

Ramsey County Child Protection Quarterly Caseload Report

*Latest Update 12-Jan-2018

The Children and Family Services Division monitors and manages caseload sizes for its intake and case management workers. Our goal is for caseloads to fall within the “Acceptable” range.

Intake

Time Period	Average Number of Staff	Acceptable ≤15	Closely Monitor 16-18	Very Concerning ≥19
1 st Qtr 2017	22	13.4		
2 nd Qtr 2017	23.3		16.9	
3 rd Qtr 2017	24.3	13		
4 th Qtr 2017	23.6		16.4	

* Full Complement = 28 Workers

- National best practices for child protection intake is 12-15 cases per worker.
- Between 1/1/2015 and 10/31/2017 Ramsey County child protection intake average caseloads have been between 10 and 16 cases, with standard deviation. (SSIS- Social Services Information System)

Case Management

Time Period	Average Number of Staff	Acceptable ≤15	Closely Monitor 16-18	Very Concerning ≥19
1 st Qtr 2017	36.3	13.4		
2 nd Qtr 2017	35.6	13.3		
3 rd Qtr 2017	34.3	14.7		
4 th Qtr 2017	35	14.9		

* Full Complement = 41 Workers

- Child protection best practice research and literature recommends a caseload range of 12-20 case management cases per worker. There are no supporting best practices for blended case management caseloads.

- The Minnesota Department of Human Services has no caseload policy. The Minnesota Governor’s Task Force on the Protection of Children has recommended that case management workers have no more than 10 cases. State funding provided is less than what is needed to meet the Governor’s Task force recommendation.
- Between 1/1/2015 and 10/31/2017 Ramsey County child protection case management average caseloads have been between 10 and 15 cases, with standard deviation. (SSIS- Social Services Information System)

References

Child Welfare Information Gateway. (2016). *Caseload and Workload Management*. Washington, DC: U.S. Department of Health and Human Services, Children’s Bureau.

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United States District Court. *ACLU of Illinois B.H. V. Sheldon*. 20 Dec. 1991.

1. The above Child Protection scales will be updated quarterly and placed on Ramsey.net
2. Scales such as these will be developed for other areas of work in SSD and posted on Ramsey.net quarterly
3. Caseload data is obtained from SSIS by the Health and Wellness Administration Division

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