Workload Management Dashboard

The Workload Management dashboard provides measures of workload and caseload for a number of child welfare measures. This dashboard is intended to be a guide for current workload and to provide trend reporting across workers, counties, and the state of Wisconsin.

The original data source for this dashboard is eWiSACWIS, but as the dashboard utilizes the Wisconsin child welfare data warehouse (dWiSACWIS), it is refreshed overnight and not throughout the day. Therefore, counts and figures presented will be current as of the data available the previous evening.

The dashboard is divided into four subject areas: Caseload, Access, Initial Assessment, and Out-of-Home Care. Select the tab to view the workload section you would like further information on. A description of each of these sections (that are currently available) follows.

Overall Organization

- All users may see their own individual workloads, the county aggregation, or a statewide aggregation.

- Supervisors may select any worker within their county to view workload details.

- Supervisors may select to view their whole team.

The 'What's New' section provides news regarding added features or changes made to the dashboard. The date shows the last time an announcement was added.

Today's date, included for printing purposes.

Select the workload subset (Caseload, Access, etc.) you wish to view. The tabs underneath provide further data regarding that subject.

A .pdf document with screenshots & explanations of this dashboard.

Date and time the data is current as of. This will be dated from the previous evening, and will not refresh throughout the day.

Workload Management – Caseload: The Caseload page provides information on worker caseload(s) for the purpose of helping workers understand and manage their cases as well as to assist in the cleanup of old cases.

Caseload Overview Tab – Provides counts of the selected worker or group's caseload, and details on the caseload's demographics and location.

Counts of this worker(s) currently open cases, adults, and children being served.

This button provides a list of all cases that have been identified as potentially inactive that should be investigated and potentially closed (further described below).

Potentially Inactive Cases List pop-up:

A list of all cases that have been identified as potentially inactive that should be further investigated and potentially closed. The red exclamation mark indicates cases that have not had a documented Face-to-Face contact within the last 80 days, or no casework was approved within the last six months. The orange triangle indicates that there is no documentation of either a Face-to-Face contact or approved casework.

These indicators flag the cause for why the case is potentially inactive.

This button exports this data to an Excel spreadsheet for further analysis.

These headers may be clicked to sort the data.

Milwaukee County

Current Date: 03/17/2017
What's New (3/10/2017)

Milwaukee

About

○ Within my County   ◉ Other County

| Caseload | Access | Initial Assessment | Out-of-Home Care |

| Caseload Overview | Caseload Characteristics | Case Details |

Cases where selected worker(s) are identified as currently responsible caseworker.

Currently open cases

3,621

Potentially Inactive Cases List

Overview by Worker

Assignments Detail
As Identified Caseworker

- Admin
- Primary
- Secondary
- Supervisor

3,400   203   17

Adults being served ?

15,892

Click to map case locations

Children being served ?

9,086

Children being served ?
Detailed Information

■ Under Age 3 ■ 3-13 ■ 14-17 ■ Age 18+

8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0

1,340
64
412
1,095
466

4,437
1,028
0

OHC (2,067)   In-Home (6,805)

Usage Tips   Open Cases / Participant data current as of 3/16/2017 4:14 AM

Source: dWiSACWIS   Department of Children & Families | Division of Safety and Permanence | Child Welfare Data Analytics Section

Dashboard User Guide

Print

Indicates the assignment roles this worker or agency has. Ideally, all assignments should be primary, with the others researched and potentially corrected.

The map link will display all cases where the selected worker(s) are identified as the currently responsible worker. Clicking the house icon will provide details on the case.

Numbers below the In-Home / OHC labels provide the count of all children.

Click the box to the left of the label to add or remove this population from the graph.

Clicking the graph icon displays the chart below. Select the # icon to toggle between counts and percentages.

The 'Overview by Worker' tab provides the list of cases where the selected worker(s) are identified as the currently responsible worker. Details here include counts of:
- Cases, adults, children, children under 6
- In-Home and Out-of-Home Care cases.
- Cases where primary demographic data is fully documented.
- Cases with court documents, unsafe children.
- Cases with no face to face visit documented in the last 30 days.

Children being served ? #
Detailed Information

Under age 3:	1,530
Age 3-13:	5,285
Age 14+:	2,018
In-Home Services Children:	
With Documented Disabilities:	4,736
Medically Complex:	6,599
Found to be Unsafe:	3,073
Victim of Substantiated Maltreatment	6,599
Out of Home Care Children:	
With Documented Disabilities:	
Medically Complex:	
Found to be Unsafe:	1,814
Victim of Substantiated Maltreatment	

Caseload Characteristics Tab – Description of the amount of time cases have been open, descriptions of the cases, and case types assigned to these cases.
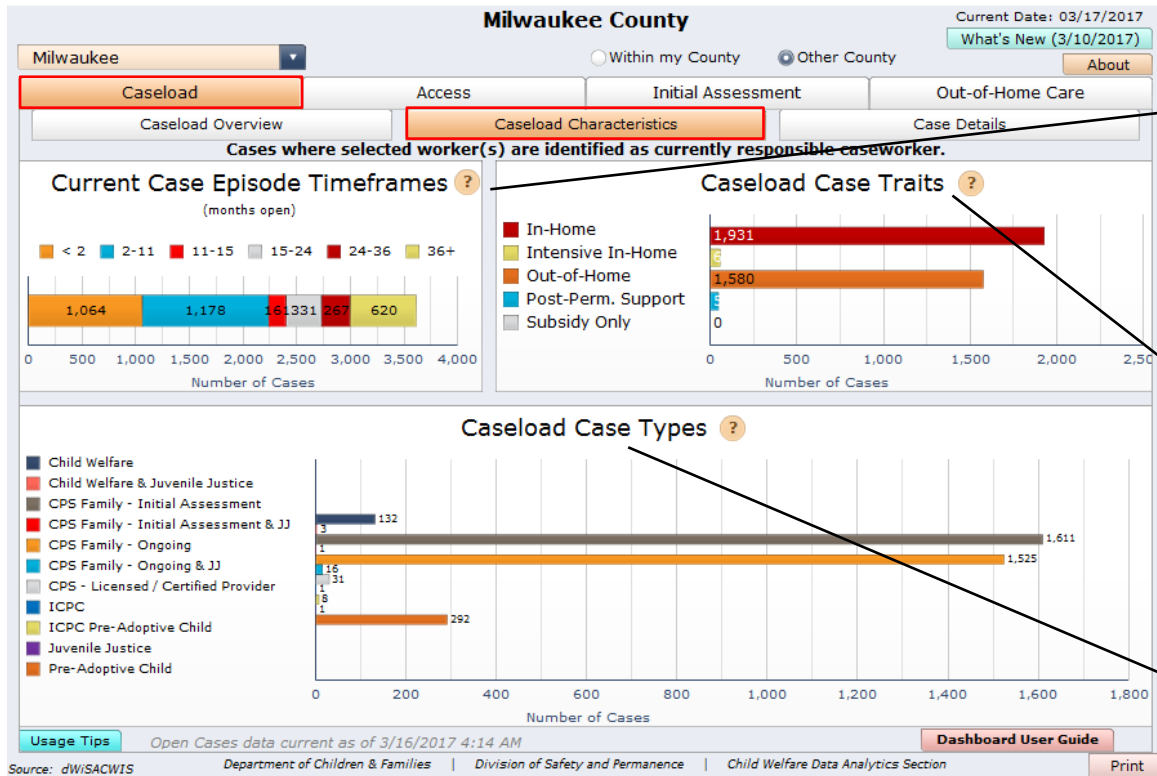
Case Episodes are defined by the time from most-recent case open date through the current date, or case closure date.

