	18	2	18	-
19	3	19	1	19	2
20	2	20	2	20	-
21	1	21	-	21	2
22	1	22	-	22	-
23	-	23	-	23	-
24	-	24	-	24	-
25	-	25	-	25	-
TOTAL	73	TOTAL	70	TOTAL	68

Source: Monthly COGNOS Report, "CPPSB Workloads Summary"

NOTE: Figures shown do not include cases assigned to Adjuncts (retirees) or Supervisors.

FCSA Staffing:

The number of caseworkers who left FCSA in the preceding three months:

- 2 Spanish-speaking Caseworkers assigned to CPS Investigation teams resigned – one on 4/3/19, and the other on 5/23/19;
- 1 Caseworker Trainee assigned to a CPS Investigation team was terminated on 4/12/19 for performance reasons during her probationary period, and;
- 1 Caseworker assigned to a CPS Investigation team was transferred to SCDSS' Housing Division on 6/18/19.

The number of caseworkers who were hired (added) during the preceding three months:

- 5 new Caseworker Trainees were hired – 3 on 5/6/19, and 2 on 5/20/19;
- 1 Caseworker Trainee assigned to the Training Unit was transferred, effective 5/6/19, to a CPS Investigative Team where she will begin carrying a reduced caseload, and;
- 1 Caseworker was transferred from SCDSS' Housing Division into FCSA's Training Unit on 5/20/19.

The number of caseworkers who began work or returned from extended leave during the preceding three months:

- ***CPS Investigations:***
 - 1 Caseworker began family leave on 12/5/18 and returned on 4/1/19
 - 1 Senior Caseworker began medical leave on 4/24/19 and returned on 6/26/19
 - 1 Caseworker began medical leave on 4/30/19 and returned on 5/16/19
 - 1 Senior Caseworker began medical leave on 5/15/19 and returned on 5/24/19
 - 1 Senior Caseworker began medical leave on 4/18/19
 - 1 Caseworker began medical leave on 4/24/19
 - 1 Caseworker began medical leave on 5/15/19
 - 1 Caseworker began medical leave on 5/17/19
 - 1 Caseworker began medical leave on 5/20/19
 - 1 Caseworker began medical leave on 5/28/19
- ***Child Protective/Preventive Services:***
 - 1 Casework Supervisor who began medical leave on 1/18/19 returned on 4/29/19
 - 1 Caseworker began medical leave on 5/13/19 and returned on 6/7/19
 - 1 Caseworker began medical leave on 6/17/19 and returned on 6/24/19
 - 1 Caseworker began medical leave on 4/22/19

Other staff changes:

- 1 Senior Caseworker was promoted to Caseworker Supervisor in the CPS Investigations Bureau on 6/17/19 and is no longer carrying a caseload
- ***Staff transferring between Bureaus within FCSA:***
 - 2 Caseworker Trainees who were assigned to the Training Unit were transferred into the Child Protective/Preventive Services Bureau on 4/15/19;
 - 1 Caseworker was transferred from the Child Protective/Preventive Services Bureau to the CPS Investigations Bureau on 4/15/19, and;
 - 1 Caseworker was transferred from the Child Protective/Preventive Services Bureau to the Adult Protective Services Bureau on 4/29/19.