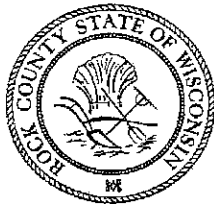


RESOLUTION

ROCK COUNTY BOARD OF SUPERVISORS

Charmian Klyve  
INITIATED BY

County Board Staff Committee  
Human Services Board  
SUBMITTED BY



Phil Boutwell  
DRAFTED BY

May 16, 2011  
DATE DRAFTED

**To Create the Position of 1.0 FTE Human Services Supervisor I and to Delete 1.0 FTE Bachelor Level Social Worker – Certified Position**

1 WHEREAS, the Rock County Human Services Department contracted with a consultant to provide  
2 recommendations on how to improve the timely completion and approval of Child Protective Services  
3 initial assessments within the state and federal required 60-day timeframe; and,  
4

5 WHEREAS, the cornerstone recommendation was to increase the amount of supervisory capacity to  
6 handle the supervisory functions associated with initial reports of alleged child abuse and the screening  
7 decision of whether or not the initial report meets the statutory requirements for abuse and/or neglect;  
8 and,  
9

10 WHEREAS, the new Human Services Supervisor I position will supervise the access float position and  
11 make a decision of whether or not the initial reports should be screened in and assigned to a Child  
12 Protective Services worker to conduct an initial assessment; and,  
13

14 WHEREAS, the additional supervisory help will relieve the three Human Services Supervisors  
15 presently assigned to the assessment units from spending approximately half their workweek making  
16 screening decisions to allow them to focus on their assessment workers and their primary task of  
17 completing assessment reports in a timely manner; and,  
18

19 WHEREAS, initial assessments are a vital function because they determine if the child and or children  
20 are safe and whether the allegation is substantiated or not, which either brings closure to the case or  
21 opens it as an ongoing Child Protective Services case; and,  
22

23 WHEREAS, given the volume of work and the importance of meeting the timeliness standard the  
24 Human Services Department requests the Board consider creating the new position as soon as possible  
25 rather than waiting for the annual budget process; and,  
26

27 WHEREAS, in order to reduce the financial impact of the new position, the Human Services Director  
28 recommends that a vacant social worker position be eliminated.  
29

30 **NOW, THEREFORE, BE IT RESOLVED** by the Rock County Board of Supervisors assembled this  
31 *26<sup>th</sup>* day of *May*, 2011, does hereby approve the creation of a new 1.0 Human Services  
32 Supervisor I position assigned to Pay Range 24 (\$56,088.16 - \$68,152.32) and delete the position of 1.0  
33 FTE Bachelor Level Social Worker, Certified, AMHS Range II effective upon approval of the County  
34 Board.

12.J.(2)

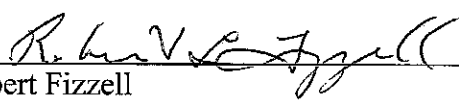
**Resolution to Create the Position of 1.0 FTE Human Services Supervisor I and to Delete 1.0 FTE Bachelor Level Social Worker – Certified Position**  
Page 2