Case Traits are a means of aggregating cases by their overarching case description.

Case Type as documented in eWiSACWIS.

Caseload Case Details – *List of cases assigned to this worker(s), and details regarding each case including:*

- *the number of months the case has been open;*
- *the number of persons served, the number of children, and the number of children under age six;*
- *the number of children in home and Out-of-Home;*
- *the percentage of primary demographics documented for each case;*
- *Indicator on whether the case holds any court documents as documented in eWiSACWIS;*
- *The number of unsafe children;*
- *The number of days since the last documented contact for this case; and*
- *The overall case trait (In-Home, Out-of-Home, Subsidy Only, Post-Perm Support (Milwaukee only), or Intensive In-Home (Milwaukee only).*

		Months Open	Persons Served	All Children \ Under 6	OHC \ In-Home Children	Primary Demogr Doc'd ?	Court Doc't	Unsafe Children	Days Since Contact	Case Traits
		1.6	6	3 \ 1	\ 3	%	N	1	44	In-Home Services
		4.3	5	3 \	\ 3	%	N	3	15	In-Home Services
		6.5	13	5 \	\ 5	%	N	3	119	In-Home Services
		1.7	13	4 \ 1	\ 4	%	N	1	0	In-Home Services
		1.3	3	1 \	\ 1	%	N	1	0	In-Home Services
		6.5	5	2 \ 1	\ 2	%	N	1	190	In-Home Services
		0.4	3	1 \ 1	\ 1	%	N	1	0	In-Home Services
		3.8	4	1 \	\ 1	%	N	1	0	In-Home Services
		1.8	3	\	\	%	N	1	0	In-Home Services
		4.6	4	1 \ 1	\ 1	%	N	2	0	In-Home Services
AVERAGE values	per *case*	24.6	6.9	2.5 \ 0.8	0.6 \ 1.9	0.0%	46.7%	55.4%	40.3	

These headers may be clicked to sort the data.

The first number describes all children in Out-of-Home Care; The second figure describes all in-home children.

This orange box provides the average values across all of the currently open cases.

Workload Management – Access: Worker, County, and Statewide Access information on all CPS Reports, Service Reports, and total Access Reports completed within the chosen time period.

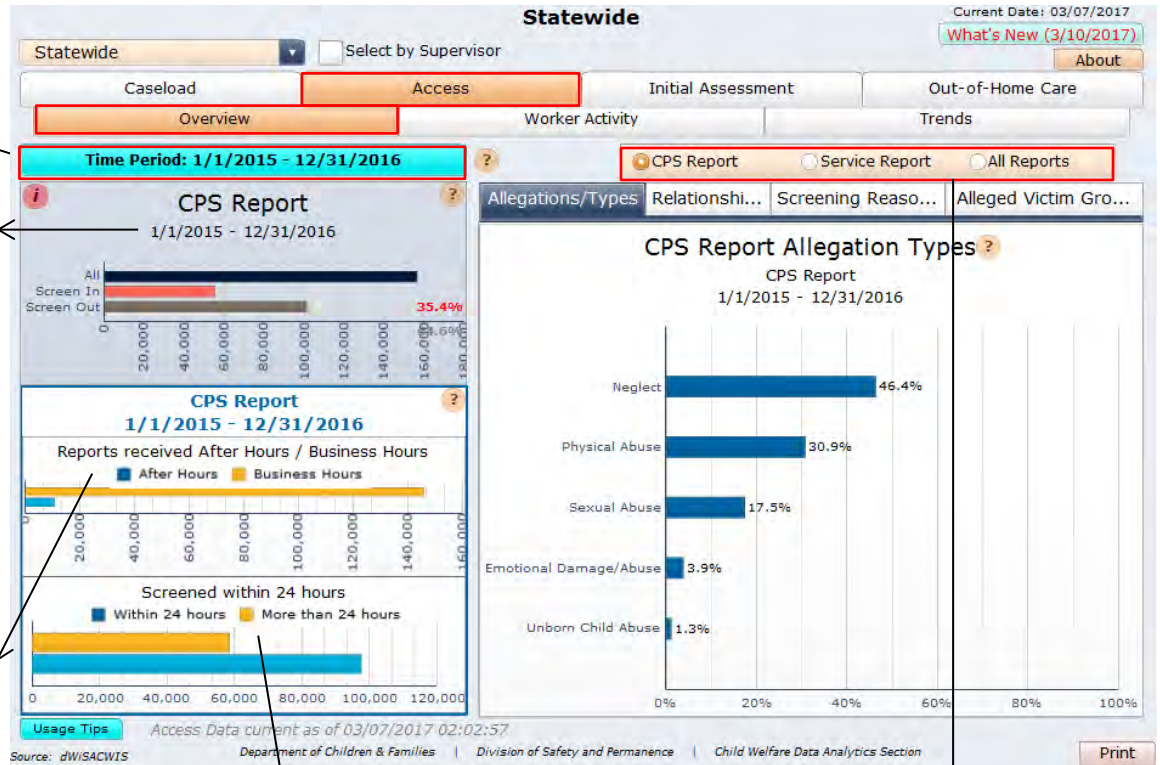*Access Overview – Counts and details regarding completed Access Reports in this time period.*

Select the time period to review.

