

15. Assignment of Cases to CWS Supervisor

15.0 Purpose: The purpose of this section is to provide uniform branch procedures and guidelines for assignment of a case to a CWS unit Supervisor

15.1 REASONS TO CONSIDER FOR ASSIGNING CASES TO A CWS SUPERVISOR

- A. Staff turn-over or resignation
- B. Staff transfer to another unit
- C. Staff is promoted to another position
- D. Staff is on temporary or extended leave
- E. CWS case of an employee or employee's relatives
- F. High profile and/or highly contested case

15.2 HOW MANY CASES CAN BE ASSIGNED TO A CWS SUPERVISOR

- A. 1-3 cases to carry for no more than 3 months

15.3 IF STAFF TRANSFER TO ANOTHER CWS UNITS ON SAME ISLAND CAN STAFF TAKE CURRENT CASELOAD

- A. For continuity of services for the children and families, it is best to continue services with the same case worker.
- B. For units in different sections but on the same island, it is preferred that the two unit supervisors workout a mutual agreement
- C. If an agreement is not reached by the two unit supervisors, the matter can be escalated to the Section administrators involved for final decision making

15.4 TYPE OF CASES THAT CANNOT BE ASSIGNED TO A CWS SUPERVISOR

- A. New cases. New cases are to be assigned to a caseworker unless it is a highly contested, high profile or employee-related case.
- B. Deadwood cases or cases that needs to be closed by the caseworker.
- C. Payment only cases

15.5 GUIDANCE AND GOOD PRACTICE FOR ASSIGNING CASES BY SUPERVISORS

- A. Review and assign new cases timely and fairly
- B. If staffing allows, match the families' needs with the staff specific expertise, while promoting professional development with rest of staff
- C. Balance the caseload between more complicated cases and cases with lower needs
- D. Be available and approachable for scheduled and unscheduled supervision with staff
- E. Make supervision a priority every month to discuss case assignments
- F. Ask for help from other unit supervisors and section administrators
- G. Use data to track number of case workers available in the section or in the entire island and make changes of case assignment as necessary