

**Building Stronger Workers...Building Stronger Families**

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**Why now?**

- Caseload demands are delaying the worker's ability to meet expected timeframes for case disposition and delay service delivery to children and families
- Low staff morale
- Staffing needs: \*Milford office has been approved for additional 13 social workers, 2 supervisors, 2 clerical and 9 regional durational social worker positions
- High staff turnover
- To prevent staff burnout

**Secondary Traumatic Stress vs. Burnout**

- Invoke different feelings and thoughts and come from different sources.
- Sources:
  - Secondary Traumatic Stress (trauma – making empathetic connections with traumatized people)
  - Burnout (administrative stresses, i.e.; paperwork, caseloads)

**Careline...**

Year	Calls	Accepted Cases	Non-accepted	Pended
2011	88,845	28,669	15,507	1,512
2012	94,962	27,890	16,875	1,625
2013	88,552	28,913	18,239	1,478
2014	40,246**	14,593	7,875	660

\*\*reflects calls for January 2014 – June 2014  
 June 2012 new phone system implemented at Careline numbers reflect only child protective service calls.

**Accepted Reports**

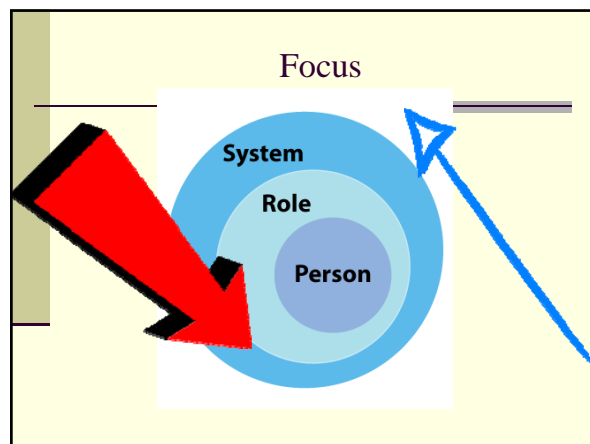
- 2011- (28,669)
- 2012- (27,890)
- 2013- (29,913)
- As of 6/10/14 – (14,593)

**Intake Completion within 45 days**

- Since October 2013 the completion of investigations has not been met within the expected timeframe of 45 days.

**DCF CONNECTICUT** Sick Time Utilization

- 2012 – 2013 = 1450.50 hours used
- 2013 – 2014 = 1795.25 hours used
- Difference = 344.75 (11% increase)



Steps taken...

- Intake Lien Process
  - Value stream mapping
  - Benchmarks
  - Data

**DCF CONNECTICUT** Steps taken...

- Milford office staff satisfaction survey
- Courageous conversations with my Intake Workgroup
- Meeting with Intake Social Work Supervisors weekly – safe place to reflect
- Electronic review / corrections

**DCF CONNECTICUT** Milford Office Staff Satisfaction Survey

Scale	June 2014 Score (Normed to 100)	Sept. 2013 Score (Normed to 100)	Statewide 2013 (Normed to 100)
Supervision	82.89	74.51	75.20
Contingent Rewards	48.73	43.69	41.40
Operating Conditions	34.30	29.74	32.76
Communication	55.56	53.71	49.23

**DCF CONNECTICUT** Milford Staff Satisfaction Survey Narrative

- Themes:
  - Need improvement in communication with direct supervisor and management
  - Mode of communication to be determined, universal method preferred
  - Six Principles of Partnership to be applied amongst staff, not just with families served

### Staff suggestions for supporting employee health and wellness...

- Themes:
  - Recognition
  - Wellness days, staff outings, retreats, SSRT events (frequent - ongoing) (team building)
  - Health (exercise, Zen room, nutrition)
  - Lower caseloads (staffing)
  - Environment



### Next Steps...

- Present Intake Lien recommendations to senior leadership and vet with Commissioner's Office for approval
- Implement Lien Project Plan for identified areas needing improvement:
  - Benchmarks/Partnering
  - Technology
  - Forms
  - Intake/FAR Protocol
  - Policy



### Next Steps...

- Discuss Milford Office staff satisfaction survey results with Office Director and management team
- Present common themes, results to staff
- Low hanging fruit
- Request responsibility from staff for their recommendations
- Determine timeframe to re-administer satisfaction survey to the office

### What does GREAT look like?



Q&A???