

Workforce Measures





LJ v. Massinga Reporting: Measure 112

Internal Success

Measure #	Measure
112	Percent of case-carrying (full-time and with full-caseloads) staff who were at or below the standard for caseload ratios.
Key Data	
Source	Human Resources - Personnel Record system CJAMS
Data	Milestone reports include the caseworker(s)' assigned to each case as documented in the assignments tab in CJAMS. The number of cases assigned to each case worker will be calculated.
Measure Calculation Method	
Definition(s)	<ul style="list-style-type: none"> ● "Caseload" means the number of cases (children or resource families) assigned to an individual worker in a given time period. Caseload reflects a ratio of cases (or clients) to caseworkers. ● "Caseload ratio" means the actual caseload ratio for each caseworker (LJ Consent Decree)* ● By agreement of the parties, and based upon MD. Fam. Law Code 5-1310, the resulting CWLA report and subsequent DHS reports to the General Assembly, the appropriate caseload ratio <ul style="list-style-type: none"> ○ for OHP workers in Maryland is twelve (12) children, and ○ the appropriate caseload ratio for R&S workers is thirty-six (36) resource homes, including new applications, if any, assigned to the caseworker. <p>Of all OHP caseworkers employed by BCDSS with children assigned at the end of the month under review, the percent with twelve (12) or less children; and</p> <p>Of all R&S caseworkers employed by BCDSS with resource homes assigned at the end of the month under review, the percent with thirty-six (36) or less resource homes.</p> <p>"OHP" will be used in place of "Permanency" and "resource homes" will be used in place of "families".</p>
Denominator	A. Number of OHP caseworkers employed by BCDSS with children assigned at the

	<p>end of the month under review; and</p> <p>B. Number of R&S caseworkers employed by BCDSS with resource homes assigned at the end of the month under review.</p>
Numerator	<p>A. Number of OHP caseworkers in the denominator with a caseload of twelve (12) or less children at the end of the month under review; and</p> <p>B. Number of R&S caseworkers in the denominator with a caseload of thirty-six (36) or less resource homes at the end of the month under review.</p>
Exclusion(s)	<p>1. R&S caseworkers assigned only new resource home applications.</p> <p>2. OHP caseworkers assigned two or less children.</p>
Report Calculation Methodology	<p>The caseloads for each caseworker will be identified based on the assignment in CJAMS. This will be calculated monthly to determine the percentage of caseworkers that met this standard. This will be done by BCDSS on a monthly basis for each six-month reporting period and then averaged to determine the percentage for the 6-months time period.</p> <p>Compliance is achieved when the measure calculation for each of the six months in the reporting period is 90 percent or greater.</p>
Exit Standard Criteria	N/A Internal success measure
Source/Criteria	
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg. 38
	<p>D. Outcomes:</p> <p>1. <u>Appropriate Caseload Ratios</u>: Permanency (foster and kinship care, including adoption) workers' caseload of fifteen children (or any lower ratio required by Maryland state law); Family Resource and Support ("R&S") workers' caseload of forty families (or any lower ratio required by Maryland state law); and supervisors' caseload of six caseworkers (or any lower ratio required by Maryland state law).</p> <p>a. Definitions:</p> <p>(1) "Caseload ratio" shall be the actual caseload ratio for each caseworker.</p> <p>(2) A child must always be assigned to an active caseworker.</p> <p>(3) To be applied prospectively to all children newly entering OHP in 2009, all siblings shall have the same case worker unless it is clinically determined not to be in one or more of the children's best interests.</p> <p>b. Internal Success Measures:</p>

	(1) Percent of case-carrying (full-time and with full-caseloads) staff who were at or below the standard for caseload ratios.
Federal Law & Reg (including CFSR)	N/A Internal Success Measure
State Law	2018 Maryland Code Family Law Title 5 - Children Subtitle 13 - Child Welfare Accountability (Maryland Code, Family Law § 5-1310)
	(a) Hiring and retention of staffing related to caseload ratios. -- The Secretary and the Secretary of Budget and Management shall ensure that sufficient numbers of qualified child welfare staff, as specified in § 4-301 of the Human Services Article, are hired and retained in order to achieve caseload ratios in child welfare services consistent with the Child Welfare League of America caseload standards.
	(b) The Department, in consultation with an appropriate entity with expertise in child welfare services caseload ratios, shall develop a methodology to calculate caseload ratios in child welfare services for the State.
	(c) The Department shall enter into a written contract with an entity that has expertise in child welfare services caseload ratios to annually review the calculation of caseload ratios used by the Department
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	Caseload and Workload Management: Child Welfare Information Gateway
	Caseload: The number of cases (children or families) assigned to an individual worker in a given time period. Caseload reflects a ratio of cases (or clients) to staff members and may be measured for an individual worker, all workers assigned to a specific type of case, or all workers in a specified area (e.g., agency or region).



LJ v. Massinga Reporting: Measure 113

Internal Success

Measure #	Measure
113	Percent of case-carrying teams who were at or below the standard for ratio of supervisor: worker.
	Key Data
Source	Personnel System of Record
Data	OHP and R&S caseworker assignments to supervisors
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> • "Caseload" means the number of cases (children or resource families) assigned to an individual worker in a given time period • The "standard for ratio of supervisor to caseworker" means, by agreement of the parties, and based upon MD. Fam. Law Code 5-1310, the resulting CWLA report and subsequent Department of Human Services (DHS) reports to the General Assembly, five (5) caseworkers to one (1) supervisor..
Denominator	Number of OHP and R&S supervisors employed by BCDSS with caseworkers assigned to them at the end of the month under review
Numerator	Number of OHP and R&S supervisors in the denominator with five (5) or less caseworkers assigned to them.
Exclusion(s)	All OHP & R&S supervisors employed by BCDSS who do not have caseworkers assigned to them at the end of the month under review.
Report Calculation Methodology	The percentage of supervisors who met this standard will be calculated by BCDSS on a monthly basis for each six-month reporting period.
Exit Standard Criteria	N/A Internal success measure
	Source/Criteria

