

**Performance Review:**

Bureau of Children and Families Allocation of Child Protective Service Workers

**PERD’s Objectives:**

The objectives of this audit were to identify and review the BCF’s child protective service worker allocation process and determine if other methods should be used. Also, PERD was to review if population is considered in staffing allocation.

**Key Recommendations:**

*The Bureau for Children and Families should consider examining or incorporating other variables that are significantly correlated with CPS referrals and accepted cases, such as child population and the poverty rate, as part of the process of allocating CPS workers authorized positions throughout the state.*

*The Bureau for Children and Families should consider implementing the recruitment and retention recommendations outlined in the 2019 Post Audit Division’s report on the agency’s Child Protective Services.*

**What Did PERD Find?**

- The BCF allocates CPS workers based on the percentage of accepted CPS cases to a region and district. While the agency allocates based on this method most of the time, it does allow for exceptions, which changes the allocation in two or more districts.
- Child population and poverty data have higher correlations to accepted CPS cases than the BCF’s current allocation process. Since these variables correlate highly to accepted CPS cases, the BCF is indirectly considering them in its allocation process.

<b>Table 1</b> <b>Ranking Chart of Correlation Coefficients for</b> <b>Select Potential Caseload Drivers</b> <b>FY 2018</b>		
Rank	Correlating Factors	Correlation Coefficient
1	Child Population to Referrals	0.95
2	Poverty to Accepted CPS Cases	0.94
3	Child Population to Accepted CPS Cases	0.92
4	Poverty to Referrals	0.92
5	Allocated Positions to Accepted CPS Cases**	0.88
6	Poverty to Allocated CPS Positions	0.86
7	Allocated Positions to Referrals	0.80
8	Opioid Deaths to Accepted CPS Cases	0.76
9	Opioid Deaths to Referrals	0.73
10	Child Population to Allocated Positions	0.71
11	Opioid Deaths to Allocated Positions	0.69
<i>Source: Information provided by BCF; CPS Total Caseloads 2016-2019, CPS Allocated and Vacant Positions and U.S. Census Population. Calculations conducted by the audit team.</i> <i>**Allocated Positions to Cases is the correlation of the BCF’s current method.</i>		

- While the current allocation process keeps the caseload numbers in line with national standards, it does not consider vacancies. When the number of vacancies is considered, the actual caseload is much higher than the allocated caseload.
- The backlog of CPS cases is not included in the caseload totals for allocation.