Count of all reports completed in the time period, by Access Supervisor screen in / out decision. Clicking the red 'Screen In' bar, will cause all graphs on this page to include only screened in reports.

The 'After Hours' chart reflects if the report was received during the county's business hours, based upon whether the worker selected the 'after hours' box in the Access Report.

The 'Screened within 24 hours' chart reflects whether the Access worker and supervisor completed the Access Report documentation within the required 24 hours.

This box provides the ability to choose to view only CPS Reports, only Service Reports, or all Access Reports.
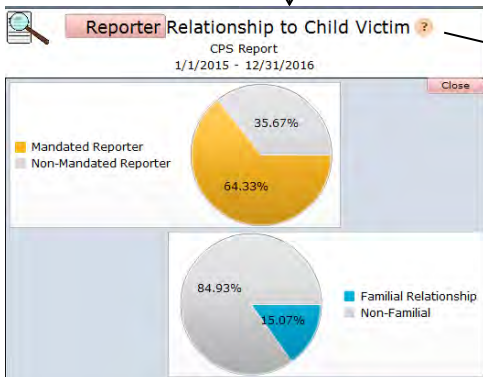
Access Overview *– Counts and details regarding completed Access Reports in this time period.*
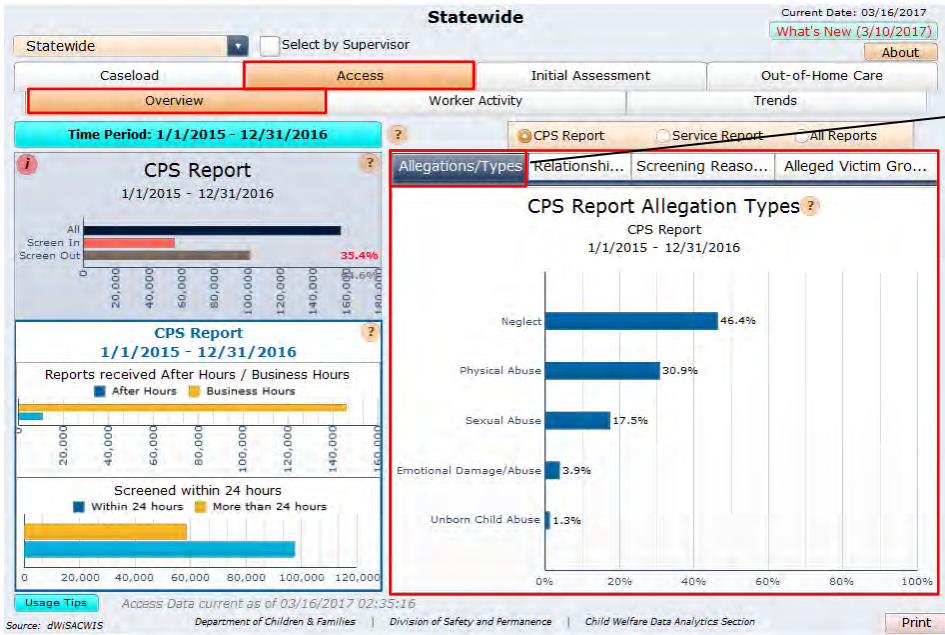
The Allegations / Types chart provides the percentage of all CPS allegation(s) or Service Report types made within the time period, by category. For example, if a CPS Report contains three allegations of neglect and two allegations of physical abuse, the chart will represent each category once. The completed Service reports will show the percentage of reports by their overall type as well.
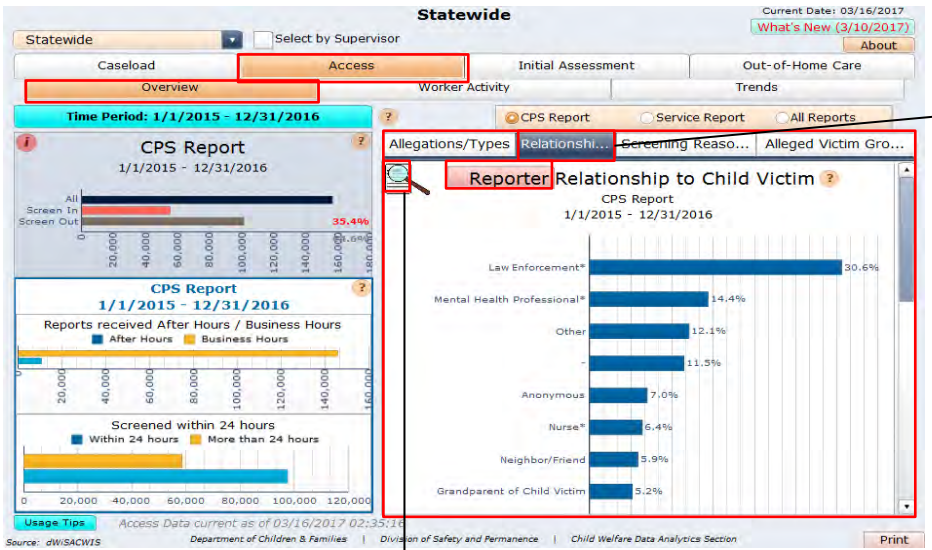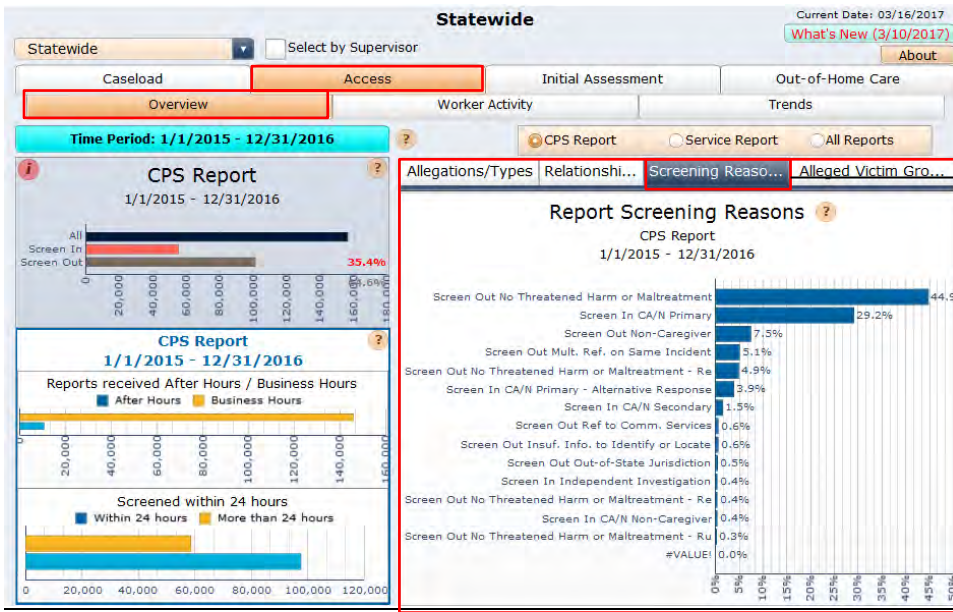

