



Texas Department of Family and Protective Services

Conservatorship Average Daily Child Caseload per Worker

Pursuant to the 2022-23 General Appropriations Act, Senate Bill 1, 87th Legislature, Regular Session, 2021 (Article II, Department of Family and Protective Services, Rider 45), the Department of Family and Protective Services (DFPS) shall submit a quarterly report on the conservatorship target case count of 14.5 child cases per caseload. Counting caseloads by the number of children assigned to each caseworker is one way the Department counts caseloads. The report must also include information on the steps the agency is taking to achieve the target number. This report analyzes the months of December 2022, January 2023, and February 2023.

Statewide Analysis

The statewide average daily child count per caseworker workloads has decreased from Fiscal Year, Quarter 1, showing continued improvement toward meeting the caseload target of 14.5. At the end of this quarter, DFPS exceeded the goal with an average daily child count of 10.8, below the target threshold for average daily counts.

Quarter 2 Fiscal Year 2023	Average Daily Child Count
December	10.9
January	10.7
February	10.8

Statewide, average daily child cases assigned per caseworker continue to decline into Fiscal Year 2023. Assigned child counts were down by 2.6 children per caseworker in February 2023 compared to February 2022.

As of February 2023, each region in the state was below the Average Daily Child Count target of 14.5:

Region	Average Daily Child Count
3E	8.4
3W	9.5
4	12.1
5	13.2
6A	9.7
6B	10.6
7	11.3
8A	13.1
9	10.8
10	12.7
11	10.7

Q2 Efforts for Continued Progress

In addition to constant evaluation of current methods, DFPS continues to utilize various processes and tools that effectively reduce caseloads. With the average daily child count under the target threshold, the regions continue to focus on retention of workers using townhalls and virtual updates to communicate with staff.

DFPS continues to utilize various processes and tools such as:

- Analyzing root causes and implementing solutions aims to reduce average daily child counts and ensures continuous quality improvement. The team continues to monitor trends and patterns related to staff, vacancies, caseloads, completion and timeliness of critical tasks, and casework quality.
- Using INSIGHT and the conservatorship caseload reports to track progress while considering the complexity of cases, including caseworker experience and child and family needs to support decisions about case assignments. INSIGHT is the name for a quick-reference tool that organizes information like task deadlines and critical case

milestones using color-coded statuses so caseworkers and supervisors can quickly identify upcoming due dates, manage daily work tasks and balance workload assignments.

- When allocating positions to different areas within a region, caseload size is examined, and managers continue to ensure that cases are closed timely in IMPACT (Information Management Protecting Adults and Children in Texas).

Stability for children and families remains at the forefront of all case-related decisions, always considering the relationship between the worker, child, and family.

(Data source: chl_cps_01: Average Daily Child Count for Substitute Care Workers SUB and ADO Stages; Data as of March 7, 2023)