

NEW YORK STATE

DEPARTMENT OF SOCIAL SERVICES

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JESAR A. PERALES
Commissioner



[An Informational Letter informs local districts of potential developments in the Social Services field, or of actual or potential developments in collateral fields of interest.]

INFORMATIONAL LETTER

TRANSMITTAL NO.: 85 INF-9
[Adult Services]

TO: Commissioners of Social Services

SUBJECT: Staffing Guidelines for Protective Services for Adults

DATE: June 10, 1985

SUGGESTED DISTRIBUTION: All Commissioners
Directors of Services
Adult Services Staff

CONTACT PERSON: Questions concerning this release should be directed to your district's Protective Services for Adults Program Representative in the Division of Adult Services by calling 1-800-342-3715; Sharon Lane, ext. 3-8728; Regina Driscoll, ext. 3-1713; Kathleen Crowe, ext. 4-6607; or Irv Abelman, ext. 4-8934 or (212) 488-5097.

I. PURPOSE

The purpose of this release is to provide local districts with staffing guidelines relating to the provision of Protective Services for Adults (PSA).

II. BACKGROUND

One of the issues related to Protective Services for Adults (PSA) which the Department has examined, with the assistance of an advisory committee composed of representatives of twelve local districts, is the area of

FILING REFERENCES

Previous INFs/ADMs	Dept. Regs.	Social Services Law and Other Legal References	Bulletin/Chapter Reference	Miscellaneous References
85 ADM-5	457	473 473-a 473-b	194	

PSA staffing guidelines in local districts. Local districts are providing PSA to ever increasing number of persons, many of whom are involuntary clients and/or persons with multiple problems requiring services from several other agencies. Consequently, a great deal of casework time is required to address crisis situations, to develop comprehensive assessment and services plans which reflect the involvement of all necessary service providers, as well as to provide ongoing direct services to these clients. In view of the importance of this issue, the committee members agreed that guidelines relating to PSA caseload size should be developed. The following staffing guidelines represent the consensus of the committee.

In caseloads consisting of PSA clients only, it is recommended that each worker carry a caseload of 20 to 30 clients. The exact size of a worker's caseload should be determined by the following factors:

- o the number of clients a worker serves who are involuntary;
- o the number of clients a worker serves who require legal intervention;
- o the number of clients a worker serves who require financial management;
- o whether the worker is responsible for intakes as well as undercare cases; and/or
- o whether the worker provides transportation for clients.

The greater the extent to which these factors are applicable, the smaller the caseload should be. In addition, the following factors should also be considered in determining the number of cases to be assigned to each caseworker:

- o the caseworker's skills;
- o the geographic area covered by the worker;
- o the availability of paraprofessional and clerical staff to perform functions not requiring casework skills, such as transporting clients, SSRR data entry coding, maintaining tickler files, xeroxing, answering telephones, and filing; and
- o the involvement of other agencies in the delivery of services.

For generic caseloads, it is recommended that each worker carry a caseload of 30 to 50 cases, no more than 10 to 20 of which should be PSA cases. The exact number of cases would depend on all of the factors cited above for specialized PSA caseloads, in addition to:

- o the type and complexity of the other cases assigned to the caseworker; and
- o whether a worker's caseload includes State Charge PISP clients who are residing in facilities certified by other agencies and for whom the worker is providing only the required annual follow up.

III. PROGRAM IMPLICATIONS

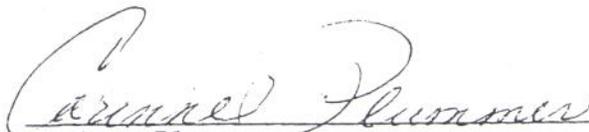
Adherence to the aforementioned caseload guidelines should strengthen the provision of PSA in local districts. With manageable caseloads, workers will be able to more effectively meet the needs of their PSA clients. The guidelines should also assist workers in meeting the additional PSA process standards requirements as set forth in 85 ADM-5.

IV. RECOMMENDED ACTION

Districts are strongly encouraged to adhere as closely as possible to the aforementioned guidelines in order to ensure that dependent adults receive prompt and quality services. Districts with more stringent standards in place are strongly encouraged to maintain those standards.

It is also recommended that there be a maximum per case supervisor of five workers whose caseloads include PSA clients. This recommendation recognizes the difficulty of these cases and the amount of support required by workers and is consistent with the guidelines developed for the supervision of workers providing services to children.

The Department also encourages the use of paraprofessional staff to perform functions not requiring casework skills.


Corinne Plummer
Deputy Commissioner
Division of Adult Services