The 'Relationships' chart provides the percentage of completed Access reports by the reporter's relationship to the child victim(s) (i.e. social worker, parent). If the user clicks the pink button, the chart will then display the percentage of completed Access reports by the alleged maltreater's relationship to the child victim(s). If a report alleges multiple maltreaters, each maltreater relationship in that report is represented once.


Clicking upon the magnifying glass when in the 'Reporter Relationship' section will provide a pie chart of the percentage of reporters who were mandated reporters and family members. The magnifying glass in the 'Maltreater Relationship' section displays the percentage of alleged maltreaters who were family members.

Access Overview – Counts and details regarding completed Access Reports in this time period.

The 'Screening Reason' chart provides the percentage of Access reports by the supervisor-approved screening decision for all completed Access reports in this time period.
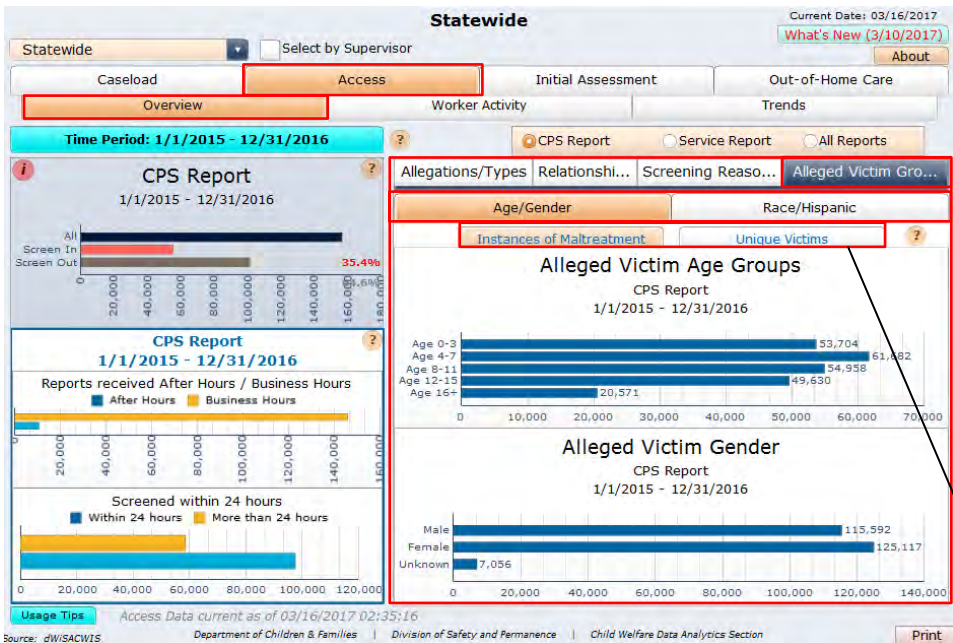
The 'Alleged Victim Groups' chart provides the count of all alleged victims by their age group and also by gender. The 'Race/ Hispanic' tab provides a pie chart of the Alleged Victim's primary racial identity. The smaller pie chart depicts the alleged victims by Hispanic identity. Hovering over the chart will display actual counts.

The 'Instances of Maltreatment' and 'Unique Victims' tabs provide a count of alleged victims' demographic information by either the allegation of maltreatment (which may count some children multiple times), or by unique victims.

Access Worker Activity – *Counts and details of Access Reports by Worker.*
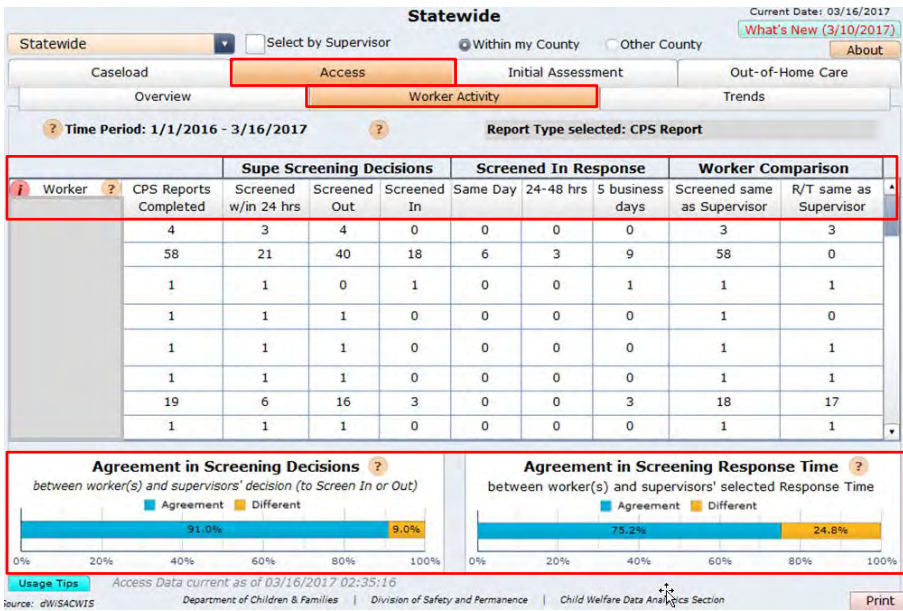
This chart quantifies Access Reports completed by worker within the time period, including the supervisor screening decision, the screen-in response time (i.e. same day, within 48 hours), and a comparison of the worker and Access supervisor's agreement in screening decision and response time.

