

**CASELOAD SIZE** (EFFECTIVE 04/15/2025)

**HFA Best Practice Standard 8-1A & 8-2A**

**POLICY: Caseload size is based on staff tenure and experience, along with family complexity and service intensity. Supervisors are encouraged to monitor caseload size closely, beginning with gradual increases to an FSS caseload when staff are newly hired and trained. Family assignments and FSSs’ caseloads are managed to ensure staff have sufficient time to support the needs of families during home visits (BPS 8-2.A). Full-time Family Support Specialists typically have a caseload capacity at any given time ranging from 15-20 families. When setting caseload size, it is important to consider staff tenure and experience, along with family complexity and service intensity. Programs can use their discretion when determining family complexity. Factors that can be considered include, but are not limited to, those listed below in #5c,d,g,h or other factors the program determines would increase family complexity (*please reference Policy 4-2.A for more information regarding case weight changes based on family complexity*). Supervisors use discretion regarding the pace each staff person builds a caseload. Regardless of time in their role, no staff will exceed thirty case weight points. Situations of exceeding 30 case points (or prorated case weight of staff working less than 40 hour/week) should not exceed 3 months and reasons must be documented in supervision notes under “General Topics” in the “caseload” box. See the chart below to determine prorated case weight according to the number of hours worked as well as length of tenure in the FSS role (BPS 8-1. A) as well as the link of the HFA pro-ration tool in the Appendix for FSSs who are less than 1 FTE in their FSS role. FSSs may carry a total caseload of more than the average 15-20 families if their case weight is less than 30\* pts (eg. if an FSS caseload is largely comprised of Level 3 and 4 families).**

|  |  |
| --- | --- |
|  | 0.75 x hrs/wk |
| Hours worked in FSS role\* | Max Weight |
| 40 | 30 |
| 37.5 | 28 |
| 35 | 26 |
| 20 | 15 |

HFNY Policy Guidelines

* The supervisor and home visitor monitor caseloads and case weights during supervision.
* The chart above determines a full-time home visitor’s maximum case weight that can be served according to the number of hours worked a week. Staff FTEs and hours per week must be entered into the MIS on the Worker Form
* The site will prorate caseload size based on the home visitor’s full-time equivalency.
* There may be temporary periods when case weights exceed maximum size (for example, a home visitor leaves the program and the caseload is dispersed among existing home visitors until another home visitor is hired). When this occurs, the reason is clearly documented in supervision notes under “General Topics” in the “caseload” box. Sites ensure that the time does not exceed three months.
* When making caseload assignments, the supervisor will take into consideration the following:

1. Experience and skill level of the FSS assigned
2. Length of time in the FSS role
3. Nature and difficulty of the problems encountered with families and difficulty of family dynamics
4. Work and time required to serve each family (including but not limited to: child welfare involved families, families that require translation, multiple births, etc.)
5. Consideration of potential worker conflict or boundary challenge owing to an existing personal relationship
6. Current staff capacity
7. Extent of other resources available in the community to meet family needs
8. Travel and other non-direct service time required to fulfill the home visitor’s responsibilities
9. Other assigned duties



**The site will adhere to all HFNY Policy Guidelines specified above. In addition, please insert site-specific procedures that:**

1. Describe how the caseload and case weight is monitored by the supervisor and FSS during supervision
2. Describe who will be responsible for completing the Worker Form in the MIS
3. Describe the process the site will use to ensure that work hours and FTE specified in the MIS is used to determine case assignments
4. Specify circumstances under which staff case weights might exceed 30pts and how the site will monitor case weights to ensure it doesn’t exceed 30 pts for more than 3 months
5. Describe how the supervisor will take into consideration when making caseload assignments the following:
   1. Experience and skill level of the FSS assigned
   2. Length of time in the FSS role
   3. Nature and difficulty of the problems encountered with families and difficulty of family dynamics
   4. Work and time required to serve each family (including but not limited to: child welfare involved families, families that require translation, multiple births, etc.)
   5. Consideration of potential worker conflict or boundary challenge owing to an existing personal relationship
   6. Current staff capacity
   7. Extent of other resources available in the community to meet family needs
   8. Travel and other non-direct service time required to fulfill the home visitor’s responsibilities
   9. Other assigned duties



**Reference Table**

**Best Practice Standard 8**

*This reference table contains a list of reports in the MIS that can be used to help programs monitor fidelity as well as helpful links and documents related to each policy.*

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| --- | --- | --- |
| **Policy** | **MIS Reports & Forms** | **Appendix & Links** |
| **8-1.A & 8-2.A**  **Caseload Size** | * FSS Case List * FSS Home Visit Narrative * Supervisor’s Case List * Home Visiting Completion Rate Analysis * Program Caseload Summary * 8-1B Annual Case weight Report | * See HFNY Level System table in policy 4-2A. * [Caseload Proration Tool (HFA)](https://www.healthyfamiliesamerica.org/network-resources/calculator-for-caseload-and-supervisor-ratio/) |