

CHILD PROTECTION SERVICES
STANDARDS FOR EFFECTIVE PRACTICE

STANDARDS FOR INTENSIVE FAMILY-BASED SERVICES

4.8 CASELOAD SIZE AND INTENSIVE FAMILY-BASED SERVICES

Council on Accreditation Standards

The Council on Accreditation Standards S20.4 (Service Elements: Service Components); S20.5 (Additional Service Requirements for Intensive Family Preservation Programs); S20.6 (Human Resources); S20.7 (Human Resources: Qualifications of Personnel); and S20.8 (Human Resources: Supervision) link to and support Standard 4.8 *Caseload Size and Intensive Family-Based Services*.

Administrative Code

There are no Ohio Administrative Code Rules that directly address Standard 4.8 *Caseload Size and Intensive Family-Based Services*.

I. Philosophy

Intensive Family-Based Services (IFBS) is based on a model which requires a heightened degree of involvement and direct contact with both the immediate and extended family system for the family's case plan goals and objectives to be achieved. De-escalation of the primary family crisis requires intense casework involvement and the availability of the intensive family-based staff to interact with family members on a daily basis. The intensity of direct contact with the family system, and demands placed on working with a far greater number of family members to accomplish case plan goals, requires that the caseload size of the IFBS staff be significantly smaller than traditional ongoing protective services. Whereas the traditional caseload size of ongoing protective services staff may be fifteen to eighteen cases, the intensive family-based staff can carry only up to four cases at any one time.

The rigors of intensive family-based services provides the CFSA with an opportunity to work quickly and intensely with the client family to reduce risk to a pre-crisis level and stabilize the family so that children do not have to be removed from their homes.

II. Outcome

Children and families participating in intensive family-based service activities receive the level of staff attention and support needed to reduce child risk and to stabilize the family.

III. Evaluation

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- number of cases carried by new IFBS staff to program standards;
- number of cases carried by seasoned staff to program standards.

IV. Standards for Implementation

- 1) New IFBS staff, assigned to the intensive family-based services program, should carry no more than two to three concurrent cases during the first six months to one year of service.

- 2) IFBS staff with one or more years of direct casework experience should carry no more than three to four cases at any one time.
- 3) The IFBS supervisor should estimate the hours and resources required of the IFBS staff's current caseload, and the level of intensity anticipated for incoming cases, prior to making additional case assignments.

V. Financial Implications

Costs of maintaining reasonable case loads to ensure intensity of services offered to the family are included in Standard 10.1, *Management of the CFSA*.