



AMSI MCC1 – Managing Mid-Month Caseload Changes for Direct Support Workers (DSWs)

First Edition – 2025

Summary:

This guide addresses best practices for handling sudden mid-month DSW caseload changes caused by staff turnover. It focuses on minimizing disruption, preventing overload, and maintaining respect, quality, and compliance in services for individuals with IDD.

Purpose:

To establish consistent, regulation-compliant practices for fair and sustainable caseload reassignments.

Key Points:

- Advance notice of at least 5 business days for non-emergencies
- Proper orientation before assuming new participants
- Proportional workload and documentation adjustments
- Emotional support and recognition for added responsibilities
- Compliance with OPWDD and CQL standards

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