<p>L.J. Consent Decree</p>	<p>LJ v. Massinga, Modified Consent Decree (MCD), pg.38</p>
	<p>D. Outcomes:</p> <p><u>Appropriate Caseload Ratios:</u> Permanency (foster and kinship care, including adoption) workers' caseload of fifteen children (or any lower ratio required by Maryland state law); Family Resource and Support ("R&S") workers' caseload of forty families or any lower ratio required by Maryland state law); and supervisors' caseload of six caseworkers (or any lower ratio required by Maryland state law).</p> <p>a. Definitions:</p> <p>(1) "Caseload ratio" shall be the actual caseload ratio for each caseworker.</p> <p>(2) A child must always be assigned to an active caseworker.</p> <p>(3) To be applied prospectively to all children newly entering OHP in 2009, all siblings shall have the same caseworker unless it is clinically determined not to be in one or more of the children's best interests.</p> <p>b. Internal Success Measures:</p> <p>(1.)...</p> <p>(2) Percent of case-carrying teams who were at or below the standard for ratio of supervisor: worker.</p>
<p>Federal Law & Reg (including CFR)</p>	<p>N/A</p>
<p>State Law</p>	<p>2018 Maryland Code Family Law Title 5 - Children Subtitle 13 - Child Welfare Accountability (Maryland Code, Family Law § 5-1310)</p>
	<p>(a) Hiring and retention of staffing related to caseload ratios. -- The Secretary and the Secretary of Budget and Management shall ensure that sufficient numbers of qualified child welfare staff, as specified in § 4-301 of the Human Services Article, are hired and retained in order to achieve caseload ratios in child welfare services consistent with the Child Welfare League of America caseload standards;</p>
	<p>(b) The Department, in consultation with an appropriate entity with expertise in child welfare services caseload ratios, shall develop a methodology to calculate caseload ratios in child welfare services for the State.</p>
	<p>(c) The Department shall enter into a written contract with an entity that has expertise in child welfare services caseload ratios to annually review the calculation of caseload ratios used by the Department</p>

State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	Caseload and Workload Management: Child Welfare Information Gateway
	Caseload: The number of cases (children or families) assigned to an individual worker in a given time period. Caseload reflects a ratio of cases (or clients) to staff members and may be measured for an individual worker, all workers assigned to a specific type of case, or all workers in a specified area (e.g., agency or region).



LJ v. Massinga Reporting: Measure 114

Internal Success

Measure #	Measure
114	Percent of children entering OHP beginning July 1, 2009 whose siblings had the same caseworker.
	Key Data
Source	CJAMS
Data	All children with a program assignment of "out-of-home" have an assigned caseworker identified in the assignment tab and is documented along with siblings who also have an "out-of-home" program assignment and are identified as having a relationship and are part of the same Services Case (indicated by having the same number).
	Measure Calculation Method
Definition(s)	"Sibling" means a child who shares at least one parent with another child through blood relation or adoption (COMAR) and for this measure, that they were removed from the same household
Denominator	# of children with an OHP program assignment with a sibling in OHP during the reporting period
Numerator	# of children in the denominator who have the same caseworker
Exclusion(s)	Voluntary placement for disabilities
Report Calculation Methodology	All children with a program assignment of "out-of-home" along with any siblings who also have a program assignment of "out-of-home" and are part of the Services Case will be identified. The case worker with family assignment along with any case worker with Child Specific assignment will be examined to determine if siblings have the same case worker or a different caseworker. This will be used to determine the percentage of children with the same assigned case worker.
Exit Standard Criteria	N/A Internal success
	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg.38

	<p>D. Outcomes:</p> <p>1. <u>Appropriate Caseload Ratios</u>: Permanency (foster and kinship care, including adoption) workers' caseload of fifteen children (or any lower ratio required by Maryland state law); Family Resource and Support ("R&S") workers' caseload of forty families (or any lower ratio required by Maryland state law); and supervisors' caseload of six caseworkers (or any lower ratio required by Maryland state law).</p> <p>a. Definitions:</p> <p>(1. - 2.)...</p> <p>(3.) To be applied prospectively to all children newly entering OHP in 2009, all siblings shall have the same case worker unless it is clinically determined not to be in one or more of the children's best interests.</p> <p>b. Internal Success Measures:</p> <p>(1. - 2.)</p> <p>(3). Percent of children entering OHP beginning July 1, 2009 whose siblings had the same caseworker.</p>
Federal Law & Reg (including CFR)	N/A
State Law	<p>N/A Family Law Art. § 5-525.2(a)</p> <p>(a) Definitions. --</p> <p>(1) In this section the following words have the meanings indicated.</p> <p>(2) "Sibling" means a brother or sister of the whole or half blood or by adoption.</p>
State Regulations	COMAR 07.02.11.03
	<p>Definitions</p> <p>A. In this chapter, the following terms have the meanings indicated.</p> <p>B. Terms Defined.</p> <p>C. Definitions</p> <p>(1-56)...</p> <p>(57) "Sibling" means a child that shares at least one parent with another child through blood relation or adoption.</p>
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 115

Exit Measure

Measure #	Measure
115	90 Percent of case-carrying staff was at or below the standard for caseload ratios.
	Key Data
Source	Human Resources - Personnel Record system CJAMS
Data	Milestone reports include the caseworker(s) assigned to each case as documented in the assignments tab in CJAMS. The number of cases assigned to each case worker will be calculated.
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> ● "Caseload" means the number of cases (children or resource families) assigned to an individual worker in a given time period ● By agreement of the parties, and based upon MD. Fam. Law Code 5-1310, the resulting CWLA report and subsequent DHS reports to the General Assembly, the appropriate caseload ratio: <ul style="list-style-type: none"> ○ for OHP workers in Maryland is twelve (12) children, and ○ ...for R&S workers is thirty-six (36) resource homes, including now applications, if any, assigned to the caseworker.* ● "Caseload ratio" means the actual caseload ratio for each caseworker (LJ Consent Decree) ● For the purpose of this measure, "OHP" will be used in place of "Permanency" and "resource homes" will be used in place of "families". <p style="text-align: right;">* or any lower ratio required by Maryland state law.</p>
Denominator	<ol style="list-style-type: none"> 1. Number of OHP caseworkers employed by BCDSS with children assigned at the end of the month under review; and 2. Number of R&S caseworkers employed by BCDSS with resource homes assigned at the end of the month under review.

