Strong Foundations
Improving Outcomes for Families

Embrace Families

CASE COMPLEXITY OVERVIEW

Strong Foundations is a cooperative agreement awarded to Embrace Families under the funding opportunity Strengthening Child Welfare Systems to Achieve Expected Child and Family Outcomes. The focus of this project is to improve safety, permanency, and wellbeing outcomes for children and families statewide as measured by the Child and Family Services Review (CFSR). Strong Foundations developed and supports three key strategies: 1. Conditions for Return 2. Child Welfare Supervisor Certification package, and 3. Case Complexity tool to support equitable workload distribution for Case Managers.

Why Case Complexity?	
Because…	• Unmanageable caseloads are one of many barriers to effective engagement with parents. o Many Case Managers are overloaded and consequently have limited time to engage parents in frequent and quality face to face visits at the level necessary to achieve the case goals.

	• The current case distribution system is based solely on number of children served resulting in inequitable caseloads.
	    o Research in this area has been limited to attempting to define a magic number of children each worker should be serving.
	    o This approach does not consider the highly complex needs of some children and families that require significantly more effort on the part of the Case Manager.

	• With the shift to the current safety practice model, there is a wealth of information and data available about child and parent needs that can be considered when making case assignments.

The Case Complexity strategy has two key components.

1. Complexity Tool	In collaboration with Adventurous Analytics, a data analytics vendor, a tool has been developed that assigns a complexity score to each case. The score is based on factors identified through a statewide survey of Case Managers and Case Manager Supervisors and analysis of closed cases. The scores are updated each time the tool is run using the most current data available in FSFN.
2. Assignment Process	At the time of case assignment, the tool is run to update and produce the most recent scores for cases. Case Management leadership responsible for making case assignment decisions have access to the current scores for all Case Managers. This information is used to identify the Case Manager with the lowest caseload complexity score to receive the case requiring assignment.

This is a small demonstration project that is currently being utilized in two sites.

County	Case Management Agency	Lead CBC Agency
✓ Osceola County	✓ Gulf Coast Jewish and Families Services	✓ Embrace Families
✓ Alachua County	✓ Camelot Community Care	✓ Partnership for Strong Families