Caseload Roster

349.1 PURPOSE AND SCOPE
This policy provides an overview for completing and utilizing the caseload rosters in Adult and Juvenile Services.

349.2 APPLICABILITY
This policy shall be applicable to all Field Service employees.

349.3 INTRODUCTION
Part of an effective management system for the high-volume of reports and services required of the Probation Department, is to be able to track and audit the cases assigned to each employee. The Probation Case Management System (PCMS) has built-in functions that enable such tracking. All cases assigned to any specific officer are listed in the "Monthly Caseload Roster" or "Investigation Officer Report/Intake and Investigations Report" etc., of PCMS. Similarly, supervisors can audit the effective use and progress of each officer's caseload through the PCMS system reports; such as "Forecast Summary Report by Week Due To Supervisor" and "Reports Late to Court." The following guidelines and policies are provided to facilitate these (and other) reports and thereby manage the effective use of time, resources and also provide a means for quality assurance measures.

349.4 CASELOAD ROSTER MAINTENANCE
Officers in both supervision and investigations shall print out a caseload roster at the beginning of each month to assist in tracking their assigned cases. Upon printing a new roster, the Officer shall cross reference the new roster with the previous month's roster to be sure that all names appear correctly. All changes should have been made either by clerical support or the supervisor as cases were added to or deleted from the caseload during the month. Should there be any discrepancies, the Officer should consult with his/her supervisor to have all corrections made.

349.5 CASELOAD ROSTER CHANGES

349.5.1 ENTERING NEW CASES ON THE ROSTER
Upon receiving a case, the Officer should check the first page of PCMS (click on the name of the probationer). Look in the area halfway down right side of the screen. If the Officer's name appears as the Officer of record under "Caseloads", the case will appear on the monthly caseload roster. If the officer's name is not indicated, take the case to the Supervising Office Assistant (SOA) and have the name included for that caseload. Caseload assignment should be done by support staff during the opening process and must be done for each case assigned.

349.5.2   REMOVING CASES FROM THE ROSTER
Removing cases from a caseload roster occurs when clerical support changes the "Caseload Assignment History" in PCMS. This may also be done by a supervisor when transferring a case to another office or officer within a unit.

349.5.3   CHANGING THE CASE FILE LOCATION
When changing the case file location, if the office remains the same, the Case File Location (CFL) may not need to be changed. PCMS shall always be updated to ensure proper location of the case file location.

If the case is leaving the office, the CFL should reflect the office the file is being transferred to, the officer or general caseload, initials of the person inputting the information, and whether the case is being sent or received.

349.5.4   CASE CLOSING
When a case is closed, clerical support staff will update the case information in PCMS, effectively removing the case off the Probation Officer's caseload.

Note: Whatever the reason for closing a case, it is very important that all Officers send their closed cases promptly to Clerical Support to begin closing procedures.

349.6   SUPPORT STAFF LIAISON
All Officers with any caseload roster issues shall contact their Supervising Probation Officer and/ or their Supervising Office Assistants for resolution.