

Smaller Caseloads Report

Improving Case Manager to Client Ratio

What would you want case management to look like if your Case Manager had fewer people to serve?

How could smaller caseloads transform your life?



What is the Smaller Caseloads Report about?

Developmental Disabilities Administration (DDA) Case Managers have larger caseloads than most other states. This means they may not have enough time to spend with you, solve problems, or help you find, understand, and use the services you need.

The work of this project is to learn from you and DDA staff what it will take to reduce the average caseload from 75 to 35 clients per Case Manager.



Our Goals

Our goal is to provide the legislature with a report that makes a convincing case for creating lower caseloads. This includes:

- A five-year transition plan to reduce caseload sizes.
- Information on the need for smaller caseload sizes.
- Information on the impacts of hiring more Case Managers.
- How smaller caseloads could better serve you and the people in your life.



Comments

If you have comments about this project, please call Rebecca Rodni at 360-742-9509 or email DDACaseloadsRatios@dshs.wa.gov.

Please use 711 for Washington Relay Service (TTY).