Numerator	<ol style="list-style-type: none"> 1. Number of OHP caseworkers in the denominator with a caseload of twelve (12) or fewer children at the end of each month for the reporting; and 2. Number of R&S caseworkers in the denominator with a caseload of thirty-six (36) or fewer resource homes at the end of the month under review.
Exclusion(s)	<ol style="list-style-type: none"> 1. OHP caseworkers assigned two or fewer children. 2. R&S caseworkers assigned only new resource home applications.
Report Calculation Methodology	The caseloads for each caseworker will be identified based on the assignment in CJAMS. This will be calculated monthly to determine the percentage of caseworkers that met this standard. This will be completed by BCDSS on a monthly basis for each six-month reporting period, and averaged to determine the percentage for the 6-months time period.
Exit Standard Criteria	Compliance will be achieved when 90 percent of case-carrying staff was at or below the standard for caseload ratios
Source/Criteria	
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg. 38
	<p>D. Outcomes:</p> <ol style="list-style-type: none"> 1. <u>Appropriate Caseload Ratios</u>: Permanency (foster and kinship care, including adoption) workers' caseload of fifteen children (or any lower ratio required by Maryland state law); Family Resource and Support ("R&S") workers' caseload of forty families (or any lower ratio required by Maryland state law); and supervisors' caseload of six caseworkers (or any lower ratio required by Maryland state law). <ol style="list-style-type: none"> a. Definitions: <ol style="list-style-type: none"> (1) "Caseload ratio" shall be the actual caseload ratio for each caseworker. (2) A child must always be assigned to an active caseworker. (3) To be applied prospectively to all children newly entering OHP in 2009, all siblings shall have the same caseworker unless it is clinically determined not to be in one or more of the children's best interests. c. Exit Standard: <ol style="list-style-type: none"> (1) 90 Percent of case-carrying staff was at or below the standard for caseload ratios.
Federal Law & Reg (including CFR)	N/A Internal Success

State Law	2018 Maryland Code Family Law Title 5 - Children Subtitle 13 - Child Welfare Accountability (Maryland Code, Family Law § 5-1310)
	(a) Hiring and retention of staffing related to caseload ratios. -- The Secretary and the Secretary of Budget and Management shall ensure that sufficient numbers of qualified child welfare staff, as specified in § 4-301 of the Human Services Article, are hired and retained in order to achieve caseload ratios in child welfare services consistent with the Child Welfare League of America caseload standards.
	(b) The Department, in consultation with an appropriate entity with expertise in child welfare services caseload ratios, shall develop a methodology to calculate caseload ratios in child welfare services for the State.
	(c) The Department shall enter into a written contract with an entity that has expertise in child welfare services caseload ratios to annually review the calculation of caseload ratios used by the Department
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	Caseload and Workload Management: Child Welfare Information Gateway
	Caseload: The number of cases (children or families) assigned to an individual worker in a given time period. Caseload reflects a ratio of cases (or clients) to staff members and may be measured for an individual worker, all workers assigned to a specific type of case, or all workers in a specified area (e.g., agency or region).



LJ v. Massinga Reporting: Measure 116

Exit Standard

Measure #	Measure
116	90 Percent of case-carrying teams were at or below the standard for ratio of supervisor:worker.
	Key Data
Source	Personnel System of Record
Data	OHP and R&S caseworker assignments to supervisors
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> “Caseload” means the number of cases (children or resource families) assigned to an individual worker in a given time period The “standard for ratio of supervisor to caseworker” means, by agreement of the parties, and based upon MD. Fam. Law Code 5-1310, the resulting CWLA report and subsequent Department of Human Services (DHS) reports to the General Assembly, five (5) caseworkers to one (1) supervisor.
Denominator	Number of OHP and R&S supervisors employed by BCDSS with caseworkers assigned to them at the end of the month under review
Numerator	Number of OHP and R&S supervisors in the denominator with five (5) or fewer caseworkers assigned to each of them
Exclusion(s)	All OHP and R&S supervisors employed by BCDSS who do not have caseworkers assigned to them at the end of the month under review.
Report Calculation Methodology	The percentage of supervisors that met this standard will be calculated by BCDSS on a monthly basis for each six-month reporting period.
Exit Standard Criteria	Compliance will be achieved when 90% of case-carrying teams are at or below the ratio of 5 caseworkers: 1 supervisor
	Source/Criteria

L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg.38
	<p>D. Outcomes:</p> <p><u>Appropriate Caseload Ratios</u>: Permanency (foster and kinship care, including adoption) workers' caseload of fifteen children (or any lower ratio required by Maryland state law); Family Resource and Support ("R&S") workers' caseload of forty families or any lower ratio required by Maryland state law); and supervisors' caseload of six caseworkers (or any lower ratio required by Maryland state law).</p> <p>a. Definitions:</p> <p>(1) "Caseload ratio" shall be the actual caseload ratio for each caseworker.</p> <p>(2) A child must always be assigned to an active caseworker.</p> <p>(3) To be applied prospectively to all children newly entering OHP in 2009, all siblings shall have the same caseworker unless it is clinically determined not to be in one or more of the children's best interests.</p> <p>c.. Exit Standards Measures:</p> <p>(1)...</p> <p>(2) 90 Percent of case-carrying teams were at or below the standard for ratio of supervisor: worker.</p>
Federal Law & Reg (including CFR)	N/A Internal measure
State Law	2018 Maryland Code Family Law Title 5 - Children Subtitle 13 - Child Welfare Accountability (Maryland Code, Family Law § 5-1310)
	(a) Hiring and retention of staffing related to caseload ratios. -- The Secretary and the Secretary of Budget and Management shall ensure that sufficient numbers of qualified child welfare staff, as specified in § 4-301 of the Human Services Article, are hired and retained in order to achieve caseload ratios in child welfare services consistent with the Child Welfare League of America caseload standards.
	(b) The Department, in consultation with an appropriate entity with expertise in child welfare services caseload ratios, shall develop a methodology to calculate caseload ratios in child welfare services for the State.

