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# **Health & Human Services Access Subcommittee**

**Wednesday, October 19, 2011  
9:00 – 11:00 AM  
12 HOB**

**Dean Cannon  
Speaker**

**Dennis K. Baxley  
Chair**

# Committee Meeting Notice

## HOUSE OF REPRESENTATIVES

### Health & Human Services Access Subcommittee

**Start Date and Time:** Wednesday, October 19, 2011 09:00 am

**End Date and Time:** Wednesday, October 19, 2011 11:00 am

**Location:** 12 HOB

**Duration:** 2.00 hrs

Presentation on Community Based Care for the Child Welfare System – Florida Coalition for Children

For your convenience, the appearance request form on [myfloridahouse.gov](http://myfloridahouse.gov) has been simplified. Before the meeting, please go to the web site and under the committee tab select our committee, then choose the appearance request form and follow the prompts. Please bring 2 copies of the form to the meeting and give them to the administrative assistant.

**NOTICE FINALIZED on 10/12/2011 16:09 by Villar.Melissa**

# Florida's Community-Based Care System



## Success & Sustainability

*“How long can we  
keep doing more  
with less”*

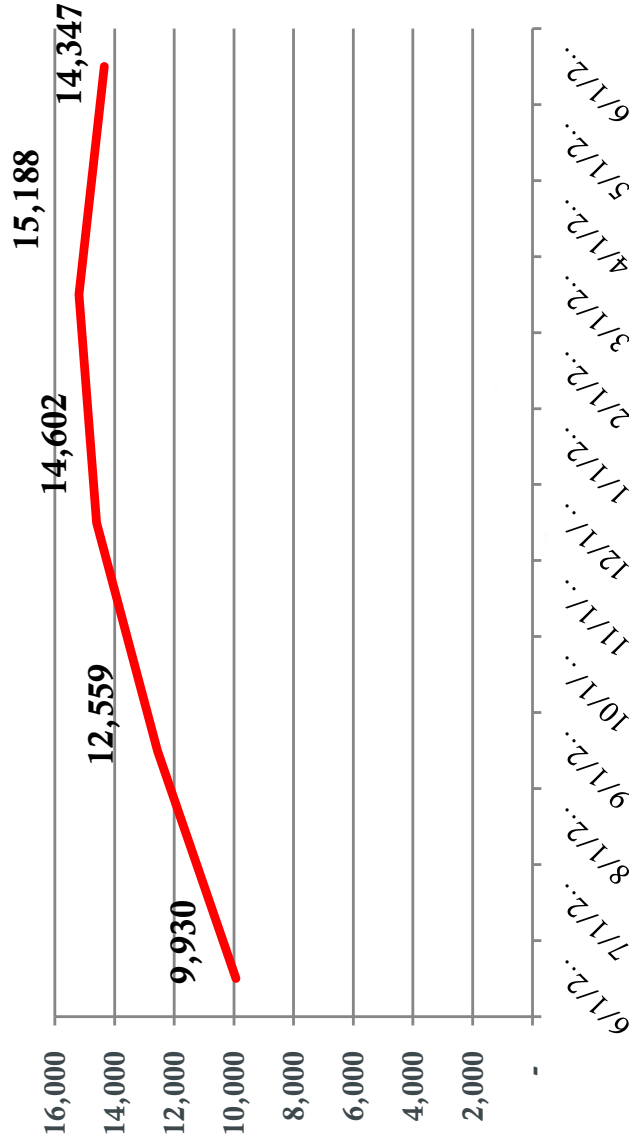
October 19, 2011

# How do we sustain?

- Economy is taking a toll on families
- Added stress, increased risk factors (SA, DV)
- FY2011 (1<sup>st</sup> uptick in cases since privatization) & post 4E
- Turnover in workforce
- Milwaukee Study (impact of staff turnover on child outcomes)
- Challenges (diversity)

