


To: Area Administrators/Human Services Area Coordinators
Bureau Directors
County Departments of Community Programs Directors
County Departments of Developmental Disabilities
Services Directors
County Departments of Human Services Directors
County Departments of Social Services Directors
Licensing Chiefs/Section Chiefs
Tribal Chairpersons/Human Services Facilitators

From: William R. Fiss
Interim Administrator 

The Program Enhancement Plan (PEP) calls upon the Division of Children and Family Services (DCFS) to develop and implement a Workload Management Survey. DCFS convened a workgroup, in partnership with the Wisconsin County Human Service Association, to develop a Full Time Equivalency (FTE) survey to identify staffing patterns throughout the State of Wisconsin. Information will be collected from all counties regarding FTE's for the following program areas: Intake, Assessment, Ongoing In-Home and Out-of-Home Services, Foster Care Licensing, and Supervisor tasks. This staffing information will be combined with caseload information from eWiSACWIS to evaluate caseload ratios for child protective services staff and supervisors across the State, including worker caseload and supervisory ratios.

The attachments to this memo include the survey and instructions for completing the survey. **All FTE Survey submissions to DCFS must be completed by December 1, 2006** Surveys should be mailed, faxed or e-mailed to David Sorenson at the address below.

In completing the survey, it is imperative that counties provide reliable estimates of their FTE counts. DCFS will share the results of the FTE survey with counties so they can compare local staffing patterns with the statewide average.

In addition, counties participating in the Workload Management workgroup will be completing a Time Analysis with their staff by estimating the time spent in their county by individual workers on the component tasks within the program areas covered by the FTE Survey. The results of this Time Analysis could be used to estimate the statewide average amounts of time workers are spending on specific job functions. The Time Analysis, in combination with FTE Survey information, will provide data that could be used for evaluation of the statewide child protective service program workload.

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MEMO WEB SITE: http://dhfs.wisconsin.gov/dcfs_info

ATTACHMENTS: [FTE Survey PDF Version](#)
[FTE Survey WORD Version](#)
[Survey Instructions](#)