	(c) The Department shall enter into a written contract with an entity that has expertise in child welfare services caseload ratios to annually review the calculation of caseload ratios used by the Department
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	Caseload and Workload Management: Child Welfare Information Gateway
	Caseload: The number of cases (children or families) assigned to an individual worker in a given time period. Caseload reflects a ratio of cases (or clients) to staff members and may be measured for an individual worker, all workers assigned to a specific type of case, or all workers in a specified area (e.g., agency or region).



LJ v. Massinga Reporting: **Measure 117**

Internal Success

Measure #	Measure
117	Percent of caseworkers who qualified for the title under Maryland State Law.
Key Data	
Source	<ul style="list-style-type: none"> Personnel record system Human Resources Department
Data	<ul style="list-style-type: none"> New hire data Proof of qualifications
Measure Calculation Method	
Definition(s)	<ul style="list-style-type: none"> "Caseworker" means an individual assigned responsibility for the children and their families, or for approving or supporting a resource family "Qualifications for the position title" means: <ul style="list-style-type: none"> a degree in an appropriate behavioral science; completion of the mandatory preservice training successful completed the competency examination
Denominator	Number of new caseworkers
Numerator	<p>Number of caseworkers in the denominator for whom there is: Of those in the denominator, number of caseworkers for whom there is:</p> <ol style="list-style-type: none"> a. Proof of valid license or certification as listed in Human Services Art. Section 4-301(b)(1)(i)-(v) OR <ul style="list-style-type: none"> b. Documentation that the caseworkers have a degree in an appropriate behavioral science and are supervised by licensed social workers Documentation of the completion of the mandatory preservice training (or a waiver); and Documentation of the successful completion of the competency

	examination
Exclusion(s)	None
Report Calculation Methodology	The percentage of caseworkers that met this standard will be calculated by BCDSS on a monthly basis for each six-month reporting period.
Exit Standard Criteria	N/A Internal Success
Source/Criteria	
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg. 38
	<p>Qualified Workforce with appropriate training and supervision.</p> <p>a. Definitions:</p> <p>(1) "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.</p> <p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures:</p> <p>(1) Percent of caseworkers who qualified for the title under Maryland State Law.</p> <p>(2. - 4.)</p>
Federal Law & Reg (including CFSR)	42 U.S.C. 622(b)(4)(B)
	(b) Each plan for child welfare services under this subpart shall— (4) contain a description of— (B) the child welfare services staff development and training plans of the State;
	42 U.S.C. 671(a)(5)
	a) In order for a State to be eligible for payments under this part, it shall have a plan approved by the Secretary which— (5) provides that the State will, in the administration of its programs under this part, use such methods relating to the establishment and maintenance of personnel standards on a merit basis as are found by the Secretary to

	<p>be necessary for the proper and efficient operation of the programs, except that the Secretary shall exercise no authority with respect to the selection, tenure of office, or compensation of any individual employed in accordance with such methods</p>
State Law	<p>Maryland Code HUMAN SERVICES § 4-301 - Child welfare workforce (Maryland Code, Human Services § 4-301)</p>
	<p>(a) The Secretary shall implement a comprehensive plan to recruit, train, and retain child welfare caseworkers and casework supervisors who meet the requirements of this section.</p> <p>(b)(1) The Secretary shall hire as caseworkers only human services professionals, such as:</p> <ul style="list-style-type: none"> (i) social workers licensed in accordance with Title 19 of the Health Occupations Article; (vi) human service workers who: <ul style="list-style-type: none"> 1. have a degree in an appropriate behavioral science; 2. have completed the mandatory preservice training and competency test; and 3. are supervised by licensed social workers. <p>(2) require that all new casework staff:</p> <ul style="list-style-type: none"> (i) be hired provisionally; (ii) except for staff described in item (4) of this subsection, complete a 40-hour pre-service training program; and (iii) pass a competency test before being granted permanent employment status; <p>(3) implement mandatory standards for continuing education for all caseworkers and casework supervisors that require that employees who fail to obtain the required continuing education credits be subject to disciplinary action, including demotion, suspension, and dismissal;</p> <p>(4) develop and implement mandatory standards that exempt newly hired individuals who have documented and verified casework experience or hold appropriate State licensure from the 40-hour pre service training program specified in item (2)(ii) of this subsection; and</p> <p>(5) require caseworkers who are exempt from the preservice training program specified in item (2)(ii) of this subsection and fail the competency test to participate in the preservice training program and to take and pass the competency test before being granted permanent employment status.</p>
	<p>Maryland Code, Family Law § 5-1311</p>
	<p>(a) The Department shall establish and maintain a child welfare training academy to provide training on best practices for the following individuals:</p> <ul style="list-style-type: none"> (1) child welfare staff; (2) child welfare administrators;

	(3) foster parents; and (4) kinship caregivers.
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 118

Internal Success

Measure #	Measure
118	Percent of case-carrying workers who passed their competency exams prior to being assigned a case
	Key Data
Source	Office of Learning CJAMS - date of first case assignment
Data	Office of Innovations and Office of Learning
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> • "Competency exam" means the required exam administered following the completion of the 6 week, 77 hour training course, or participation in the IV-E child welfare training program • "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.
Denominator	Number of case carrying casework staff hired 6 weeks prior to, or during, the reporting period
Numerator	Number of those in the denominator who passed their competency exam prior to being assigned a case
Exclusion(s)	None
Report Calculation Methodology	The percentage will be calculated using the number of new staff hired 6 weeks prior to or during the reporting period and the number whose first case assignment was made after passing the competency test
Exit Standard Criteria	N/A Internal success
	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg.38