# Caseload Rise (FY2011)

## TOTAL CASES (44% increase)



- Need for 220 additional case managers

- 10% increase in case managers (+79 CM's)

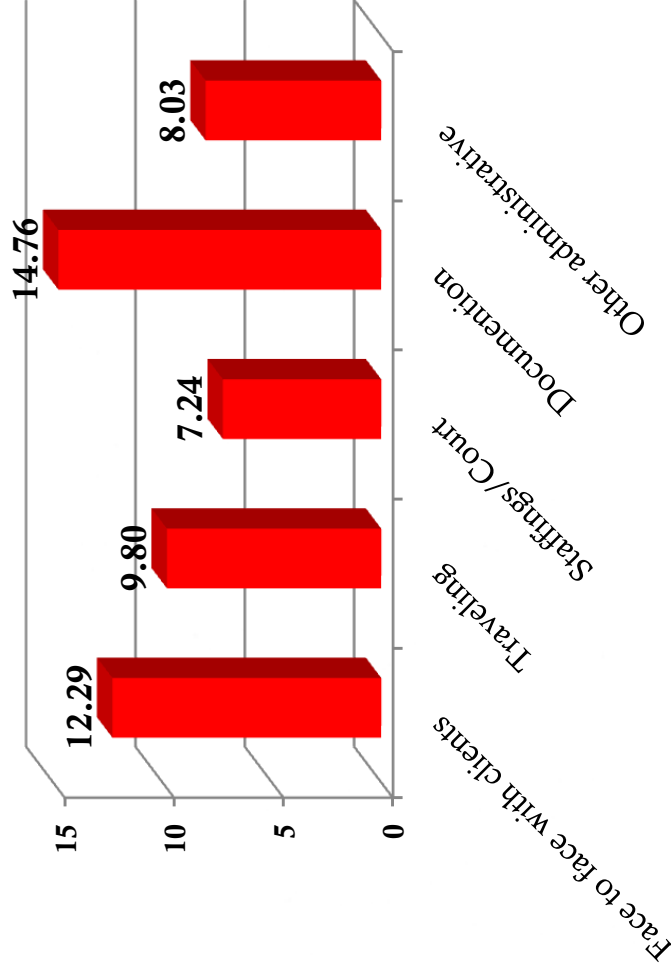
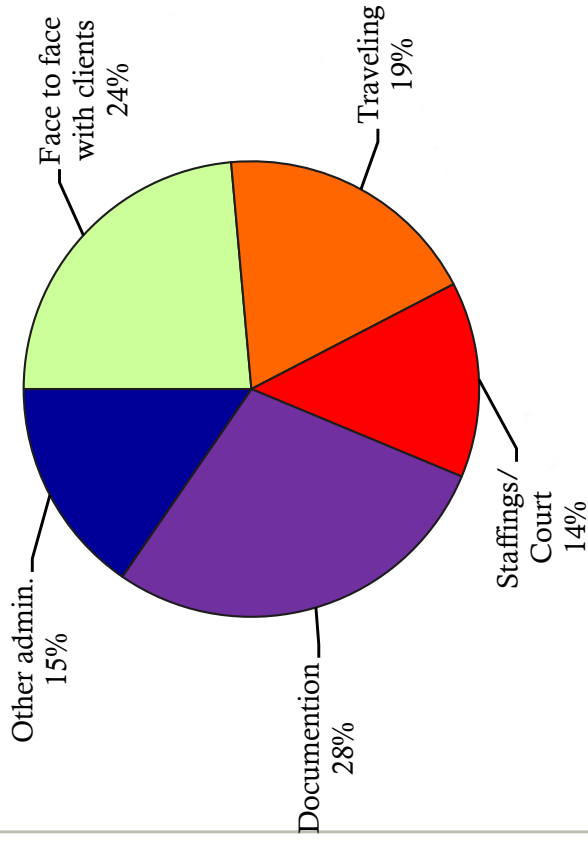
• 4,417 more cases (2010-2011)

