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- Since her confirmation in early 2015, Director Alford has personally visited all 46 county offices and has met with approximately 2,500 staff to listen to their concerns and feedback about the agency. In addition, Director Alford met with local stakeholders in each county during her visits.
- Staff turnover in child welfare services has reduced from 39.1% in 2014 to 27% in 2015. DSS continues to develop and implement new strategies to retain a qualified work force.
- Caseloads continue to reduce at the agency as more caseworkers are hired and retention rates improve.

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