	<p>Qualified Workforce with appropriate training and supervision.</p> <p>a. Definitions:</p> <p>(1) "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.</p> <p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures:</p> <p>(1)...</p> <p>(2) Percent of case-carrying workers who passed their competency exams prior to being assigned a case</p> <p>(3. - 4.)</p>
<p>Federal Law & Reg (including CFR)</p>	<p>42 U.S.C. 622(b)(4)(B)</p>
	<p>(b) Each plan for child welfare services under this subpart shall—</p> <p>(4) contain a description of—</p> <p>(B) the child welfare services staff development and training plans of the State;</p>
	<p>42 U.S.C. 671(a)(5)</p>
	<p>a) In order for a State to be eligible for payments under this part, it shall have a plan approved by the Secretary which—</p> <p>(5) provides that the State will, in the administration of its programs under this part, use such methods relating to the establishment and maintenance of personnel standards on a merit basis as are found by the Secretary to be necessary for the proper and efficient operation of the programs, except that the Secretary shall exercise no authority with respect to the selection, tenure of office, or compensation of any individual employed in accordance with such methods</p>
<p>State Law</p>	<p>Maryland Code HUMAN SERVICES § 4-301 - Child welfare workforce (Maryland Code, Human Services § 4-301)</p>
	<p>(a) The Secretary shall implement a comprehensive plan to recruit, train, and retain child welfare caseworkers and casework supervisors who meet the requirements of this section.</p> <p>(b)(1) The Secretary shall hire as caseworkers only human services professionals,</p>

	<p>such as:</p> <ul style="list-style-type: none"> (i) social workers licensed in accordance with Title 19 of the Health Occupations Article; (vi) human service workers who: <ul style="list-style-type: none"> 1. have a degree in an appropriate behavioral science; 2. have completed the mandatory preservice training and competency test; and 3. are supervised by licensed social workers. <p>(2) require that all new casework staff:</p> <ul style="list-style-type: none"> (i) be hired provisionally; (ii) except for staff described in item (4) of this subsection, complete a 40-hour pre-service training program; and (iii) pass a competency test before being granted permanent employment status; <p>(3) implement mandatory standards for continuing education for all caseworkers and casework supervisors that require that employees who fail to obtain the required continuing education credits be subject to disciplinary action, including demotion, suspension, and dismissal;</p> <p>(4) develop and implement mandatory standards that exempt newly hired individuals who have documented and verified casework experience or hold appropriate State licensure from the 40-hour pre service training program specified in item (2)(ii) of this subsection; and</p> <p>(5) require caseworkers who are exempt from the preservice training program specified in item (2)(ii) of this subsection and fail the competency test to participate in the preservice training program and to take and pass the competency test before being granted permanent employment status.</p>
	<p>Maryland Code, Family Law § 5-1311</p>
	<p>(a) The Department shall establish and maintain a child welfare training academy to provide training on best practices for the following individuals:</p> <ul style="list-style-type: none"> (1) child welfare staff; (2) child welfare administrators; (3) foster parents; and (4) kinship caregivers.
<p>State Regulations</p>	<p>N/A</p>
<p>SSA Policy</p>	<p>N/A</p>
<p>Other Relevant Standards or Requirements</p>	<p>N/A</p>



LJ v. Massinga Reporting: Measure 119

Internal Success

Measure #	Measure
119	Percent of caseworkers and supervisors who had at least twenty hours of training annually.
Key Data	
Source	<ul style="list-style-type: none"> Personnel training record BCDSS training office
Data	<ul style="list-style-type: none"> Child Welfare Caseworker and Supervisor roster Personnel training record
Measure Calculation Method	
Definition(s)	Of all child welfare caseworkers and supervisors ("employees") with an end-year Performance Evaluation and Planning (PEP) submission due to BCDSS during the report period, the percent that had at least twenty hours of training in the year prior to the end of that report period. ¹
Denominator	Number of employees with an end-year Performance Evaluation and Planning (PEP) submission due to BCDSS during the report period.
Numerator	Number of employees in the denominator for whom there is a formal record with BCDSS of receiving twenty hours of training in the year prior to the end of the report period.
Exclusion(s)	N/A
Report Calculation Methodology	The percentage of employees that met this standard will be calculated by BCDSS for each six-month reporting period.
Exit Standard Criteria	N/A Internal success
Source/Criteria	
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg.39

	<p>2. Qualified Workforce with appropriate training and supervision.</p> <p>a. Definitions:</p> <p>(1) "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.</p> <p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures:</p> <p>(1. - 2.)</p> <p>(3) Percent of caseworkers and supervisors who had at least twenty hours of training annually.</p>
Federal Law & Reg (including CFSR)	N/A
State Law	Maryland Code, Human Services § 4-301
	<p>a) The Secretary shall implement a comprehensive plan to recruit, train, and retain child welfare caseworkers and casework supervisors who meet the requirements of this section.</p> <p>(3) implement mandatory standards for continuing education for all caseworkers and casework supervisors that require that employees who fail to obtain the required continuing education credits be subject to disciplinary action, including demotion, suspension, and dismissal;</p>
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A

¹ Each employee is required to complete a PEP with their supervisor once per year. The twenty annual hours of training required from each employee are verified and counted formally as part of the PEP process



LJ v. Massinga Reporting: Measure 120

Internal Success

Measure #	Measure
120	Percent of caseworkers who reported receiving adequate supervision and training.
Key Data	
Source	Semi-annual employee survey administered by the Office of Communications
Data	Percent of caseworkers who reported receiving adequate supervision
Measure Calculation Method	
Definition(s)	<ul style="list-style-type: none"> Adequate supervision: response of "Somewhat Satisfied", "Satisfied", or "Very Satisfied" to the question "How satisfied are you with the supervision you receive?" "Caseworker" means case-carrying child welfare staff (incl. R & S)
Denominator	Total number of caseworkers who responded to the survey within the reporting period
Numerator	Total number of "Somewhat Satisfied", "Satisfied", and "Very Satisfied" responses
Exclusion(s)	N/A
Report Calculation Methodology	The percentage will be calculated once at the end of each reporting period to produce the percentage for the reporting period.
Exit Standard Criteria	N/A Internal success
Source/Criteria	
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg. 39
	Qualified Workforce with appropriate training and supervision. <ol style="list-style-type: none"> Definitions: <ol style="list-style-type: none"> "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.

