

## Appendix E: Workload measures

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Figure 19. Cases available, cases closed, & progress note volume

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View larger image of Figure 19 table >>.

Measure definition:

- # of Cases Available to be Worked On = cases with investigation stage end dates still open during each period (i.e., pre-test & test periods)
  - # of Employees = number of caseworkers participating in the test of mobile technologies (i.e., laptops)
  - Average Cases per Employee = the average number of cases available to be worked on by employees during the pre-test and test period (the ratio of # of Cases Available to be Worked On / # of Employees)
  - Indicator – Case per Emp. per Day = the ratio of (# of Cases Available to be Worked On / Emp\*Day) or the average number of cases worked on per day (i.e., .23 means on average caseworkers are dealing with more than 2 cases a day).
  - Average Cases Closed per Employee = the average number of cases employees closed during the pre-test and test period (the ratio of # of Cases Available to be Worked On / # of Employees)
  - Average PNs per Employee = the average number of progress notes entered per employee during the pre-test and test period (the ratio of # of Progress Notes Entered / # of Employees)
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