



Policy Series: 100: Case Management

Policy Name: Case Assignment

Policy Number: 103

Regulations:

Origination Date: April 10, 2015

Revision Date: July 1, 2018

Policy: This policy establishes the guidelines and procedures for the initial assignment and re-assignment of cases under Communities Connected for Kids supervision. Communities Connected for Kids recognizes that effective case assignment is critical in assuring that safety, well-being and permanency are achieved in an efficient and timely manner.

Procedure:

1. Once a case has been referred to Communities Connected for Kids Intake and Operations Coordinator, the Program Director will assign the case to a case management unit based on either current caseload sizes or by rotation.
2. The Program Director and the Program Supervisor will determine which Dependency Case Manager in that unit will be assigned to the case. Factors that are considered in determining which Dependency Case Manager is assigned to a case include:
 - a) Caseload size: Every effort should be made to ensure caseloads are fair and equitable. A Dependency Case Manager's caseload should not be disproportionately difficult or easy to manage.
 - b) Case Complexity: New or less experienced workers should be assigned cases that are less complex than those assigned to experienced workers.
 - c) Level of Supervision Needed: Consideration of the level of supervision required by the Case Manager (not always determined by experience) can help ensure that the Supervisor can meet the needs of the Case Manager.
 - d) Case Manager's Interests and/or skills: Cases may be assigned to a Dependency Case Manager who is particularly adept or interested in working with substance abusing families, domestic violence cases, developmentally delayed parents, or cases with teenagers, etc.
 - e) Case Characteristics: Cases may be assigned based on the strengths and needs of the family to assure that the Dependency Case Manager assigned can best meet the needs of the family.
 - f) Diversity-related issues: Case may be assigned based on the family's culture, language, gender, etc. to ensure that the Dependency Case Manager assigned can best meet the diversity needs of the family.
 - g) Geographic location of the family: Assigning cases by geographic location may be the most efficient way to maximize worker time and travel.
 - h) Status of the case: Every effort should be made to ensure that a Case Manager does not have all out-of home cases as these cases generally require more time to manage effectively. If a Case



Manager does have a large percentage of out of home cases, their case load size should be decreased.

3. When a prior case is re-opened for supervision, every effort is made to assign to the previous Case Manager. If that is not possible, the case should be assigned to another Case Manager in the same unit.
4. All Out of County and Interstate Compact on the Placement of Children cases are assigned to the Case Management Support unit.
5. Communities Connected for Kids recognizes the critical importance of maintaining caseload sizes that can be effectively managed. New Case Managers are assigned no more than 5 cases for the first 30 days after completing pre-service training and their case load is gradually increased to a full caseload.

Approved: Carol Deloach
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