

Caseload Converter

<u>Organisation(s):</u>	Swiss Conference Social Welfare (SKOS) Zurich University of Applied Sciences, Institute for Diversity and Social Participation, Department of Social Work (ZHAW) Bureau for Labour and Social Policy Studies (BASS)	
<u>Country:</u>	Switzerland	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> <i>Choose at least one option</i>	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input checked="" type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input checked="" type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input type="checkbox"/> Person-Centred Care <input checked="" type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i>	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input checked="" type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input checked="" type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social Issues addressed</u> <i>Please explain the problem you attempt to solve.</i>	<p>High caseload for social workers can lead to decreased quality of their service. A the newly developed -Caseload Converter enables social service managers to determine the staffing needs of their social services.</p> <p>The renowned Winterthur study (Eser Davolio et al. 2017; Eser et al. 2019) showed that the number of cases to be managed had an impact on the quality of work and satisfaction of</p>	

	<p>social workers. The higher the number of cases, the faster the process and the less time spent on social support. A shorter period of counselling, combined with a high caseload, leads to a lower rate of people leaving social assistance, which in turn increases costs. In the context of this study, it was shown that a reduction in the caseload enabled closer monitoring of people, resulting in significant additional income thanks to systematic requests for the transfer of benefits upstream of social assistance, as well as an increase in the activity rate of people already in employment.</p> <p>The Caseload Converter is a calculator that allows specialised and polyvalent social services to determine a sustainable caseload and effective casework on an empirically validated basis. As has been shown in several studies, investing in more staff with more time for effective social support means lower costs per case, quicker and more sustainable discharge of people supported by social assistance, and social workers who are satisfied with their work. Finding methods and tools to calculate caseloads, can help to better allocate human resources in social work and identify needs for additional recruitment.</p>
<p><u>Objectives:</u> Please provide a maximum of three objectives in bullet points.</p>	<ol style="list-style-type: none"> 1. Convince the political authorities of the need for an increase in personal resources, depending on the context in which the social service is organised 2. Enable social services to determine their workload and, therefore, their staffing requirements in a differentiated way as part of a standardised procedure.
<p><u>Outcome:</u> <u>What has the project achieved?</u></p>	<ol style="list-style-type: none"> 1. The caseload converter enables social services to determine their workload and, therefore, their staffing requirements in a differentiated way as part of a standardised procedure. 2. The tool includes a large, easy-to-use Excel document with several calculation tabs, controls, and calculation formulas in the background. It can be used by all-purpose social services and services specialising solely in social assistance throughout Switzerland, whatever their size.
<p><u>Activities:</u> Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p>	<p>Between 2022 and 2024, a ZHAW research team, in collaboration with the BASS office and the CSIAS, has developed a calculation tool (called the Caseload Converter) that enables social service managers to determine their staffing requirements in relation to their caseload and to compare themselves with other social services. To this end, conversion parameters need to be calculated to take account of the different circumstances and organisations of multi-skilled and specialist social services of different sizes.</p> <p>On the basis of the Winterthur study (Eser Davolio et al. 2017), which was able to demonstrate a reduction in welfare costs thanks to an appropriate caseload that enables the sustainable reintegration of welfare recipients, the Caseload Converter is intended to provide social service managers with scientific arguments for the local political debate on adapting staffing requirements. Ten cantons and 21 social services took part in developing the Caseload Converter and testing it in four phases. The Caseload Converter enables social service managers to determine the staffing needs of their social services.</p> <p>The CSIAS, ZHAW and BASS presented the Caseload Converter on Wednesday 8 May 2024 in two webinars, one in German and one in French. These webinars were recorded and are available to CSIAS members on the members-only website. Available at: https://skos.ch/fr/espace-membre/membres/caseload-converter</p>
<p><u>Evaluation of practice:</u> Please explain how you evaluate the practice, and</p>	<p>On 6 and 7 September 2024, ZHAW will be presenting the Caseload Converter at an international conference on the subject of 'Social work and digital technology' under the title 'How can caseloads be compared between social services? - Online calculation tools for determining staffing requirements'. Available at: https://events.fhnw.ch/frontend/index.php?sub=189</p>

<i>what the results were/are so far</i>	On 3 December 2024, the Caseload Converter will be presented as part of the 'Um 6 im Kreis 5' series, with the participation of the CSIAS and experts in the field. With this series of events, ZHAW invites experts to lectures and discussions on relevant topics in the field of social work. Available at: https://www.zhaw.ch/de/sozialearbeit/ueber-uns/veranstaltungen/um6imkreis5/
<u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i>	https://skos.ch/themen/organisationsentwicklung/caseload-converter
<u>Comments and tips</u> <i>i.e. for people willing to use your Practice</i>	The caseload converter is currently only available for members of SKOS.