



Texas Department of Family and Protective Services

Conservatorship Average Daily Child Caseload per Worker

Pursuant to the 2024-25 General Appropriations Act, House Bill 1, 88th Legislature, Regular Session 2023 (Article II, Department of Family and Protective Services, Rider 39), the Department of Family and Protective Services (DFPS) shall submit a quarterly report on the conservatorship target case count of 17 cases. While the General Appropriations Act reflects a case target, this update converts the case target to number of children per caseworker, which is 14.5. The report must also include information on the steps the agency is taking to achieve the target number. This report analyzes the months of June, July, and August 2024.

Statewide Analysis

The statewide average daily caseloads have declined from last quarter and remain below the caseload target of 14.5. At the end of this quarter, DFPS exceeded the goal with an average daily child count of 10.0, which is below the target threshold for average daily counts.

Quarter 4 Fiscal Year 2024	Average Daily Child Count
June	10.1
July	9.9
August	10.0

Statewide, average child assignments per caseworker are down by 1.3 children per caseworker in August 2024 compared to August 2023.

As of August 2024, all regions in the state were below the Average Daily Child Count target of 14.5.

Region	Average Daily Child Count
6A	9.0
6B	8.4
7	10
8A	11.7
9	8.5
10	9.0
11	10.8

Q4 Efforts for Continued Progress

In addition to constant evaluation of current methods, DFPS continues to utilize various processes and tools to effectively reduce caseloads, such as:

- The regions continue to focus on retention of workers using townhalls and virtual updates to communicate with staff.
- The team continues to monitor trends and patterns related to staff, vacancies, caseloads, completion and timeliness of critical tasks, and casework quality.
- Managers use the conservatorship caseload report to track progress while considering the complexity of cases, caseworker experience and child and family needs to support decisions about case assignments. Managers also use the caseload report to monitor the caseload sizes of new staff to ensure they are receiving a full caseload, when possible.
- Heavy focus on adoptions and moving youth to permanency by breaking down barriers to finalization.
- When allocating positions to different areas within a region, caseload size is examined.
- Managers continue to ensure that cases are closed timely in IMPACT (Information Management Protecting Adults and Children in Texas).
- Continue to partner with DFPS HR and SSCC HR for the hiring process, holding staff meetings, and overall outreach for regions moving into Community Based Care as caseloads tend to rise as the regions approach transition into Stage II.
- Three additional Master Conservatorship units were recently created from existing DFPS Conservatorship positions, giving the CPS Master Conservatorship Team a total of 39 caseworkers and six supervisors. Four of these positions remain to be filled. Current staff are deployed to regions 3E and 7 to support the regions and SSCCs in Managing

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caseloads. Caseloads are being closely monitored in regions 6A, 6B, and 8A and master staff will be deployed there if needed and available.

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 September 7, 2024)