Supervisors have access to the 'Agreement in Screening Decisions' and 'Response Time' graphs, which provide the percentage of Access Reports completed where the worker and supervisor agreed on the screen in or screen out decision reason, and on the response time assigned.
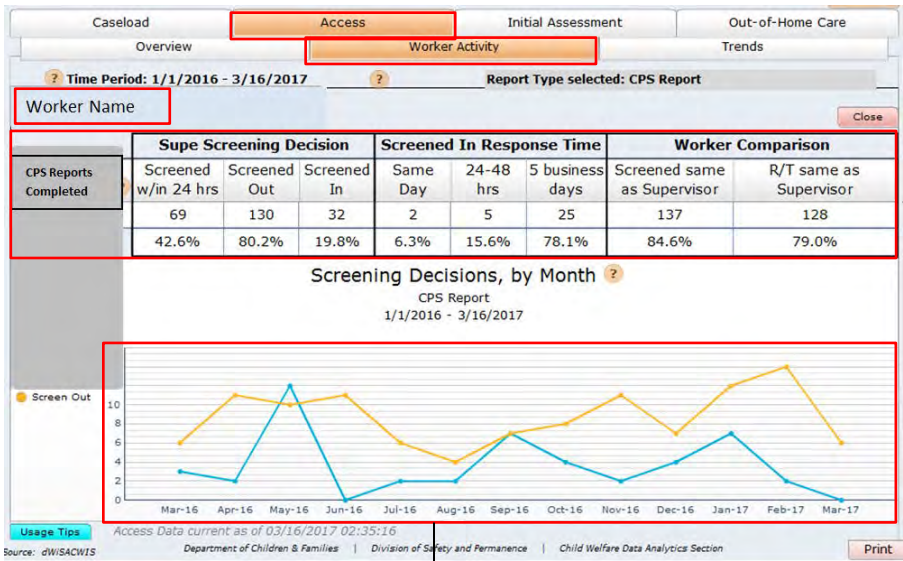
This page appears upon clicking a worker name listed in the chart above. The table provides counts, by selected worker, of the total reports that worker approved within the time period. The 'Supervisor Screening Decision' figures show the count and percent of CPS reports completed within 24 hours, and the percent of all reports that were screened in or out. The 'Screened In Response Time' figures show the count and percent of screened in CPS reports that were assigned to same day, within 48 hours, and within five business days. The 'Worker Comparison' figures show the count and percent of cases where the worker and supervisor made the same screening decision, and assigned the same response time.

This chart provides a count, by month, of all screened in and screened out Access Reports, by worker, by month.
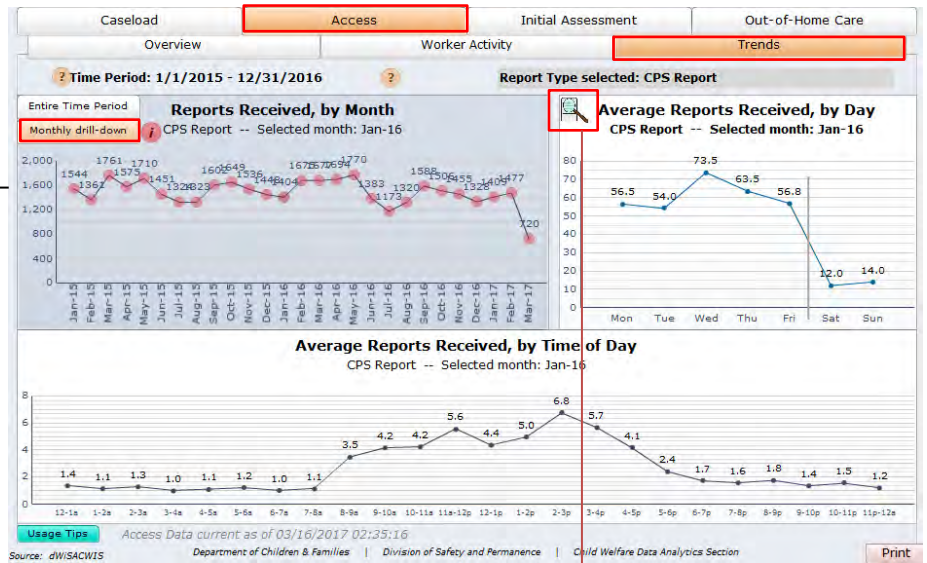
Access Trends – *This tab provides a count of Access Reports completed by month, day, and time.*

The 'Entire Time Period' tab provides a count of Access Reports completed within the time period.

The 'Monthly Drill Down' option changes the 'Reports Received, by Month' chart to now show red dots representing the total reports received by month. Clicking a red dot will then populate the 'Average Reports Received, by Day' chart as well as the 'Average Reports Received, by Time of Day' chart, to reflect the selected month.
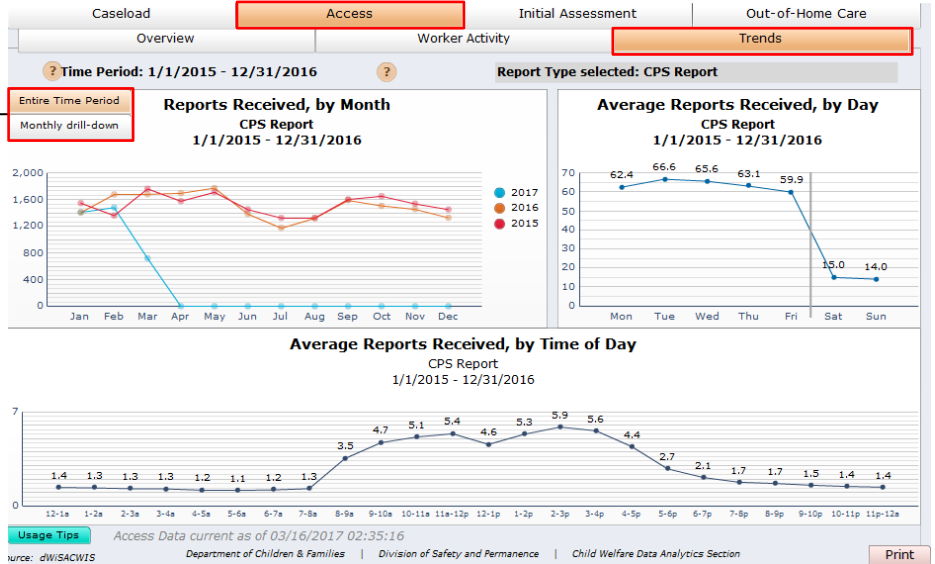
When the 'Monthly Drill Down' option is selected, a magnifying glass will also appear in the 'Average Reports received, by Day' chart. Clicking upon this magnifying glass will provide a chart (below) that shows the actual number of reports received by date, for the month selected. Use this chart to determine potential patterns of Access calls received around holidays or days of the week, for staffing purposes.