Respectfully submitted,

**Human Services Board**

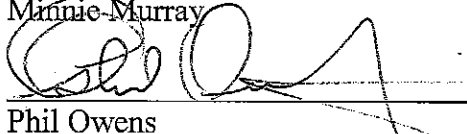
  
\_\_\_\_\_  
Brian Knudson, Chair

Vacant  
\_\_\_\_\_  
, Vice Chair

  
\_\_\_\_\_  
Robert Fizzell

Absent  
\_\_\_\_\_  
Kathy Kelm

Absent  
\_\_\_\_\_  
Minnie Murray

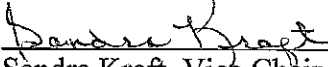
  
\_\_\_\_\_  
Phil Owens


  
\_\_\_\_\_  
Terry Thomas  
Absent

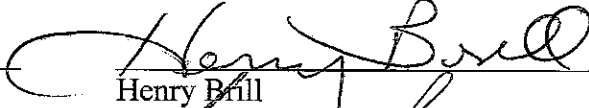
Sally Jean Weaver-Landers  
\_\_\_\_\_  
  
Marvin Wopat

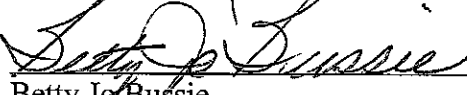
**County Board Staff Committee**

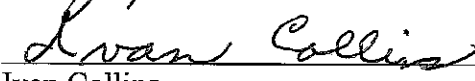
  
\_\_\_\_\_  
f. Russell Podzilni, Chair

  
\_\_\_\_\_  
Sandra Kraft, Vice Chair

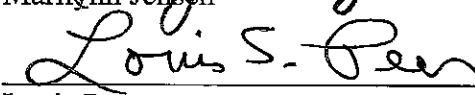
  
\_\_\_\_\_  
Eva Arnold

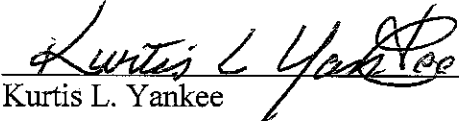
  
\_\_\_\_\_  
Henry Brill

  
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Betty Jo Bussie

  
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Ivan Collins


  
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Marilynn Jensen

  
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Louis Peer

  
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Kurtis L. Yankee

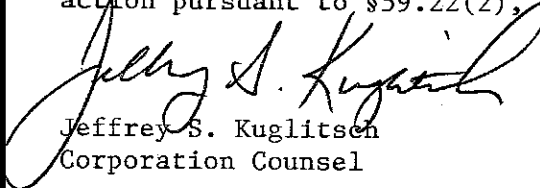
**FISCAL NOTE:**

There are sufficient funds available in the Human Services Budget to cover the cost of this position.

  
Sherry Oja  
Senior Accountant/Assistant to  
the Finance Director


**LEGAL NOTE:**

County Board is authorized to take this action pursuant to §59.22(2), Wis. Stats.

  
Jeffrey S. Kuglitsch  
Corporation Counsel

**ADMINISTRATIVE NOTE:**

Recommended.

  
Craig Knutson  
County Administrator

## Executive Summary

The Child Protective Services (CPS) Division has an assigned staffing level of 59.0 FTE's and operating expenditures of approximately \$9.7 million. It has the responsibility to receive and assess reports of alleged maltreatment through Access and Assessment Units. Where a need for services is identified, families are served through the Ongoing Units. In 2010, there were 2,513 referrals made to CPS, of which 1,877 were screened-in for assessment.

The State and Federal government are paying much more attention to Wisconsin counties' performance with respect to Initial CPS assessments. The counties enter CPS case data in the statewide WISACWIS information system. The Department of Children and Families monitors the real time data and makes calls to counties when standards are not met. In addition, Rock County is scheduled for a bi-annual Quality Services Review (QSR) in 2012. The State has let it be known that the 2012 emphasis of the QSR will be a review of the assessment process.

Funding was placed in the 2011 Budget to hire a consultant to provide consultation and written recommendations regarding the processing and approving the CPS initial assessments within the state and federal required 60-day timeframe. While the CPS Division is striving to meet the practical standard, data shows that at any given time about 25-40% of initial assessments are being completed in sixty days. The consultant made it clear that CPS is meeting all requirements for the timely face-to-face meetings conducted by Access workers when allegations of abuse or neglect are received. Thus, children are not being left in jeopardy because assessments are not completed within the standard.

The consultant's report was given to the Human Services Board on April 27<sup>th</sup>. The report cited a number of factors that result in Initial Assessments not being completed within 60 days. In part, it is due to workload increasing in Access, which is the "front door" of the CPS Division. The increasing volume and complexity of family issues are contributing to more work. In addition, the consultant identified some systems issues and made recommendations to modify and improve processes. However, the biggest factor is the insufficient supervisory capacity to handle the Access functions. It is recommended that increasing the amount of supervisory capacity will allow the Assessment Supervisors more time to meet with their workers, provide guidance and consultation, discuss cases, review and approve initial assessments, manage the workload and accomplish the timely completion of the Initial Assessments.

The Human Services Department and the Human Services Board wish to make a concerted effort to improve assessment performance. A number of steps have been taken to improve processes. In addition, the Department will file an application for a pilot program grant that would provide resources, technical assistance and training to effectively use child welfare data for management and decision making in CPS. However, the key to making this system improvement is the adding additional supervisory capacity. In order to make positive strides sooner than later, it is requested that a new supervisory position be considered now rather than wait to make the request in the 2012 Budget.

The HSD Director recognizes the financial pressures facing the County Board. At present, there is a vacant Bachelor Level, Certified Social Worker position in the Substitute Care unit of the CPS Division. That position has been vacant since March, 2011. In order to facilitate the creation of the new Human Services Supervisor I position, the Department is willing to delete the vacant Certified Social Worker position. The fully loaded cost of the Certified Social Worker position with salaries and benefits is approximately \$85,000. The fully loaded cost of a new Supervisor at mid-point of the salary range is approximately \$96,000. If the County Board authorizes this action, it is anticipated the position would be filled before August 1, 2011.

Approval of this resolution does not require a budget amendment because there will be sufficient amounts of salary and benefits in the HSD Budget line items to cover the new position. The net effect of deleting a position vacant since March, and creating a new position that will not be filled until mid-summer has minimal impacts on budgeted expenditures.