

# Supporting Positive Outcomes for Families through a Skilled DCFS Frontline Workforce



**Transformative** time in child welfare

**Critical activities** of our work are prioritized and delivered with integrity, skill, transparency, efficiency and respect

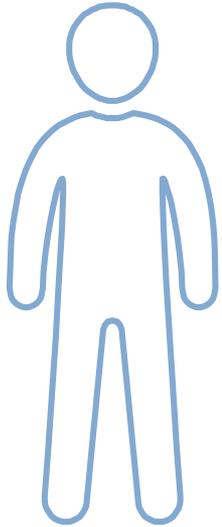
Keeping children **safe at home** with their families

A **skilled, quality workforce** is required to do this complex work and realize the outcomes our community deserves

**32%**



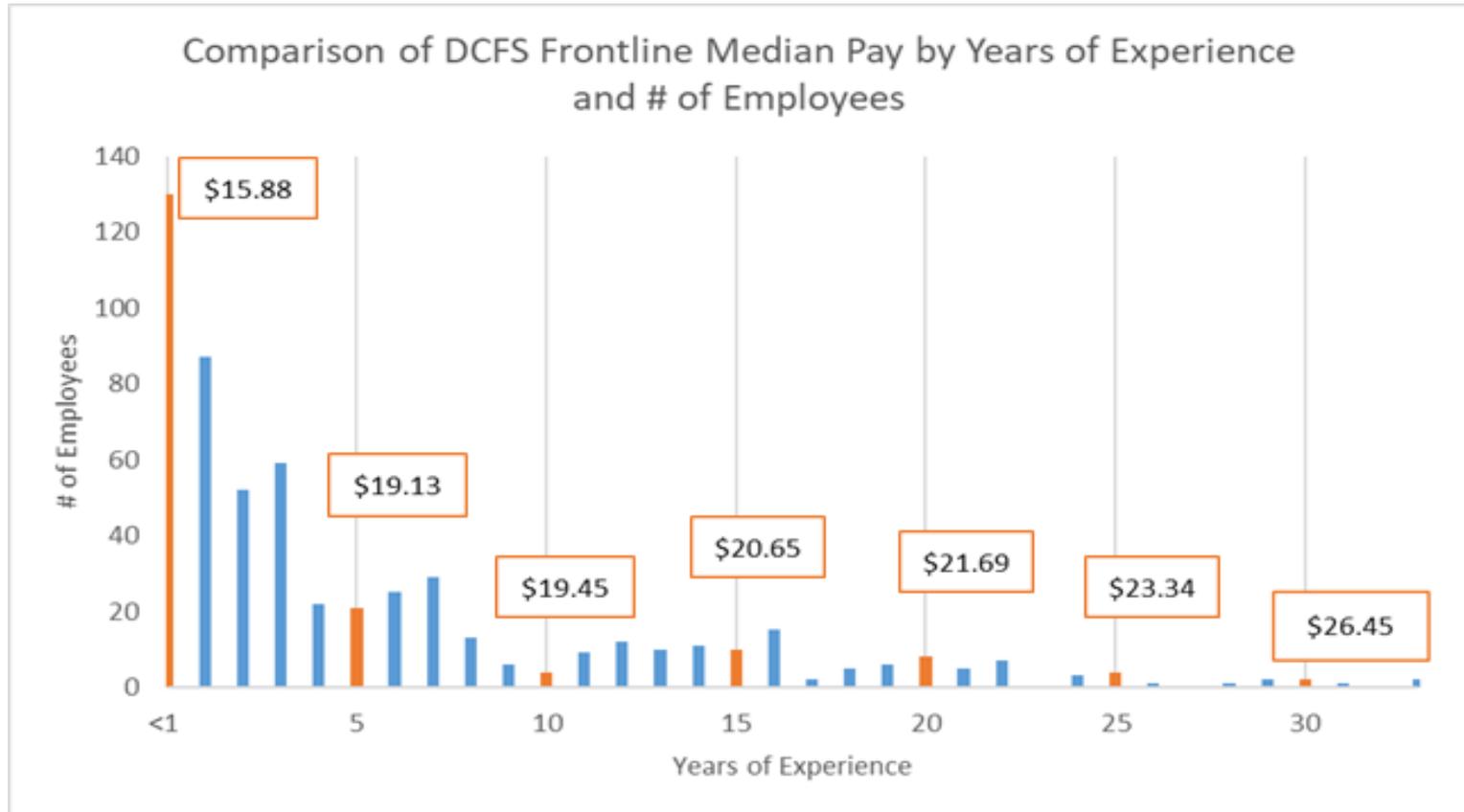
Total frontline worker  
turnover in Fiscal Year 2019



