ESTABLISHING & TRACKING THE
True Work Being Done
IN MISSOURI CHILD WELFARE

Green Belt Candidate

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The Problem

The Missouri Children's Division lacks a standardized, workload-based method for calculating caseload that is accurate, practical, and feasible for frontline and leadership use. Current approaches rely on outdated or unavailable statewide time studies, making it difficult to assess staff capacity or allocate resources effectively.

Supported by:

Field Support Managers, Circuit Managers, Unit Managers, Assistant Deputy Directors, Frontline Team Members

dss Missouri Department of Social Services

Insights

Workload Study
Statewide Qualtrics survey launched to capture frontline task times and workloads across program areas

Key Challenges Identified

- Variability in caseload assignments across regions and circuits
- Lack of differentiation between essential and non-essential tasks
- Inconsistent data collection methods

Frontline Input
Direct staff participation ensures the analysis reflects actual work, not assumptions

Solutions/Actions

- Develop a standardized caseload analysis framework
- Identify and separate required vs. non-required tasks
- Establish a case complexity rating system to account for variability
- Create a baseline of workload capacity across Missouri
- Use this baseline to prototype a tool that calculates caseload standards and accounts for monthly fluctuations

Outcomes and Long-Term Goals

Accurate Caseload Standards
Better reflect the real work done in child welfare

Improved Staffing Decisions
Data informed allocation of FTE across circuits

Reduced Burnout
More balanced workloads and increased staff satisfaction

Better Services for Families
Ensuring staff capacity matches case demands

Statewide Implementation Goal
80-100% adoption of the framework across circuits within one year

Recommendations

Leverage Findings
Apply study results to set caseload baselines

Prototype & Test
Pilot calculator tool in select circuits

Refine Framework
Incorporate pilot feedback to improve accuracy

Scale Statewide
Implement framework to guide staffing and reduce burnout

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