



Administrative Policies and Procedures: 31.7

Subject:	Caseload Assignment for DCS Employees
Authority:	TCA: 37-5-105 (3), 37-5-106
Standards:	COA: PA- CFS 2.09, PA-JJCM-2.05, PA-PDS-4.02
Application:	To all DCS Employees who are Carrying Caseloads.
Policy Statement:	
The Department of Children's Services recognizes that to retain newly hired staff that skill development is best supported through the measured increase of job duties.	
Purpose:	
To ensure that case management staff are supported through their first year of employment and afterwards through the regulation of case assignments.	
Procedures:	
A. New Hire Case Assignment	<ol style="list-style-type: none"> 1. During Pre-Service Training, up to the twenty-fourth (24th) week and/or certification of newly hired case managers, new case managers are assigned no more than a total of five (5) cases at one time. 2. Assignments increase for the remainder of the first year of employment to no more than a total of ten (10) cases at any one time except upon approval of waiver form CS-4241, Waiver of Case Assignment Requirements, by the Commissioner.
B. Case Assignment After One Year	<p>Case Manager assignments increase after the first year of employment to no more than a regional monthly average of twenty (20) open cases. Cases are defined as:</p> <ol style="list-style-type: none"> a) Child Protective Services: active cases by family relating to initial assessments, including investigations of an allegation of child abuse or neglect; or b) Foster Care, Juvenile Justice, Family Support Services, Family Crisis Intervention Program: active cases by child monitored and supervised.
C. Waiver of Case Assignments Limits	<ol style="list-style-type: none"> 1. New hires may exceed case assignments only with the approval of the Commissioner. Consideration to whether a waiver is granted includes, but is not limited to: Employee Factors:

	<ul style="list-style-type: none"> ◆ Past Employment with DCS; ◆ Past Employment in a related field including, but not limited to law enforcement, private social service providers, other state child welfare agencies; and/or ◆ Specialized Education. <p>2. Waivers are initiated in the region by the new hire’s supervisor and submitted for approval and signature by the Regional Director. The Regional Director submits the signed CS-4241, Waiver of Case Assignment Requirements, to the Commissioner/designee for final approval.</p> <p>3. Approved waivers are distributed to the new hire’s regional supervisors, the Office of Training and Professional Development and the DCS Central Office Human Resources for incorporation into the onboarding plan.</p>
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Forms:	<u>CS-4241, Waiver of Case Assignment Requirements</u>
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Collateral documents:	None
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Glossary:	
Term	Definition
	None