



**WRIGHT COUNTY**  
MINNESOTA

# CONTRACTED CASE MANAGEMENT

**2021  
UPDATE**

# HISTORICAL INFORMATION

- ❑ New CCB/DD waiver cases continue to come in faster than cases are closing
- ❑ Caseloads **continue to grow** each month
- ❑ Current total waiver cases – 920 (internal), 560 (CCM)

	2017	2018	2019	2020	2021 (Jan – March)
New	204	214	202	227	59
Closed	132	127	144	125	21
<b>Increase</b>	<b>72</b>	<b>87</b>	<b>58</b>	<b>102</b>	<b>38</b>

# HISTORICAL INFORMATION

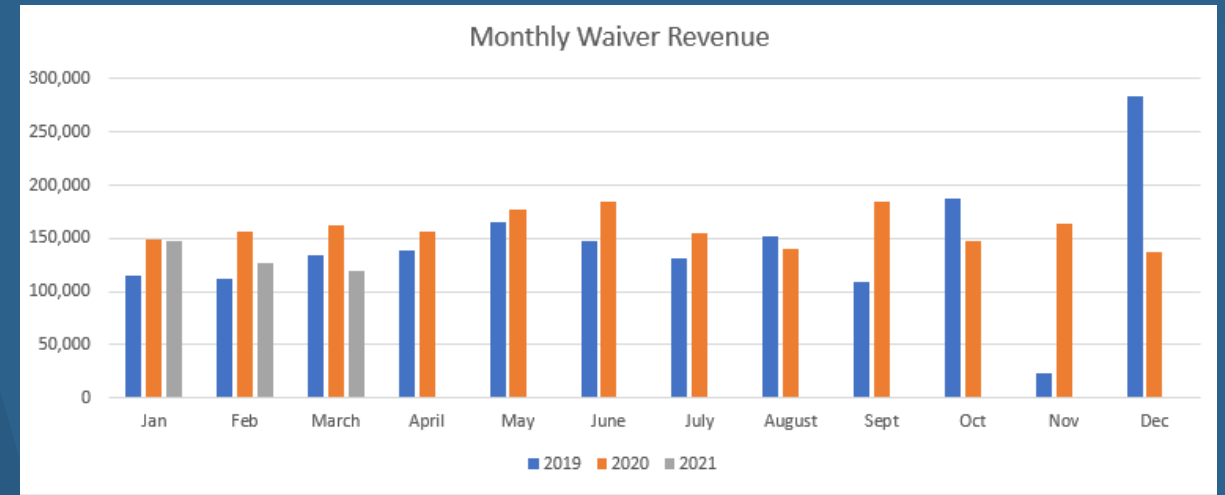
- ❑ In 2018 we decided to work with [contracted case management agencies](#) to provide support for clients we do not have the capacity to serve
- ❑ This reduces the number of levy funded positions for Wright County and allows us to focus on staffing requests for areas of HHS that cannot be contracted

400+ cases were contracted out in 2018

120 cases were contracted out in 2020

# 2020 REVIEW

- ❑ Two staff out on medical leave (July – Sept)
- ❑ Staff vacancy (May – July)
- ❑ Delayed back-billing
- ❑ Still created **stability and consistency** of billing over the course of the year



# CURRENT STATISTICS AND INFORMATION

- Our average caseload sizes are already the same or **higher** than many other counties and our numbers continue to grow

	Wright	Olmsted	Scott	Carver	Sherburne	Anoka	Henn	Ramsey	Dakota
CCB	71	49 *	60	52	60	45-50	35-40	45-50	Working on redesign to 25-35 per staff
DD	60	50 *	63	51	60	55-60	40	45-50	Working on redesign to 25-35 per staff

(based on information solicited from other counties in 2020)  
(\*case managers complete reassessments)

# LARGER CASELOADS DO NOT NECESSARILY INCREASE REVENUE

Increasing the number of cases does not mean an increase in revenue:

- ❑ Staff only have 40 hours/week to work on their cases
- ❑ Each case has required work that is unbillable time
  - The more cases a staff has = the more unbillable time they must complete
- ❑ Having too many cases may cause rushed reporting = increasing errors



# LARGER CASELOADS MAY DIMINISH QUALITY OF CLIENT SERVICES

Our last Lead Agency Review found the following:

- ❑ Cases with contracted case managers had higher compliance with standards than our WCHHS cases
  - CCM case managers have 40 – 50 cases per staff
  
- ❑ Wright County ranked #1 out of the 87 MN counties for serving clients with the highest needs in our EW program and #3 in our CADI program
  - Staff are serving very difficult clients with limited amount of time



# BENEFITS TO CONTRACTING OUT CCB/DD CASES

## **Ability for more client-focused attention during this time of pandemic**

- High needs population at risk for COVID-19
- As pandemic continues, time-intensive client crisis intervention continue

## **Ability to maintain billable time**

- “wRight Size” our caseloads to meet client needs while maintaining our budget

## **Allow staff time to bridge with community partners**

- Create integrative and collaborative ways to provide services
- Reduce barriers for clients
- Streamline service provision



# NEXT STEPS

- ❑ Current caseloads are becoming **too large**
  - Consider sending additional cases to our contracted agencies
    - Send 70 currently opened cases
    - Over the course of the next few months, send 30 new cases
    - Both actions should be budget-neutral

