

## HB 978 -- Caseload Standards for Certain State Agencies

Sponsor: Carter

This bill requires the development of caseload standards by the departments of Health and Senior Services and Mental Health. In its main provisions, the bill:

- (1) Requires each department director to develop caseload standards for his or her department based on the actual duties of employees in each program area that are consistent with existing professional caseload standards and to consider standards developed by other states for workers in similar positions;
- (2) Requires each department director to use the standards as the basis of the department's personnel budget request to the Governor;
- (3) Requires each department director to convene at least annually a caseload standards committee within his or her department to review professional and other caseload standards and recommend minimum and maximum caseloads for each category of workers employed by the department;
- (4) Requires each department director to submit an annual report to the General Assembly on the established caseload standards, actual caseloads of the employees, a description of the methodology used to compute caseloads, and whether the statewide average caseload exceeds the established caseload standards and to post the report on the department's web site;
- (5) Specifies that an employee is required to make a good faith effort to complete all of his or her assignments even if they are in excess of the specified caseload standards and those efforts are to be considered in the employee's performance evaluation. Any failure to complete assignments that are in excess of the specified caseload standards cannot be a factor in determining an employee's eligibility for a pay increase; and
- (6) Requires the departments, subject to appropriations, to use the standards to assign caseloads to individual employees.