

QUARTERLY DCYF SOCIAL SERVICE SPECIALISTS

Report to the Legislature



Washington State Department of
CHILDREN, YOUTH & FAMILIES



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CHILDREN, YOUTH & FAMILIES

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Executive Summary

This report is prepared in compliance with ESHB 1109 Sec. (1) (g), which requires the Department of Children, Youth, and Families (DCYF) – beginning Oct. 15, 2019, and each calendar quarter thereafter – to provide a tracking report for social service specialists and corresponding social services support staff to the Office of Financial Management (OFM) and the appropriate policy and fiscal committees of the Legislature. The report includes the following information identified separately for social service specialists doing case management work, supervisory work and administrative support staff, and identified separately by job duty or program, including but not limited to intake, child protective services investigations, child protective services family assessment response and child and family welfare services:

- (i) Total full-time-equivalent employee authority, allotments and expenditures by region, office, classification and band, and job duty or program
- (ii) Vacancy rates by region, office and classification and band
- (iii) Average length of employment with the department and, when applicable, the date of exit for staff exiting employment with the department by region, office, classification and band and job duty or program

Introduction

Data covers the time period from October 2019 through December 2019. Job classifications included are Social Service Specialist (SSS) 2, 3 and 5, Secretary Senior, Lead and Supervisor, Social and Health Program Consultant 1, 2, 3 and 4. DCYF does not have any permanent Social Service Specialist 1 positions. This classification is used as a training level within higher-level SSS positions. SSS3s are typically considered the case-carrying level, SSS4s are leads and SSS5s are supervisors. Further description of these job classifications are located in the Appendix.

