

## 16. Case Staffing

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**16.0 Purpose:** The purpose of this section is to describe uniform, best practice guidelines as it pertains to case staffing for CWS caseworkers and Supervisors.

### 16.1 Reasons for organized, structured case staffing

- A. To plan and inform decisions regarding children and families involved with DHS
- B. To support timely and appropriate permanency for children in foster care
- C. To support supervision and model coaching
- D. To provide a learning environment for caseworkers
- E. To establish consistent casework practice for caseworkers across units, Sections, and the State

### 16.2 What cases should get a case staffing

Required Case Criteria

1. Foster Cases except those in which CQI has reviewed the case for completion of required steps and activities needed to achieve timely permanency and determined in consultation with the caseworker and supervisor that a case staffing is not necessary because:
  - Children will return to a parent timely and within 12 months of removal
  - Children will achieve legal guardianship timely and within 18 months of removal, or
  - Children will be adopted timely and within 24 months of removal

2. Optional case Criteria:

Any case that the caseworker identifies including investigations and in-home cases.

### 16.3 Process for Case Staffing

Caseworkers and Supervisors can find the most recent Case Staffing Tools and guidance on the Shaka system. <https://shaka.dhshawaii.net/>

1. The process for identifying and prioritizing cases within sections and units is described in the folder within the Shaka system. Refer to this and the detailed Case Staffing Teams guidelines within Shaka for the most updated information regarding this process.
2. The contracted CQI provider will assist sections in identifying cases that meet the priority for case staffing and bring these cases in concert with the supervisor to identify for review and consultation.