• 94% increase in in home judicial

As of (date):	Certified Only (if certified workers counted only)	Adjusted caseloads (assumes 50% non cert staff carry 1/2 caseload)	Budgeted Caseloads (all positions full and vacant)
7/1/2010	15.42	13.83	10.01
12/31/2010	23.25	20.44	13.89
6/30/2011	22.67	19.69	13.40

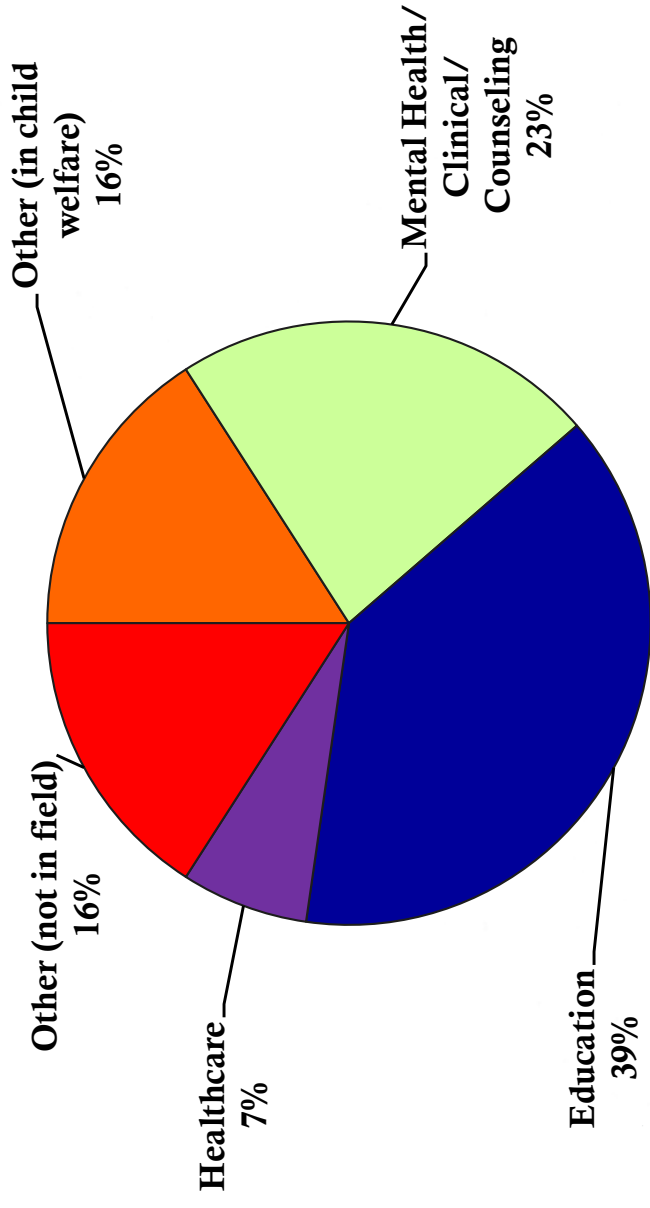
# Workload Demands

- Case managers spend approx. 52 hrs/week
- 40 hours on non-face to face activities with clients



- 24% time spent face to face with clients
- 43% administrative/ documentation

# Where are they going?



If leaving the field,  
where to specifically  
(open-ended)

What have we learned....

# Final Analysis

## **For every 100 case managers we hire:**

- **33** will leave voluntarily within 1 year, seeking better opportunities, better hour/workload and (only 8 of those, 24%, will seek opportunities in child welfare with other providers)
- **8** will be terminated for performance problems (4 are unable to pass the test or unable to keep pace with demands, 2 for ethical violations or misconduct and 2 for poor performance/quality of work)
- **2** will be promoted or transfer positions within the agency
- **57** will stay on the job but are likely to do so for only about 1.5 years (18.74 months)



# How can you help?

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- Balance accountability with workload expectations
- Impact of new requirements on the field
- Impact of staff turnover on client outcomes