

**Critical Element #8**  
**Caseload Management**

<b>HFNY POLICY AND PROCEDURE MANUAL</b>	
<b>Subject</b>	<b>Caseload Management</b>
<b>Policy</b>	Healthy Families New York services are provided by staff with limited caseloads to assure that home visitors have adequate time to spend with each family to meet their needs and plan for future activities. A full caseload typically has a total weight of 30.
<b>Site specific reference</b>	8-1.A, B, C, 8-2.A,B
<b>Effective date</b>	July 2001
<b>Revised date(s)</b>	June 2007
<b>Appendices</b>	-Supervisor Case List (MIS) -FSW Case List (MIS)

**Rationale:**

Program services are provided by staff with limited caseloads, to assure that home visitors have an adequate amount of time to spend with each family to build trusting, nurturing relationships and to meet the families' varying needs.

**Procedures:**

1. Healthy Families New York uses a weighted caseload system to manage the caseload size of FSWs who will be serving families at different levels of intensity.
2. A full caseload typically has a total weight of 30 (see below). However, a supervisor can limit the case weight to 25, with OCFS approval, if special circumstances exist. These special circumstances might include excessive travel time due to serving a large and rural target area, or excessive translation required in a community where there are limited bilingual service providers.
3. Programs cannot freeze intake until each worker reaches a weight of 25. Supervisors should monitor case weight during weekly supervisions to identify potential openings (e.g. a family on creative outreach declines services, or a family moves up a level or completes the program based on the number of years enrolled).
4. The maximum caseload size of Level I families receiving weekly home visits for a full time FSW is 15.
5. The maximum caseload for a full time FSW will not exceed 25 families.
6. Case weights and caseloads are prorated based on the staff person's Full-Time Equivalency.

7. Values used to determine caseload size:

Level	Visits/Month	Value
Pre-Intake	-	.50
1-prenatal	2-4	2.00
1	4	2.00
2	2	1.00

3	1	.50
4	0-1	.25
X (creative outreach)	1-4	.50
1-SS (Special Services)	4+	3.00

- Program Managers may request a lower overall program case weight assignment by discussing the special circumstances within the target community with their OCFS program contract manager.
- The following factors are considered when establishing case weights:
  - Experience and skill level of the home visitor,
  - Nature and difficulty of the problems encountered,
  - The work and time required to serve each family,
  - Number of families per FSW which involve more intensive intervention,
  - Travel and other non-direct service time to fulfill required responsibilities,
  - Extent of other resources available in the community to meet family needs, and
  - Other assigned duties.
- There may be temporary periods when case weights go over the maximum size. For example, a home visitor leaves and the caseload is dispersed among existing home visitors until another FSW is hired. When this occurs, the reason is clearly documented and includes the amount of time that the case weights were out of adherence with this policy. Programs make every effort not to let this time period exceed 2 months.
- Caseload/weight information is tracked and managed for programs in the Management Information System according to the criteria outlined in this policy. Information pertaining to caseload management can be found in the MIS under the following:
  - FSW Case List
  - Enrolled Program Caseload Information
  - FSW Home Visit Record
  - Supervisor's Case List
  - Home Visiting Completion Rate Analysis
- More details on caseload management are contained in the HFA Program Manager and Supervisors Training Manual.