Arizona Department of Child Safety
Caseworker Caseload Reporting

> Although the Department has various practices that can help ensure the reliability of the underlying data it uses to calculate caseloads for 3 public reports, its method for calculating caseloads results in less precise caseload numbers and increases the potential for reporting errors

Audit purpose

To assess the reliability of the data the Department uses to report caseloads.

Key findings

- The Department reports caseloads in 3 public reports—the Semi-Annual Child Welfare Report, Monthly Operational and Outcome Report, and Quarterly Benchmark Progress Report.

- The Department primarily uses data from the State of Arizona Human Resources Information System (HRIS) and the Department's case management system (CHILDS) to obtain the information used to calculate the caseloads in these reports, including counts of filled full-time equivalent (FTE) case-carrying positions, open investigative reports, out-of-home children, and in-home children. In addition, Department regional staff provide counts of in-home cases used to calculate in-home caseloads for the Quarterly Benchmark Progress Report.

- The Department has various practices that can help ensure the reliability of data used in the caseload calculations.

- To calculate caseloads by casework type, the Department uses percentages to distribute the number of filled FTE positions by casework type rather than using the actual number of filled FTE positions by casework type, which results in less precise caseloads and increases potential for reporting errors.

- The Department will use its new case management system, Guardian, to obtain the information for the caseload calculations that it currently obtains from CHILDS and regional staff.

- As of November 2020, the Department was in the process of developing and testing the queries that will generate this information from Guardian.

Key recommendations

The Department should:

- Develop, implement, and document a more precise method for calculating caseloads that uses the actual number of filled FTE positions by casework type.

- Complete its development and testing of the queries that will be used to obtain Guardian data for the publicly reported caseloads to help ensure their accuracy.