

Amend **CSHB 1** in Article II of the bill, following the appropriations to the Department of Family and Protective Services, by striking Rider 17 (page II-41), substituting the following appropriately numbered riders, and renumbering subsequent riders accordingly:

____. Caseloads Per Worker and Call Processing Reporting Requirements. Not later than October 1 of each year of the biennium, the Department of Family and Protective Services shall report to the Legislative Budget Board, the Governor, and the standing committees of the Senate and the House of Representatives having primary jurisdiction over the department data for the previous fiscal year regarding daily caseloads per worker for each protective services program and the average hold time and call abandonment rate for statewide intake telephone calls relating to reports of abuse, neglect, or exploitation. The report shall be prepared in a format specified by the Legislative Budget Board.

____. Call Processing and Worker Caseload Standards. It is the intent of the Legislature that the Department of Family and Protective Services use money appropriated to the department by this Act in Goal A, Statewide Intake Services (page II-33), Goal B, Child Protective Services (page II-33), and Goal D, Adult Protective Services (page II-34), to work toward achieving the following enhanced performance target levels:

(1) an average hold time for statewide intake telephone calls relating to reports of abuse, neglect, or exploitation that does not exceed eight minutes, notwithstanding the performance target levels identified in Goal A, Statewide Intake Services, in Rider 1 (page II-35);

(2) a call abandonment rate for statewide intake telephone calls relating to reports of abuse, neglect, or exploitation that does not exceed 25 percent;

(3) a daily caseload for a child protective services caseworker performing investigations that does not exceed an average of 21 cases, notwithstanding the performance target levels identified in Strategy B.1.1, CPS Direct Delivery Staff, in Rider 1 (page II-35);

(4) a daily caseload for a child protective services

caseworker providing family-based safety services that does not exceed an average of 18 cases, notwithstanding the performance target levels identified in Strategy B.1.1, CPS Direct Delivery Staff, in Rider 1 (page II-35);

(5) a daily caseload for an adult protective services caseworker providing services through in-home programs that does not exceed an average of 27 cases, notwithstanding the performance target levels identified in Strategy D.1.1, APS Direct Delivery Staff, in Rider 1 (page II-36); and

(6) an adult protective services caseworker turnover rate that is lower than the performance target levels identified in Goal D, Adult Protective Services, in Rider 1 (page II-36).