



Agency Response to Turnover Crisis Inadequate

Lower Caseloads, Real Pay Raises Needed to Retain Staff

Presentation by FPS to House
County Affairs Committee, 8/29/16

Have developed "Safe Signal" app, which is a positive step.

These are only places where mobile workers can go to dock tablets and print paperwork, not much more than office space.



Workforce Stabilization - Solutions

- Reasons Caseworkers leave and what DFPS is doing about it:

- Concerns about Working Conditions: Safety and Stress Levels
 - Office of Worker Safety
 - Caseworker Support Centers
 - Impact Modernization
- Better Pay and Benefits
 - Overtime Balance Pay Down
 - Locality Pay
 - Performance Based Merits
- Issues with Supervisors or People Supervised
 - Redesigned Training Model
 - Performance Evaluations
 - Cultural Shift

No noticeable changes for employees, and nothing that has made any children safer either.

Staff still have 140 hours of banked overtime. Wide variations in approving overtime depending on region, administrators.

A short-term solution that will pull staff away from lower paid regions of state to larger cities. Tenured staff will leave low paying areas because lower pay results in a smaller pension.

Well documented problems with punitive work environment and culture of fear that is overly focused on "numbers" instead of quality work. Merit raises subject to biased opinions and favoritism, and promote value of moving cases quickly instead of assuring needs of children and families met.

Cultural Shift and Performance Evaluations- Unchanged. Punitive work environment persists.

Positive step to involve new workers in field work sooner. However new workers are significantly less familiar with policies and procedures, which causes a different set of problems