This chart shows the actual number of reports received by date, for the month selected. Use this chart to determine potential patterns of Access reports completed on holidays, for staffing purposes.
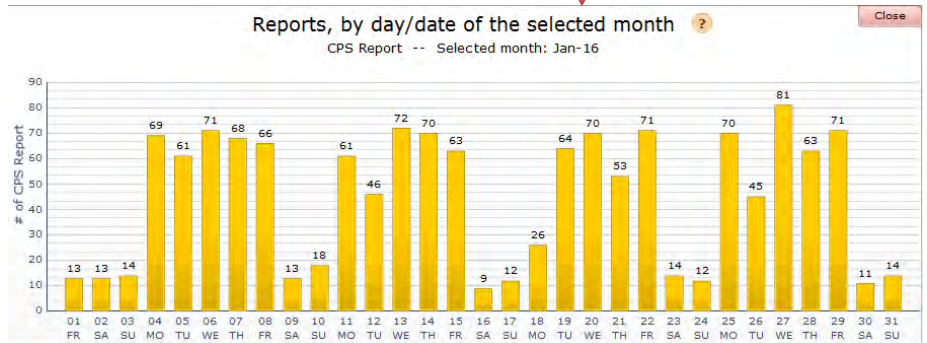
Access Trends *– This tab provides a count of Access Reports received by month, day, and time.*

This chart provides a count of all reports received, by month. Clicking upon the toggle buttons within the chart legend will select or deselect those years from the chart.

This chart averages the total number of Access Reports received across the days of the week, for the time period selected.
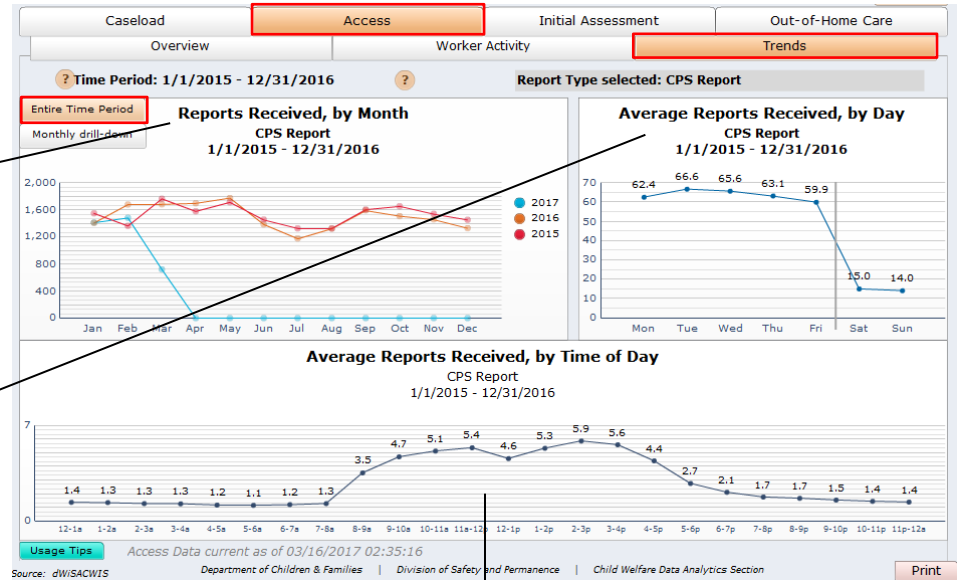
This chart averages the total number of Access Reports received by time of day, across the time period selected.

Workload Management – Initial Assessment: Worker-specific Initial Assessment information on currently open Initial Assessments, Initial Assessment performance, and overall trends.

Currently Open Initial Assessments – Counts and details regarding a worker(s) currently open I.A.s

A list of all open I.A.s, by worker, by case, and by the number of days open, F2F contact result, safety assessment, and if the case is pending approval.

Count of the worker(s) open I.A.s by the timespan each I.A. has been open. Red values show I.A.s submitted to the supervisor for approval.

Click the box to the left of the label to add or remove this population from the graph.

Milwaukee County

Current Date: 03/17/2017
What's New (3/10/2017)

Milwaukee ▼   ○ Within my County   ● Other County   About

| Caseload | Access | Initial Assessment | Out-of-Home Care |

| Currently Open IAs | Initial Assessment Performance | Completed, Pending, Overdue Trend |

List View   Initial Assessments where selected worker(s) are identified as currently responsible IA worker / caseworker.   Teams

Open IA Timeframes ?
Days from initial CPS referral date to present
Total Open IAs: 1,696
■ Submitted for Approval ■ Still in Progress

Worker	?	Total IAs	0-15 Days	16-30 Days	31-45 Days	46-60 Days	61-90 Days	Over 90 Days
		28	2	3	4	3	4	12
		23	5	5	4	5	3	1
		2	1	1	0	0	0	0
		19	6	6	6	1	0	0
		52	5	7	9	2	5	24
		49	5	6	7	9	8	14
		40	6	5	5	6	3	15
		38	7	6	6	11	1	7

Open IA Timeframes chart values: 0-15: 278 (2); 16-30: 294 (0); 31-45: 279 (1); 46-60: 220 (8); 61-90: 187 (2); over 90: 410 (15)

Initial Face to Face Contact Results (as documented now) ?