**\$17.8**

Average per hour pay across all  
**8** DCFS frontline titles regardless of  
tenure

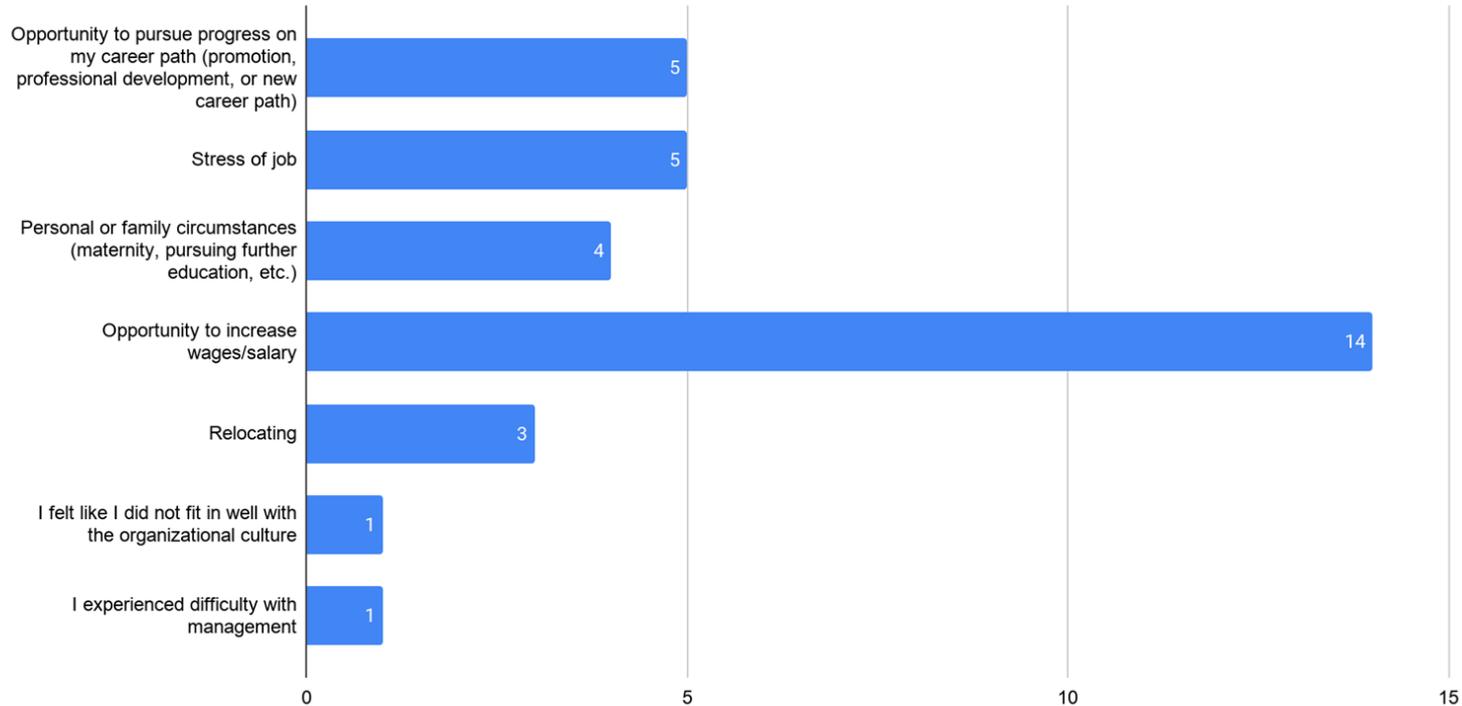
## DCFS Quality Frontline Retention



# DCFS Quality Frontline Retention

## Frontline Employee Exit Surveys Provided by Department of Human Resource Management

Please identify the primary reason associated with your decision to leave your current position.



