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DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

Children and Family Services Case Manager Turnover

This report illustrates the monthly Child Protective Services Children and Family Service Specialists (CFSS) case manager monthly turnover rates for 2023 & 2024. Positions include CFS Specialists, Child Abuse Hotline, APS, B2i & Trainees within each category. Counts exclude Supervisors and Administrators.

The data are expressed as a count and proportion of CFS Specialists that are no longer in the position from the prior month. Those not in the position may have been promoted or accepted a different position, or separated their employment from DHHS. Turnover rates in the charts below are limited to the DHHS CFS Specialists position.

Case Manager Monthly Turnover Rate - 2023

Year	Month	Count of Case Manager at End of Month	Case Manager Separating Position During Month	Case Manager Monthly Turnover
2023	January	510	11	2.2%
2023	February	510	13	2.5%
2023	March	515	13	2.5%
2023	April	513	16	3.1%
2023	May	524	13	2.5%
2023	June	550	16	2.9%
2023	July	537	13	2.4%
2023	August	537	20	3.7%
2023	September	550	16	2.9%
2023	October	558	12	2.2%
2023	November	551	13	2.4%
2023	December	546	11	2.0%
			Monthly Average	2.6%

Case Manager Monthly Turnover Rate - 2024

Year	Month	Count of Case Manager at End of Month	Case Manager Separating Position During Month	Case Manager Monthly Turnover
2024	January	549	17	3.1%
2024	February	556	10	1.8%
2024	March	568	15	2.6%
2024	April			
2024	May			
2024	June			
2024	July			
2024	August			
2024	September			
2024	October			
2024	November			
2024	December			
			Monthly Average	2.5%