Occurred-Timely	856
Occurred-Not Timely	225
Attempted-Timely	83
Attempted-Not Timely	22
Other/None	510

Usage Tips   Currently Open IAs data current as of 3/17/2017 2:45 AM   Dashboard User Guide

Source: dWiSACWIS   Department of Children & Families | Division of Safety and Permanence | Child Welfare Data Analytics Section   Print

Table of the worker's total open I.A.s. These headers may be clicked to sort the data.

Initial Face-to-Face contact results for each open I.A. assigned to the worker(s). The 'Attempted – Timely' and 'Attempted – Not Timely' options indicate contacts that have not occurred, but indicate whether there was an attempt to complete the contact. The 'Other/None' option indicate Initial Assessments that do not have a documented Initial Face-to-Face contact.
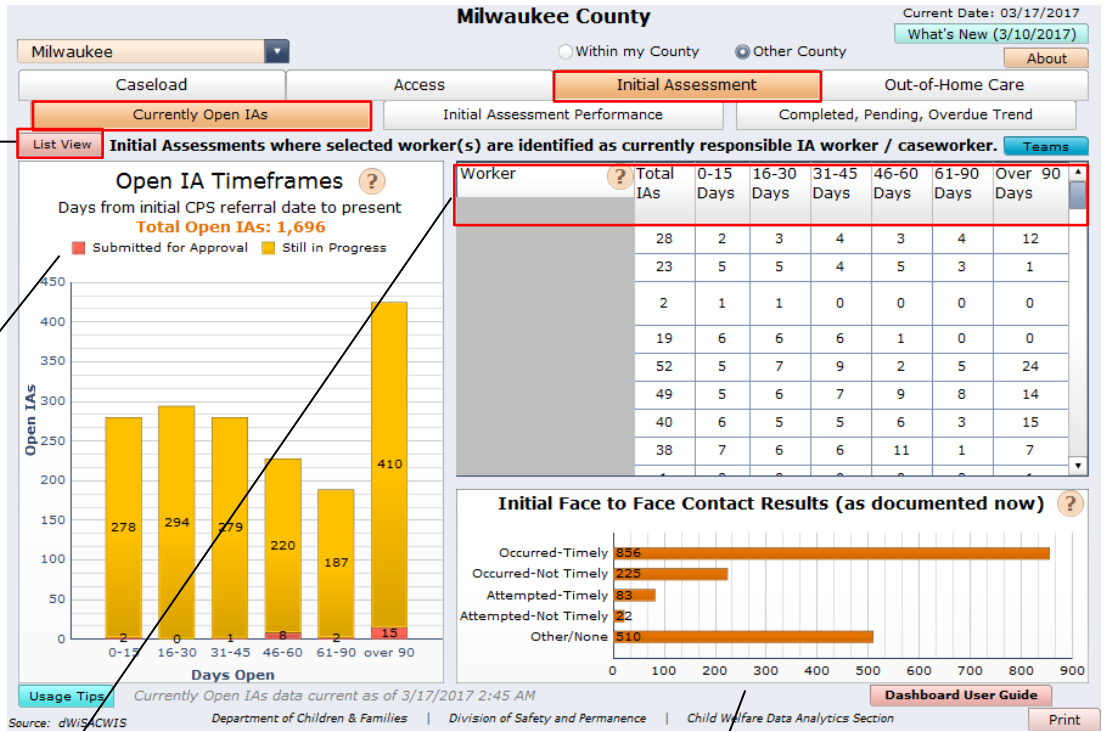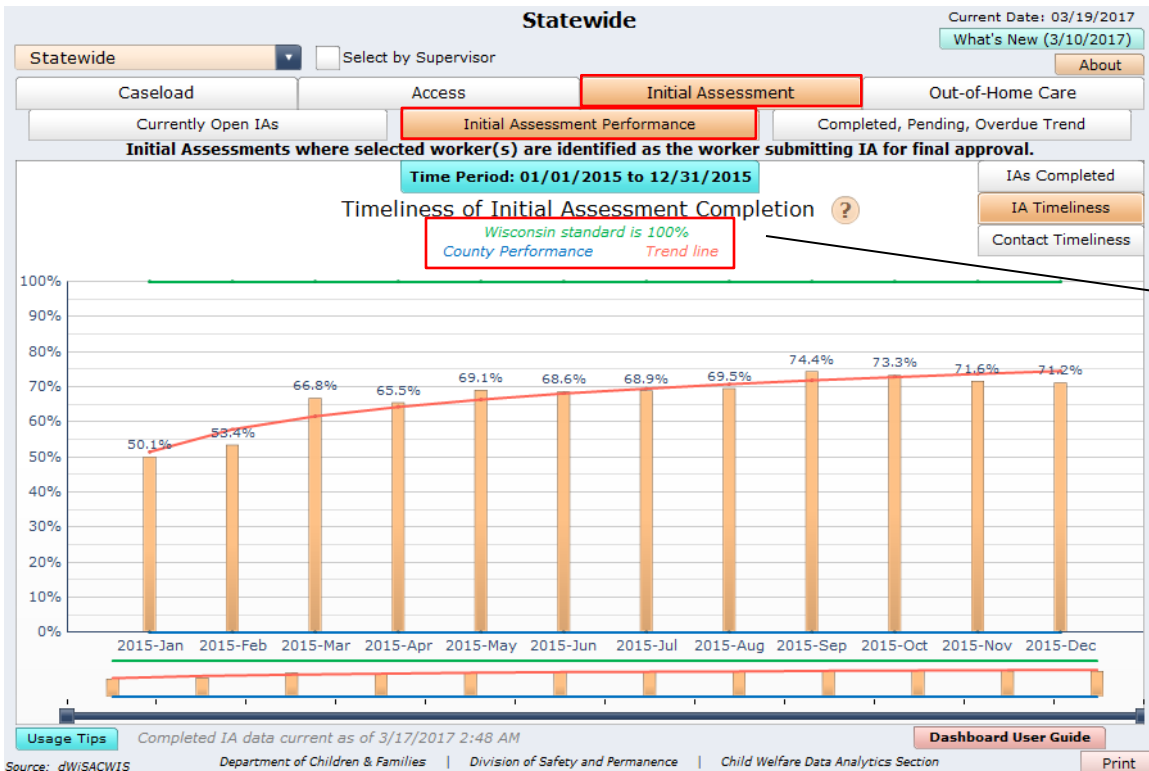
Initial Assessment Performance *– Counts and percentages regarding a worker(s) completed Initial Assessments and the timeliness of the Initial Face-to-Face Contacts.*
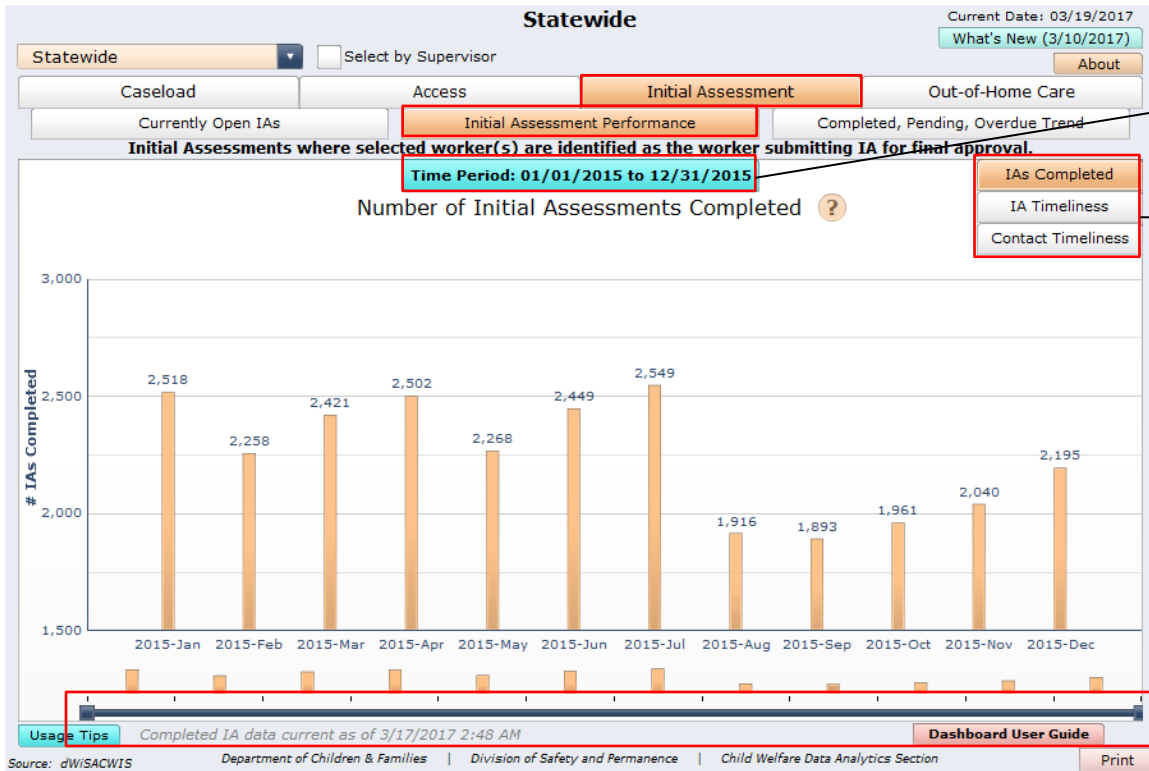
Select the time period to review.

