10/6/2014

Building Stronger Workers…Building Stronger Families

July 9, 2014
Tricia Falcone, MSW
Program Manager, Intake
Department of Children and Families

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 duration 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)

Accepted Reports

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

Careline…

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

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

Intake Completion within 45 days

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

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

Focus

Steps taken…
- Intake Lien Process
  - Value stream mapping
  - Benchmarks
  - Data

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

Milford Office Staff Satisfaction Survey

<table>
<thead>
<tr>
<th>Scale</th>
<th>June 2014 Score (Normed to 100)</th>
<th>Sept. 2013 Score (Normed to 100)</th>
<th>Statewide 2013 (Normed to 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervision</td>
<td>82.89</td>
<td>74.51</td>
<td>75.20</td>
</tr>
<tr>
<td>Contingent Rewards</td>
<td>48.73</td>
<td>45.69</td>
<td>41.40</td>
</tr>
<tr>
<td>Operating Conditions</td>
<td>34.30</td>
<td>29.74</td>
<td>32.76</td>
</tr>
<tr>
<td>Communication</td>
<td>55.56</td>
<td>53.71</td>
<td>49.23</td>
</tr>
</tbody>
</table>

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???