	<p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures:</p> <p>(1. – 3.)</p> <p>(4) Percent of caseworkers who reported receiving adequate supervision and training.</p>
Federal Law & Reg (including CFR)	N/A
State Law	N/A
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 121

Exit Standard

Measure #	Measure
121	95 percent of caseworkers met the qualifications for their position title under Maryland State Law.
	Key Data
Source	<ul style="list-style-type: none"> Personnel record system Human Resources Department
Data	<ul style="list-style-type: none"> New hire data Proof of qualifications
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> "Qualified Workforce" means that caseworkers meet the qualifications required by Maryland state law.
Denominator	Number of new caseworkers
Numerator	<p>Of those in the denominator, number of caseworkers for whom there is:</p> <ol style="list-style-type: none"> a. Proof of valid license or certification as listed in Human Services Art. Section 4-301(b)(1)(i)-(v) OR <ul style="list-style-type: none"> b. Documentation that the caseworkers have a degree in an appropriate behavioral science and are supervised by licensed social workers Documentation of the completion of the mandatory preservice training (or a waiver); and Documentation of the successful completion of the competency examination
Exclusion(s)	N/A Internal success
Report Calculation Methodology	The percentage of new caseworkers that met this standard will be calculated by BCDSS on a monthly basis for each six-month reporting period.
Exit Standard Criteria	Compliance is achieved when the measure calculation for the six-month reporting period reaches at least 95% compliance.

	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg. 38
	<p>Qualified Workforce with appropriate training and supervision.</p> <p>a. Definitions:</p> <p>(1) "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.</p> <p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures</p> <p>c. Exit Standards:</p> <p>(1) 95 percent of caseworkers met the qualifications for their position title under Maryland State Law.</p> <p>(2.)...</p>
Federal Law & Reg (including CFR)	42 U.S.C. 622(b)(4)(B)
	(b) Each plan for child welfare services under this subpart shall— (4) contain a description of— (B) the child welfare services staff development and training plans of the State;
	42 U.S.C. 671(a)(5) a) In order for a State to be eligible for payments under this part, it shall have a plan approved by the Secretary which— (5) provides that the State will, in the administration of its programs under this part, use such methods relating to the establishment and maintenance of personnel standards on a merit basis as are found by the Secretary to be necessary for the proper and efficient operation of the programs, except that the Secretary shall exercise no authority with respect to the selection, tenure of office, or compensation of any individual employed in accordance with such methods
State Law	Maryland Code HUMAN SERVICES § 4-301 - Child welfare workforce (Maryland Code, Human Services § 4-301)
	a) The Secretary shall implement a comprehensive plan to recruit, train, and retain

	<p>child welfare caseworkers and casework supervisors who meet the requirements of this section.</p> <p>(b)(1) The Secretary shall hire as caseworkers only human services professionals, such as:</p> <ul style="list-style-type: none"> (i) social workers licensed in accordance with Title 19 of the Health Occupations Article; (vi) human service workers who: <ul style="list-style-type: none"> 1. have a degree in an appropriate behavioral science; 2. have completed the mandatory preservice training and competency test; and 3. are supervised by licensed social workers. <p>(2) require that all new casework staff:</p> <ul style="list-style-type: none"> (i) be hired provisionally; (ii) except for staff described in item (4) of this subsection, complete a 40-hour pre-service training program; and (iii) pass a competency test before being granted permanent employment status; <p>(3) implement mandatory standards for continuing education for all caseworkers and casework supervisors that require that employees who fail to obtain the required continuing education credits be subject to disciplinary action, including demotion, suspension, and dismissal;</p> <p>(4) develop and implement mandatory standards that exempt newly hired individuals who have documented and verified casework experience or hold appropriate State licensure from the 40-hour pre service training program specified in item (2)(ii) of this subsection; and</p> <p>(5) require caseworkers who are exempt from the preservice training program specified in item (2)(ii) of this subsection and fail the competency test to participate in the preservice training program and to take and pass the competency test before being granted permanent employment status.</p>
	<p>Maryland Code, Family Law § 5-1311</p>
	<p>(a) The Department shall establish and maintain a child welfare training academy to provide training on best practices for the following individuals:</p> <ul style="list-style-type: none"> (1) child welfare staff; (2) child welfare administrators; (3) foster parents; and (4) kinship caregivers.
<p>State Regulations</p>	<p>N/A</p>
<p>SSA Policy</p>	<p>N/A</p>

Other Relevant Standards or Requirements	N/A
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LJ v. Massinga Reporting: Measure 122

Exit Standard

Measure #	Measure
122	90 percent of caseworkers and supervisors had at least twenty hours of training annually.
	Key Data
Source	<ul style="list-style-type: none"> Personnel training record BCDSS training office
Data	<ul style="list-style-type: none"> Child Welfare Caseworker and Supervisor roster Personnel training record
	Measure Calculation Method
Definition(s)	Of all child welfare caseworkers and supervisors ("employees") with an end-year Performance Evaluation and Planning (PEP) submission due to BCDSS during the report period, the percent that had at least twenty hours of training in the year prior to the end of that report period. ¹
Denominator	Number of employees with an end-year Performance Evaluation and Planning (PEP) submission due to BCDSS during the report period.
Numerator	Number of employees in the denominator for whom there is a formal record with BCDSS of receiving twenty hours of training in the year prior to the end of the report period.
Exclusion(s)	N/A
Report Calculation Methodology	The percentage of employees that met this standard will be calculated by BCDSS for each six-month reporting period.
Exit Standard Criteria	Compliance is achieved when the measure calculation is 90 percent or greater.
	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pg.39

