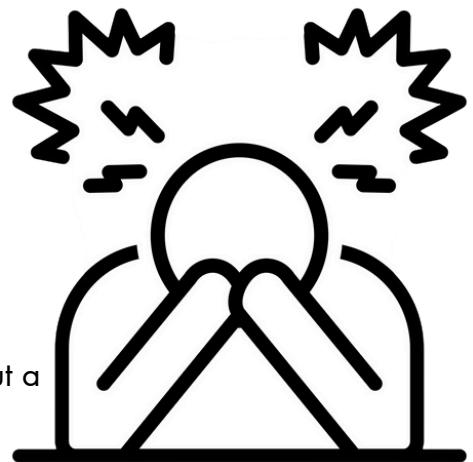


# When Your Caseworker Changes

If you've had multiple caseworkers, you're not alone. High turnover in child welfare is common, but that doesn't make it any less frustrating.

## What This Might Feel Like



- Starting over, again and again. Just when you've built trust with someone who understands your situation, they're gone, and you have to explain everything to someone new.
- Things are taking longer. Your new worker needs time to get up to speed on your family's story, which can slow down decisions about a child's future.
- Confusion and mixed messages. Different workers sometimes have different approaches, which can feel like the rules keep changing.
- Extra stress. You're already dealing with a lot. Wondering "who's my worker now?" and "will they understand our situation?" just adds to it.
- Harder to get help. It can be tough to access services when you don't have a steady point of contact who knows what you need.

## What You Can Do

You can't control the turnover, but you can take steps to create more stability for yourself and the children in your care.

A graphic of a light blue sticky note with a yellow tab at the top right. On the left is a sunburst icon. The text on the note reads:

### With Your New Caseworker

- Give it time, but stay on top of things. Your new worker is likely managing many families, but your voice matters. Be clear about what you need.
- Start fresh. Each new relationship is a chance to build understanding. Help them get to know you and your child.
- Write it down. Keep notes about phone calls, meetings, and decisions. This creates a record when workers change.

1



# 2

## For Yourself

- Connect with other foster and kinship parents. They get it. Support groups and parent organizations can provide guidance and remind you that you're not in this alone.
- Stay involved. Don't wait to be asked - show up for meetings, ask questions, speak up about what's working and what isn't.
- Plan ahead when you can. If your worker tells you they're leaving, ask for an introduction to the new person or a transition meeting.

## For the System

- Your experience matters. When agencies ask for feedback, share it. Your insights can help improve how families are supported.

# 3

## Remember

Both you and your caseworker are doing hard work in a complicated system. Caseworker turnover isn't about your family—it's a system issue. What stays constant is your commitment to the child in your care. You're showing up every day, and that's what matters most.

