BEST PRACTICE IDEA: Traveling Teams

WORKFORCE CHALLENGE: Providing continuity in case management and supervision when covering a sparsely populated region comprised of 52 largely frontier and rural counties. The region covers 11 judicial districts with 63 judges.

WORKFORCE STRENGTHS: Established case management, court and community relationships across the region; availability of experienced case managers and family support workers.

WORKFORCE STRATEGIES: Develop traveling teams capable of assuming case management and court responsibilities during key transition times in SFCS offices when case managers, supervisors or key staff leave or positions are open, for specific reasons, for a period of time.

SFCS TRAVELING TEAMS: One or more teams consisting of an experienced case manager and family support worker or a team consisting of a supervisor and experienced case manager float through out the region, as workforce demands require. Staff may be housed in local communities on a temporary basis and return to home base on week ends until positions are filled.

WORKFORCE BENEFITS: Case management continuity; improved relationships with legal and judicial partners; better outcomes for children and families resulting from continuity in planning and service delivery; reduction in workforce stress from multiple caseloads.

WORKFORCE IMPLICATIONS: Budget needed for teams; responsibilities for teams may be intermittent, so other duties may be assigned.

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