

POLICY AND PROCEDURE

REACH for Tomorrow

POLICY: RC-905

TITLE: Caseload Standards

EFFECTIVE DATE: 2/16/21

AUTHORIZED BY: Board of Trustees

The workload of staff must be evaluated on an ongoing basis to assure that the needs of clients are met. Caseload size is only one measure of expected performance by staff. Exceptions to caseload size may occur based upon the experience and skill of a particular worker. Higher caseloads, which occur during times of staff shortages, will be supported by Clinical Supervisors. Caseloads are adjusted for case complexity, travel, and non-direct service time.

1. Case Management and CPST services
Caseloads will typically not exceed twenty (20) receiving Case Management or CPST services per staff. Caseload sizes will be adjusted according to case complexity, travel, or other non-direct service time requirements of the clinician. Caseload size may also vary as intensity of service increases and/or decreases for clients.
2. Mental Health/SUD Counseling/Psychotherapy Services: Caseload size is based upon the frequency the client is to be seen and the modality utilized (group versus individual). Suggested caseload size is not to exceed thirty (30) clients (seen weekly), noting that this would be adjusted downward based upon the frequency seen, complexity of the case, the experience and skill of the worker and the assessed level of intervention required for the client.
3. SUD/Mental Health Group Services: Caseload is determined by recommended BH re-design criteria of 12 clients per individual accredited staff. Counselor caseload may exceed 12 clients with exception of providing group services to meet client needs and determined criteria.