	<p>2. Qualified Workforce with appropriate training and supervision.</p> <p>a. Definitions:</p> <p>(1) "Qualified Workforce" means that all caseworkers shall have the qualifications required by Maryland state law.</p> <p>(2) All supervisors of caseworkers shall be social workers licensed under the requirements of Maryland state law.</p> <p>(3) New caseworkers shall receive at least five weeks of pre-service training before being assigned any cases and shall thereafter receive twenty hours of training per year.</p> <p>(4) Supervisors shall receive such training as required to maintain their licenses but in no case less than twenty hours per year.</p> <p>b. Internal Success Measures:</p> <p>c. Exit Standards:</p> <p>(1) ...</p> <p>(2) 90 percent of caseworkers and supervisors had at least twenty hours of training annually.</p>
<p>Federal Law & Reg (including CFR)</p>	<p>42 U.S.C. 622(b)(4)(B)</p>
	<p>(b) Each plan for child welfare services under this subpart shall—</p> <p>(4) contain a description of—</p> <p>(B) the child welfare services staff development and training plans of the State;</p>
	<p>42 U.S.C. 671(a)(5)</p>
	<p>(a) In order for a State to be eligible for payments under this part, it shall have a plan approved by the Secretary which—</p> <p>(5) provides that the State will, in the administration of its programs under this part, use such methods relating to the establishment and maintenance of personnel standards on a merit basis as are found by the Secretary to be necessary for the proper and efficient operation of the programs, except that the Secretary shall exercise no authority with respect to the selection, tenure of office, or compensation of any individual employed in accordance with such methods;</p>
<p>State Law</p>	<p>Maryland Code, Human Services § 4-301</p>
	<p>a) The Secretary shall implement a comprehensive plan to recruit, train, and retain child welfare caseworkers and casework supervisors who meet the requirements of this section.</p>

	(3) implement mandatory standards for continuing education for all caseworkers and casework supervisors that require that employees who fail to obtain the required continuing education credits be subject to disciplinary action, including demotion, suspension, and dismissal;
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A

¹ Each employee is required to complete a PEP with their supervisor once per year. The twenty annual hours of training required from each employee are verified and counted formally as part of the PEP process



LJ v. Massinga Reporting: Measure 123

Internal Success

Measure #	Measure
123	Percent of cases transferred with required documentation within five working days.
	Key Data
Source	CJAMS
Data	Caseworker assignments are documented in CJAMS along with start and end dates for the assignment as are the start and end dates for changes to any program assignments. There is also a section for documents pertaining to the case to be uploaded where the name of the document is able to identify their purpose, the category & subcategory of the document types as well as the date of the upload are all available.
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> • "Case reassignment" means the transfer of case responsibilities from one caseworker to another • "Transfer document " means a document that includes confirmation of the timing of the transfer, the status of the case, and short-term priorities for case activities to meet the needs of children and their families.
Denominator	Number of cases transferred from one caseworker to another within OHP, and between OHP and Family Preservation during the reporting period
Numerator	All case transfers in the denominator made with the transfer document in the record within 5 working days
Exclusion(s)	Voluntary Placements for Disabilities
Report Calculation Methodology	Caseworker assignments as well as program assignments will be reviewed to determine whether there were start dates that occurred during the 6-month reporting period. Those cases where transfer occurred during the 6-month reporting period will have a document review to determine whether the case transfer form was uploaded within 5 working days from the transfer dates. This information will be determined at the end of each 6-months reporting period.

Exit Standard Criteria	N/A Internal Success Measure
	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pgs. 39-40
	<p>3. <u>Case Transfer Policies</u>: Case reassignment in five working days. Case reassignment conference in ten working days.</p> <p>a. Definitions:</p> <p>(1) Case reassignments will occur within five working days.</p> <p>(2) The reassigned case shall be accompanied by a transfer document which shall include confirmation of the timing of the transfer; the status of the case; and short-term priorities for the child's needs and case activities.</p> <p>(3) There shall be a conference between the supervisor and the new worker within ten working days of reassignment. If possible, the former worker shall attend the conference. The topics to be discussed at this conference shall include a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements.</p> <p>b. Internal Success Measures:</p> <p>(1) Percent of cases transferred with required documentation within five working days.</p> <p>(2)...</p>
Federal Law & Reg (including CFR)	N/A
State Law	N/A
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 124

Internal Success

Measure #	Measure
124	Percent of transferred cases in which a case conference was held within ten days of the transfer.
	Key Data
Source	CJAMS
Data	Caseworker assignments are documented in CJAMS along with start and end dates for the assignment, as are the start & end dates for changes to any program assignments. There is also a selection for case contacts used to identify the case conference entitled "case transfer" that includes the contact date and a narration.
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> "Case reassignment" means the transfer of case responsibilities from one caseworker to another "Case conference" means a meeting to exchange information between, at a minimum, the supervisor and new caseworker that includes a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements
Denominator	Number of case transfers from one caseworker to another within OHP and between OHP and Family Preservation during the reporting period
Numerator	All case transfers in the denominator which had a Case Transfer Conference within ten working days of transfer
Exclusion(s)	All transferred cases not involving OHP and Family Preservation
Report Calculation Methodology	Caseworker assignments as well as program assignments will be reviewed to determine whether there were start dates during the 6-months reporting period. Those cases where transfer occurred during the 6-months reporting period will be reviewed for a 'case transfer' contact note to determine whether the case conference date was within 10 days of the transfer dates. This information will be determined at the end of each 6-months reporting period.

