

# Mindful Continuing Education

## Managing Caseloads in Child Welfare Settings

1. Although reducing and managing caseloads is often a difficult task for administrators in child welfare settings, manageable caseloads can make a real difference in a worker's ability to engage families, deliver quality services, stay with the agency, and ultimately achieve positive outcomes for children and families.

- A. True
  - B. False
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### Benefits of Reasonable Caseloads and Manageable Workloads

2. Which of the following is an accurate statement about how workers' attitudes and well-being may impact their ability to effectively help children and families?

- A. Workers' perceptions of their workloads are related to work-family conflict, job satisfaction, mental wellbeing, strain, depression, distress, fatigue, physical symptoms, burnout, and absenteeism
  - B. Efforts to ensure that workloads are manageable may prevent workers from experiencing myriad negative outcomes and may enhance job satisfaction
  - C. Workers may feel overwhelmed due to secondary traumatic stress (STS), which can occur when a professional experiences stress or symptoms of trauma when working with traumatized children and families, and this could exacerbate any stress they are feeling from high caseloads or workloads
  - D. All of the above
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### Assessing Caseloads and Workloads

3. The most comprehensive approach to assessing caseload and workload is a workload study which helps agencies compare how much time is available to complete casework with how much time is spent or should be spent completing it.

- A. True
  - B. False
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### Strategies for Caseload and Workload Management

**4. Strategies to manage caseloads and workloads include targeted efforts as well as broader initiatives in four categories: enhancing work processes and supports; implementing program, practice, or system changes; staffing; and:**

- A. Monitoring action-plans and resources**
  - B. Improving worker effectiveness**
  - C. Analyzing service requirements**
  - D. Interpreting and prioritizing levels of care**
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## **Implementing Program, Practice, and System Changes**

**5. Although solid empirical evidence has supported the use of several effective casework practice models in child welfare settings, agencies are often hesitant to implement such practices.**

- A. True**
  - B. False**
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## **Staffing**

**6. One strategy to reduce individual workload and strengthen service delivery is to use a teaming model to manage more challenging cases, where more than one worker is assigned to a case, and group supervision and teamwork are used to make decisions and develop strategies.**

- A. True**
  - B. False**
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## **Supervision**

**7. Each of the following is an accurate statement about how supervisors should make case assignment decisions EXCEPT:**

- A. Supervisors need a system for assigning cases in a fair and equitable manner**
  - B. The assignment process should take into account the anticipated workload of a case, the worker's experience and capabilities, and the worker's current caseload**
  - C. High-performing workers should be assigned more complex cases to ensure best case care**
  - D. Supervisors can enhance workload management by providing clear direction about goals, priorities, and next steps in a case and by teaching time-management strategies**
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