



Texas Department of Family and Protective Services

Conservatorship Average Daily Child Caseload per Worker

Pursuant to the 2024-25 General Appropriations Act, House Bill 1, 88th Legislature, Regular Session, 2023 (Article II, Department of Family and Protective Services, Rider 39), the Department of Family and Protective Services (DFPS) shall submit a quarterly report on the conservatorship target case count of 17 cases. While the General Appropriations Act reflects a case target, this update converts the case target to number of children per caseworker, which is 14.5. The report must also include information on the steps the agency is taking to achieve the target number. This report analyzes the months of December 2024 and January and February 2025.

Statewide Analysis

The statewide average daily caseloads have declined from last quarter and remain below the caseload target of 14.5. At the end of this quarter, DFPS exceeded the goal with an average daily child count of 9.5, below the target threshold for average daily counts.

Quarter 2 Fiscal Year 2025	Average Daily Child Count
December	9.7
January	9.6
February	9.5

Statewide, average child assignments per caseworker are down in Fiscal Year 2025 compared to this time last year. Assigned child counts were down by 0.8 children per caseworker in February 2025 compared to February 2024.

As of February 2025, all regions in the state were below the Average Daily Child Count target of 14.5.

Region	Average Daily Child Count
6A	9.3
6B	7.7
7	8.9
8A	10.3
9	9.2
10	7.9
11	11.3

Q2 Efforts for Continued Progress

In addition to constant evaluation of current methods, DFPS continues to utilize various processes and tools to effectively reduce caseloads, such as:

- Continuously focusing on retention of regional workers using townhalls and virtual updates to communicate with staff.
- Monitoring trends and patterns related to staff, vacancies, caseloads, completion and timeliness of critical tasks, and casework quality.
- Using the conservatorship caseload report to track progress while considering the complexity of cases, caseworker experience and child and family needs to support decisions about case assignments. Managers are also using the caseload report to monitor the caseload sizes of new staff to ensure they are receiving a full caseload, when possible.
- Heavily focusing on adoptions and moving youth to permanency by breaking down barriers to finalization.
- Examining caseload size when allocating positions to different areas within a region, as well as managers continuing to ensure cases are closed timely in IMPACT (Information Management Protecting Adults and Children in Texas).
- Continuing partnerships between DFPS and SSCC human resources teams for the hiring process, staff meetings, and overall outreach for regions moving into Community Based Care as caseloads tend to rise in regions approaching transition into Stage II.
- Deploying Master Conservatorship caseworkers to areas with high caseloads. Current staff are deployed to Regions 3E, 7, 8, and 11 to support regional operations and caseload management. DFPS recognizes the importance of a smooth and supportive

transition as Texas moves to the Community Based Care Model. Supporting the regions prior, during, and following transition has proven to be a critical task, and the Master Conservatorship workers are a vital role in this process. As a result of lessons learned, DFPS recently repurposed some existing conservatorship worker positions to add 22 additional Master Conservatorship staff, including 1 program director, 3 supervisors, and 18 caseworkers. Recruitment for these positions has begun with hiring anticipated soon.

Stability for children and families remains at the forefront of all case-related decisions, always considering the relationship between the worker, child, and family.

(Data source: chl_cps_01: Average Daily Child Count for Substitute Care Workers SUB and ADO Stages; Data as of March 7, 2025)