Exit Standard Criteria	N/A Internal Success Measure
	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pgs. 39-40
	<p>3. <u>Case Transfer Policies</u>: Case reassignment in five working days. Case reassignment conference in ten working days.</p> <p>a. Definitions:</p> <p>(1) Case reassignments will occur within five working days.</p> <p>(2) The reassigned case shall be accompanied by a transfer document which shall include confirmation of the timing of the transfer; the status of the case; and short-term priorities for the child's needs and case activities.</p> <p>(3) There shall be a conference between the supervisor and the new worker within ten working days of reassignment. If possible, the former worker shall attend the conference. The topics to be discussed at this conference shall include a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements.</p> <p>b. Internal Success Measures:</p> <p>(1)...</p> <p>(2) Percent of transferred cases in which a case conference was held within ten days of the transfer.</p>
Federal Law & Reg (including CFR)	N/A
State Law	N/A
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 125

Exit Standard

Measure #	Measure
125	90 Percent of cases were transferred with required documentation within five working days.
	Key Data
Source	CJAMS
Data	Caseworker assignments are documented in CJAMS along with start and end dates for the assignment as are the start and end dates for changes to any program assignments. There is also a section for documents pertaining to the case to be uploaded where the name of the document is able to identify the purpose, category & subcategory of the document types as well as the date of the upload.
	Measure Calculation Method
Definition(s)	<ul style="list-style-type: none"> • "Case reassignment" means the transfer of case responsibilities from one caseworker to another • "Transfer document " means a document that includes confirmation of the timing of the transfer, the status of the case, and short-term priorities for case activities to meet the needs of children and their families.
Denominator	Number of case transfers from one caseworker to another within OHP and between OHP and Family Preservation during the reporting period
Numerator	Number of case transfers in the denominator made with the transfer document in the record within 5 working days
Exclusion(s)	Voluntary Placement for Disabilities
Report Calculation Methodology	Caseworker assignments as well as program assignments will be reviewed to determine whether there were start dates that occurred during the 6-month reporting period. Those cases where transfer occurred during the 6-month reporting period will have a document review to determine whether the case transfer form was uploaded within 5 working days from the transfer dates. This information will be determined at the end of each 6-months reporting period.
Exit Standard Criteria	Compliance will be achieved when 90% of cases are transferred with required documentation within five working days.

	Source/Criteria
L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pgs. 39-40
	<p>3. <u>Case Transfer Policies</u>: Case reassignment in five working days. Case reassignment conference in ten working days.</p> <p>a. Definitions:</p> <p>(1) Case reassignments will occur within five working days.</p> <p>(2) The reassigned case shall be accompanied by a transfer document which shall include confirmation of the timing of the transfer; the status of the case; and short-term priorities for the child's needs and case activities.</p> <p>(3) There shall be a conference between the supervisor and the new worker within ten working days of reassignment. If possible, the former worker shall attend the conference. The topics to be discussed at this conference shall include a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements.</p> <p>c.. Exit Standards:</p> <p>(1) 90 Percent of cases were transferred with required documentation within five working days.</p> <p>(2)...</p>
Federal Law & Reg (including CFR)	N/A
State Law	N/A
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A



LJ v. Massinga Reporting: Measure 126

Exit Standard

Measure #	Measure
126	90 Percent of transferred cases had a case conference within ten days of the transfer.
	Key Data
Source	CJAMS
Data	Caseworker assignments are documented in CJAMS along with start and end dates for the assignment as are the start and end dates for changes to any program assignments. There is also a selection for case contacts used to identify the case conference entitled "case transfer" that includes the contact date and a narration.
	Measure Calculation Method
Definition(s)	<ol style="list-style-type: none"> (1) "Case reassignment" means the transfer of a case responsibilities from one caseworker to another; (2) "Case conference" means a meeting to exchange information between, at a minimum, the supervisor and new caseworker that includes a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements.
Denominator	# of case transfers that went from one caseworker to another within OHP and between OHP and Family Preservation during the review period
Numerator	# of case transfers in the denominator which had a Case Transfer Conference within ten working days of transfer
Exclusion(s)	All transferred cases not involving OHP and Family Preservation
Report Calculation Methodology	Caseworker assignments as well as program assignments will be reviewed to determine whether there were start dates that occurred during the 6-month reporting period. Those cases where transfer occurred during the 6-months reporting period will be reviewed for a case contact entitled, 'case transfer' to determine whether the date of the case transfer conference was within 10 days of the transfer dates. This information will be determined at the end of each 6-months reporting period.
Exit Standard Criteria	Compliance will be achieved when a case conference was held within ten days of the transfer for 90% of the cases transferred
	Source/Criteria

L.J. Consent Decree	LJ v. Massinga, Modified Consent Decree (MCD), pgs. 39-40
	<p>3. <u>Case Transfer Policies</u>: Case reassignment in five working days. Case reassignment conference in ten working days.</p> <p>a. Definitions:</p> <p>(1) Case reassignments will occur within five working days.</p> <p>(2) The reassigned case shall be accompanied by a transfer document which shall include confirmation of the timing of the transfer; the status of the case; and short-term priorities for the child's needs and case activities.</p> <p>(3) There shall be a conference between the supervisor and the new worker within ten working days of reassignment. If possible, the former worker shall attend the conference. The topics to be discussed at this conference shall include a discussion of any immediate unmet needs of the child, therapy and evaluations in progress, and existing service agreements.</p> <p>c. Exit Standards:</p> <p>(1)...</p> <p>(2) 90 Percent of transferred cases had a case conference within ten days of the transfer.</p>
Federal Law & Reg (including CFR)	N/A
State Law	N/A
State Regulations	N/A
SSA Policy	N/A
Other Relevant Standards or Requirements	N/A

ADMINISTRATIVE v. LJ

LJ v MASSINGA

Modified Consent Decree

DRAFT REPORT MEASURES