



VERMONT

DEPARTMENT FOR CHILDREN AND FAMILIES Family Services Division

To: Luke Martland, Legislative Counsel
 From: Cindy Walcott, Deputy Commissioner, DCF Family Services
 Date: October 6, 2014
 Subject: Legislative Committee on Child Protection – Recent Requests for Data

1. The Committee expressed an interest on data on DCF staff turnover rate and caseloads: Can you establish a correlation or provide data on this issue?

The following table shows families per worker as we normally measure it (using authorized FTEs) – see first gray column. The next column shows floater positions assigned to district. The next two show current vacancies, with the next showing actual seats filled. The final gray column shows the resulting actual number of families per worker.

DO	Current Families Served	Current Authorized FTEs (Ongoing SWs Only)	Families per Authorized FTE	Current Floaters Assigned	Current vacancies (permanent)	Current vacancies (interim/temp)	Current Filled Positions	Families per current Filled FTEs (all kinds)
Barre	176	11.0	16.0		2.0		9.0	19.6
Bennington	127	7.0	18.1				7.0	18.1
Brattleboro	121	8.0	15.1		2.0		6.0	20.2
Burlington	297	22.0	13.5		1.0	2.0	19.0	15.6
Hartford	110	7.0	15.7		1.5		5.5	20.0
Middlebury	99	7.0	14.1				7.0	14.1
Morrisville	57	4.5	12.7				4.5	12.7
Newport	81	5.5	14.7				5.5	14.7
Rutland	171	9.0	19.0	2.0	3.0		8.0	21.4
Springfield	101	6.0	16.8		1.0	1.0	4.0	25.3
St. Albans	252	16.0	15.8				16.0	15.8
St. Johnsbury	89	5.5	16.2				5.5	16.2
Total	1682	108.5	15.5	2.0	10.5	3.0	97.0	17.3

2. Sen. Cummings expressed an interest in how to measure success and success rates between districts and between innovative approaches. Do you have any data that might be relevant? Does DCF currently track or measure this?

There was a fair amount of conversation about the Middlebury district, which is two years into their implementation of Integrated Families Services (IFS). However, during that two year period that IFS has been active in the district, we have had the district director position twice, and a supervisor position turn over twice. In addition, there has been significant turnover among social workers.

Middlebury's outcome indicators, therefore, do not reflect the positive impact of IFS.

3. There was also a discussion as to whether DCF FSD is handling more complex cases than in the past and what impact this might have upon staff, workload, and success rates? I believe you said that you might have some relevant data. Do you?

There is no quantifiable data on this issue.

4. Sen. Kitchel asked questions about 'upstream' programs that might help parents and thereby prevent subsequent abuse or neglect. I believe her questions were in the context of resource allocation, and how best to determine which programs should be funded to get the biggest bang for the buck. Does DCF, or the Agency of Human Services, have any suggestions as to how to measure the success of various programs? Do you measure success now? If so, how?

All of our grants and contracts have performance measures incorporated. We have over 300 such agreements in place, each with its own articulated measures. Our ability to monitor outcomes is somewhat limited.