

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 01: Director's Policies

Item 004: **Caseload Coverage**

Suggested changes send to: DSS PSOA Mailbox

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References: PPG [15-06-007](#)

Replaces Issue: **New**

Preamble

Child Welfare Policy and Procedure Guides are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Policy

Case management (CM) services to families will continue uninterrupted despite any planned or unplanned extended leave of absence by the regularly assigned Department of Social Services (DSS) Social Worker (SW). Case management services include, but are not limited to, maintaining the required in-person contact and documentation requirements, service referral completion, completion of court reports, visitation facilitation and all other duties and responsibilities of the regularly assigned SW. The SW covering a case/caseload, whether as an interviewer of the day ("I" person) or as a temporary reassignment, shall respond in the same manner as if the family were on their own caseload.

Procedure

Case/Caseload Coverage

- When a SW is expected to be out of work for 14 calendar days or less, CM services will be handled by the "I" Person on an as needed basis. When possible and reasonably practical to do so, the regularly assigned SW, prior to leaving work, will advise the SWS of any in-person contacts required to take place within the 14 day time period. The SWS shall assign any required contacts to other SWs within the unit to be completed prior to the contact due date.
- When a SW is expected to be out of work for more than 14 calendar days, but less than 30 calendar days, the SWS shall temporarily reassign all of the SW's cases. When possible and reasonably practical to do so, the regularly assigned SW, prior to leaving work, will advise the SWS of any contacts required to take place within the 30 day time period.
- When a SW is expected to be out of work for more than 30 calendar days, the SWS shall consult with the Program Manager (PM) within 2 business days to discuss a plan for having the cases permanently reassigned or covered by another DSS SW until the regularly assigned social worker returns to work.