**50%**

Families served by caseworkers  
with less than **3** years on the job.



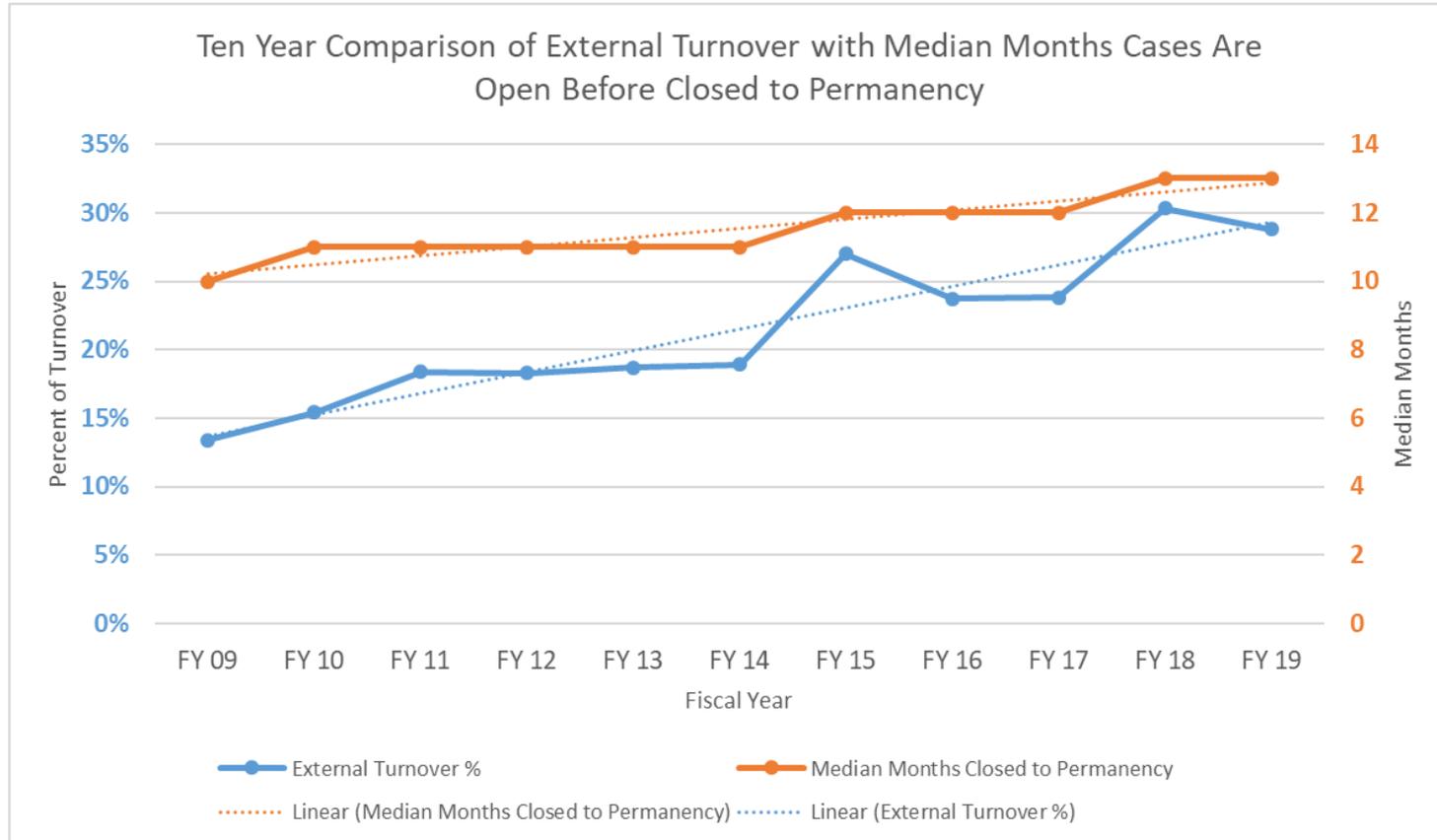
**32%**

Cases in FY 2019 that had

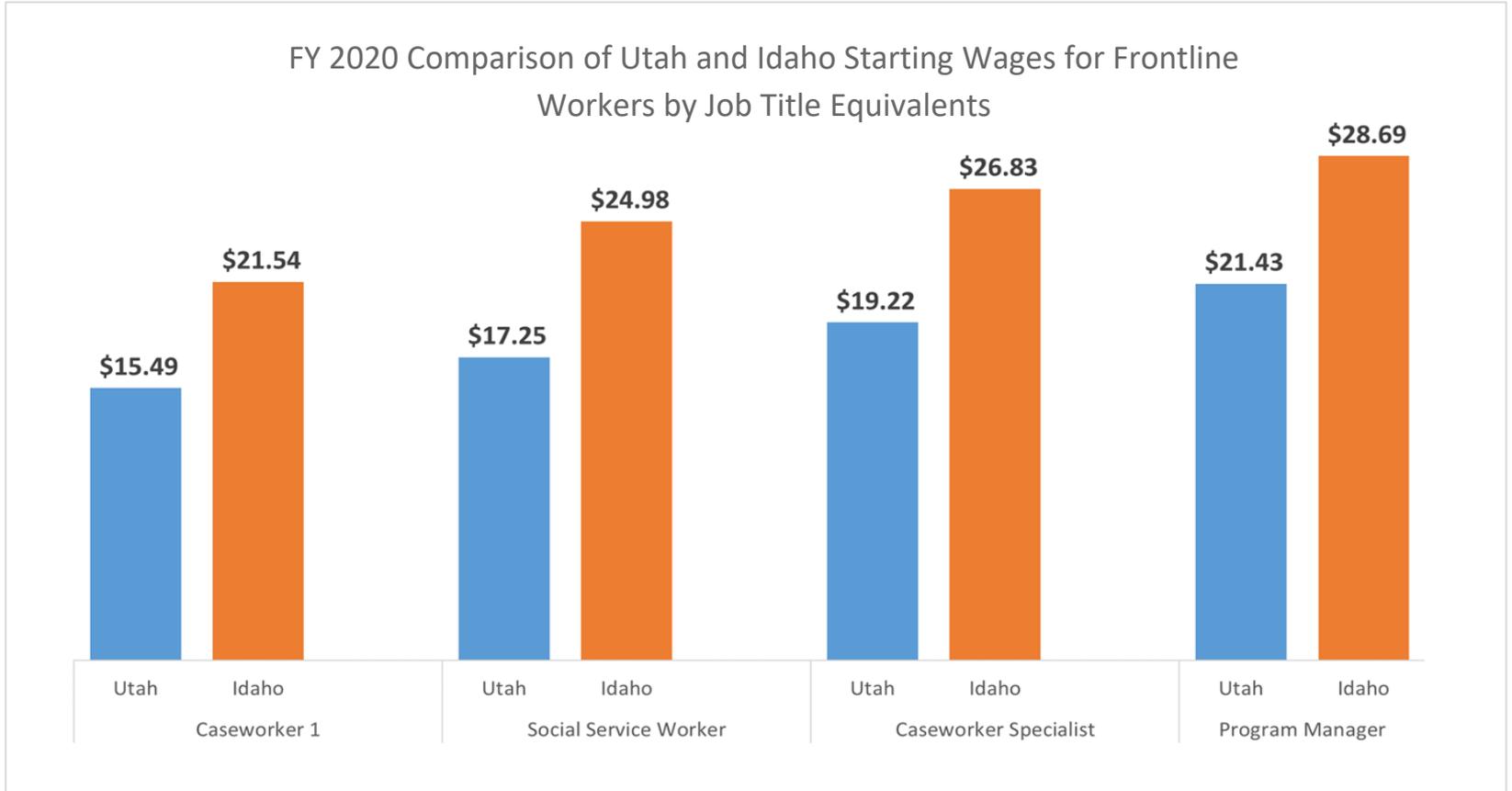
**3+** workers assigned.



# How Retention Impacts Families



# How Do We Compare?



## Plan for DCFS Personnel Investments

**1**

**Value-based Compensation for Highly Skilled Workers**

**2**

**Initial Recruitment of Skilled Applicants**

**3**

**Value-based Compensation after 1 Year**

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**Total General Funds Estimate: \$1,943,535**

**Total Federal Match: \$240,212**