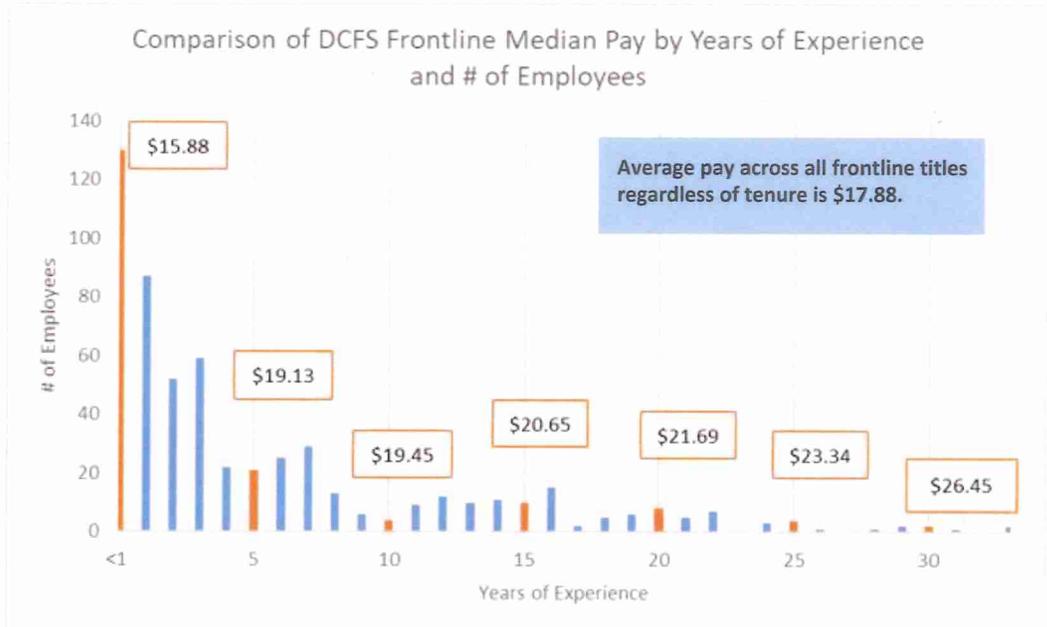


Supporting Positive Outcomes for Families through a Skilled DCFS Frontline Workforce

The Family Impact of Worker Turnover

- The total frontline worker turnover in FY 2019 was 30%.
- More than 50% of families are served by frontline caseworkers with fewer than three years on the job.
- Of 10,912 cases in FY 2019, 32% have had 3 or more workers assigned.
- Between FY 2014 and FY 2019, Utah DCFS cases that had more than one worker closed on average 6-9 months later.
- If we conservatively estimate that a worker change increases a case length by only two months, the cost amounts to \$5,945,488 annually



How do we compare?

- DCFS workers in the Caseworker 1 title make up 80% of new frontline workers and start at \$32,220 annual pay (\$15.88 per hour)
- Average pay across all DCFS frontline titles in Utah regardless of tenure is \$37,190 (\$17.88 per hour)
- Frontline caseworkers in Idaho start at \$44,803 annually and automatically receive a raise after six months to \$51,958
- Idaho turnover is at 16%
- \$12,644,594 is the investment amount it would take to be commensurate with Idaho.

FY 2020 Comparison of Utah and Idaho Starting Wages for Frontline Workers by Job Title Equivalents



Plan for DCFS Personnel Investments

Total General Funds Estimate: \$1,943,535 Total Federal Match: \$240,212

1 Value-based Compensation for Highly Skilled Workers

2 Initial Recruitment of Skilled Applicants

3 Value-based Compensation after 1 Year