Choose to see information on all completed I.A.s, the percentage of I.A.s completed timely, and the percentage of Initial Face-to-Face Contacts made timely.

This slider may be adjusted and moved to change the time period seen.
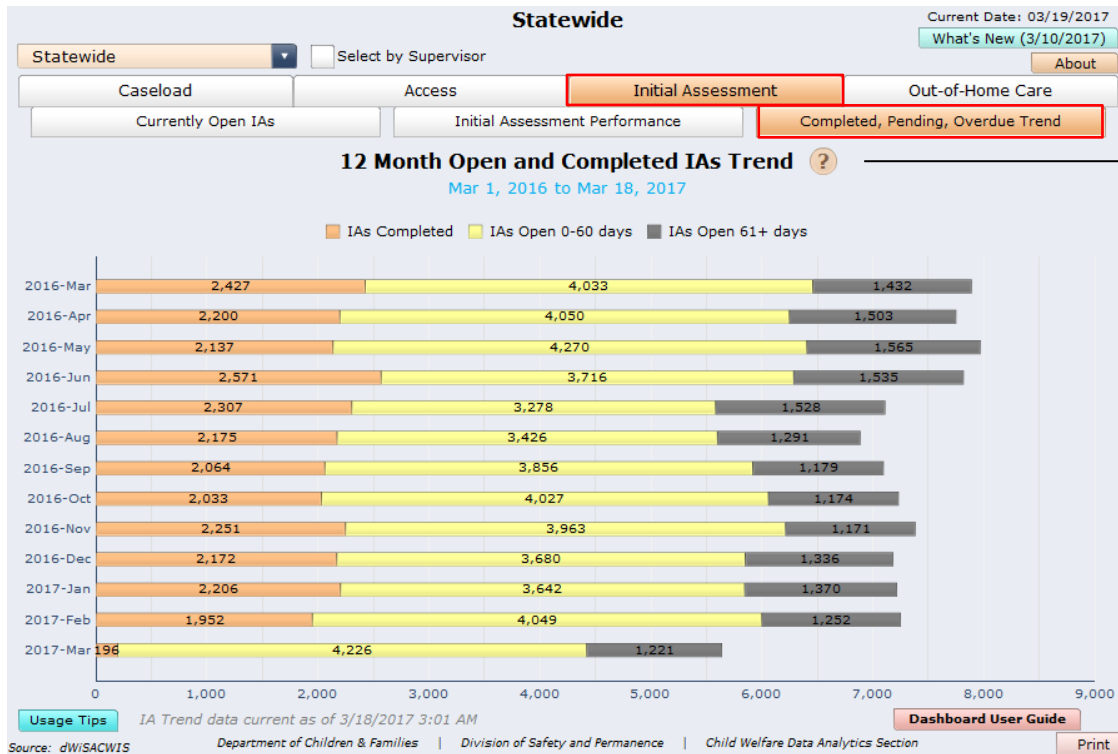

The green line is the Wisconsin standard.

The blue line displays the county performance in the measure, for comparison purposes.

The red line shows the trend line over the time period displayed.

Initial Assessment – Completed, Pending, Overdue Trend *– Graphic representation of open and completed I.A.s.*

This graph displays all open and completed I.A.s during the last 12-month period. This chart is to be used for trend analysis.