CASELOAD EXPECTATIONS

Section 1. Definitions

**Workload** – refers to the work effort required in relation to a case, or caseload, that may be measured in the number of Social Service Practitioner (SSP) hours that it reasonably takes to complete a given quantity of required case tasks and activities. It is understood and acknowledged by Management and SEIU that workload may vary from case to case and may vary during the existence of any one case.

**Caseload** – refers to the number of primary cases assigned to a SSP.

**Intake or Emergency Response Case** – refers to a new referral assigned to the primary caseload of the SSP during a calendar month.

**Jurisdiction/Disposition (J/D) Writer Case** – refers to a new petition assigned to the caseload of the SSP during a calendar month.

**Carrier or On-Going Services Case** – refers to a child assigned to the primary caseload of the SSP. (note: new cases still in pre-disposition/pre-adjudication and assigned to a J/D writer pending initial Disposition in Court will be assigned as primary to the Carrier/On-Going Services social worker)

**Caseload Goal** – refers to a caseload number used by department management to define an acceptable caseload and assist in budgeting and allocating SSP positions to offices and regions. It is the intent of Management to allocate and fill budgeted SSP positions across regions and within offices according to the established goals.
Section 2. Caseload Goals

**CASELOAD GOALS**

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**Both parties expect to achieve the caseload goals for Intake and JD Writer in May of 2019. All other caseload goals are expected to be achieved in September of 2019.**

The caseload goal for SSP Trainees is no more than 75% of the established goal for a minimum of 6 months. The caseload goal for SSPVs is no more than 75% of the established goal.

Secondary case assignments for adoptions workers will be weighted at 50%.

A social worker will be considered to have an Extended Foster Care, CSEC, and/or 241.1 caseload if more than 50% of the caseload is comprised of EFC, CSEC and/or 241.1 cases.

Management will take no formal disciplinary action against any SSP without first giving due consideration to an SSP’s caseload and what, if any, relationship may exist between the SSP’s caseload and the behavior for which discipline is being considered.

Nothing herein shall be construed to limit Management’s authority to determine the priorities of an employee’s case tasks.
Section 3 Caseload Management.

a) It is the intent of Management to assign caseloads equitably so that a SSP will not have a significantly higher caseload than other workers on the same type of assignment performing similar tasks. In an effort to equitably distribute caseloads, Management will adjust Departmental staffing imbalances. A quarterly caseload analysis will be a mechanism by which caseload inequities are identified, analyzed, and plans for reallocation of staff and/or cases are developed for implementation. In pursuit of this goal, staff and/or cases may be reassigned within and between offices and regions to achieve an equitable balance.

b) No actions based on decisions made as a result of this section will contribute to disruption of the services plan for the child or create a lack of continuity in services to the child, or endanger the child.

c) It is understood that Management’s ability to meet the caseload goals may be predicated upon certain variables including but not necessarily limited to budget restrictions, unanticipated caseload growth, spikes in reports to the Child and Adult Abuse Hotline, and department-wide staffing levels.

d) Management shall ensure that there is a system in place for monitoring each SSP’s individual caseload and for assigning new cases to assure equitable distribution of cases in pursuit of caseload goals. It is the SSP’s responsibility to diligently perform case practice and case management activities in an efficient manner and to work productively with the supervisor to identify and implement solutions to any case practice and case management issues inhibiting the safe transfer or closure of cases.

e) If the caseload of a SSP exceeds the caseload goal for the employee’s program category for a period of (15) business days, the SSP may request relief of the SSSP and notify the appropriate CWSM. The CWSM in conjunction with the SSSP, shall take action to reduce the employee’s caseload.

f) The CWSM shall direct the supervisor to analyze the nature and distribution of the cases within their workers’ caseloads, and determine if any of the cases should be appropriately transferred or closed. No actions based on decisions made by supervisors or management, as a result of this section will contribute to disruption of the services plan for the child or create a lack of continuity in services to the child, or endanger the child.

g) If any SSP’s caseload remains over the caseload goal for twenty (20) business days from date of notification, the CWSM shall initiate a formal resolution process within five (5) business days.

h) For ALL functions, if the caseload of a SSP exceeds the caseload goal, Management shall not assign any new cases to that worker through the end of that
month or until all workers in that function within that office have reached the caseload goal.

i) The CWSM will initiate formal resolution by notification to the Deputy Director. The Deputy Director, upon such notification, shall within ten (10) business days, take necessary actions to adjust the caseload for the SSP.

j) If the Deputy Director is unable to adjust the caseload to the caseload goal, the Deputy Director will notify the Assistant Director. The Assistant Director, upon consultation with the Director, shall within fifteen (15) business days, take necessary actions to adjust the caseload for the SSP.

Section 4. Department Outcomes.

Management and SEIU affirm that reasonable caseloads support the Children and Family Services Mission and agree to work in partnership to implement the Core Practice Model to achieve the following goals:

- A safe reduction in the number of children entering out-of-home care;
- An increase in timely permanency (including family reunification, legal guardianship and adoption) for children in out-of-home care;
- A reduction in children re-entering out-of-home care;
- A reduction in maltreatment of children in out-of-home care;
- An increase in placement stability for children in out-of-home care;
- An increase in foster children placed with siblings; and
- An increase in foster children placed in relative and non-relative extended family member care.

DATED: 4/25/18

COUNTY OF SAN BERNARDINO

BOB WINDLE
County Labor Relations Chief

SERVICE EMPLOYEES INTERNATIONAL UNION

ELOY ALVAREZ
Inland Area Regional Director
September 28, 2018

MARLENE HAGEN
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STACI RICHARDS