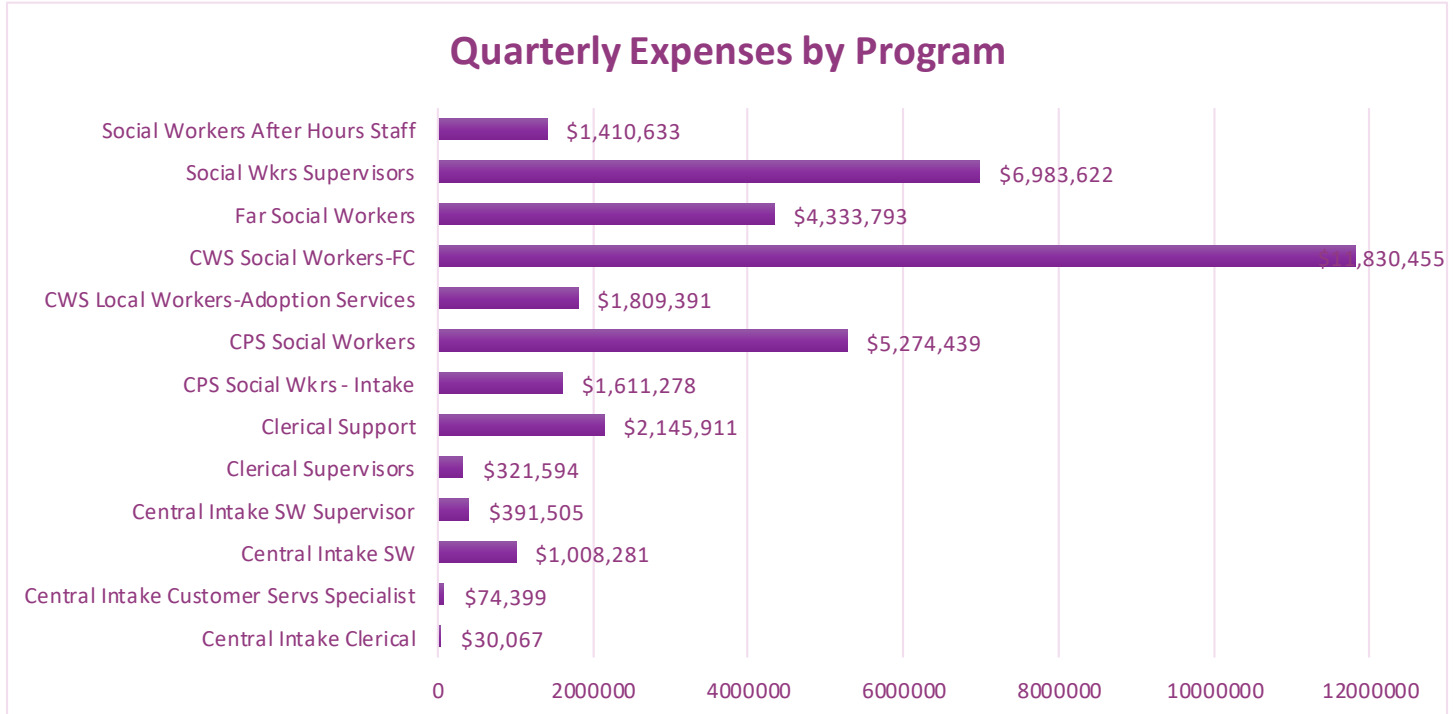
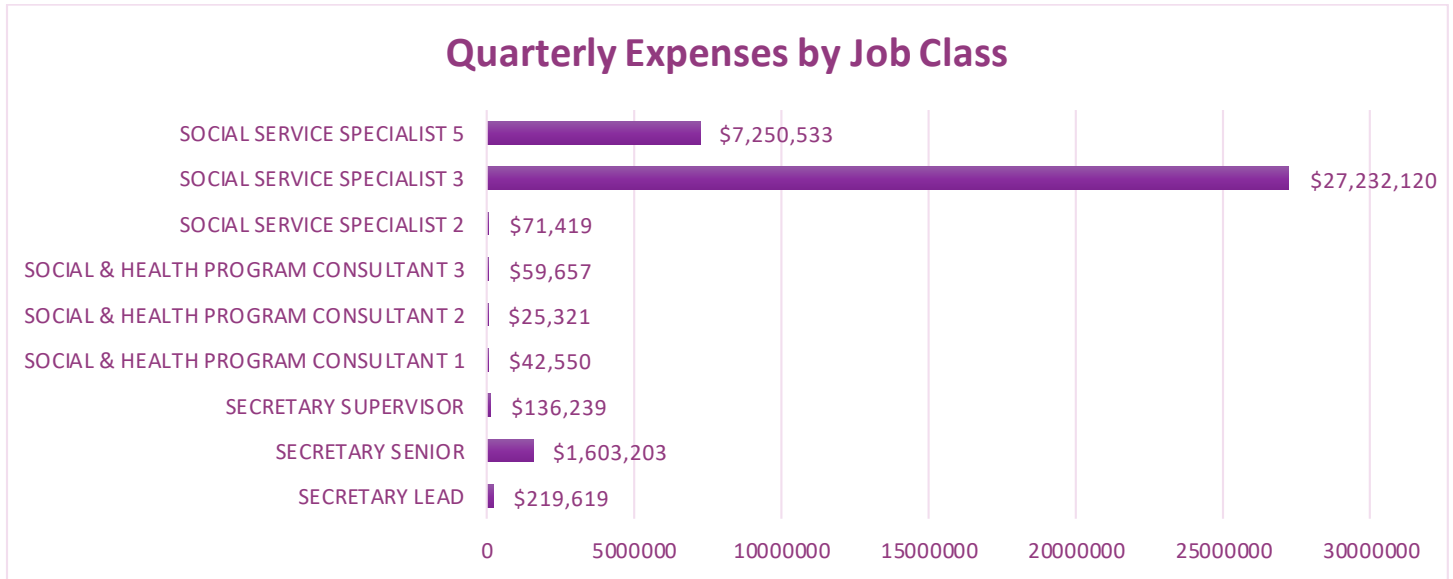
Total FTE Counts

Full-Time Equivalent Employee Authority

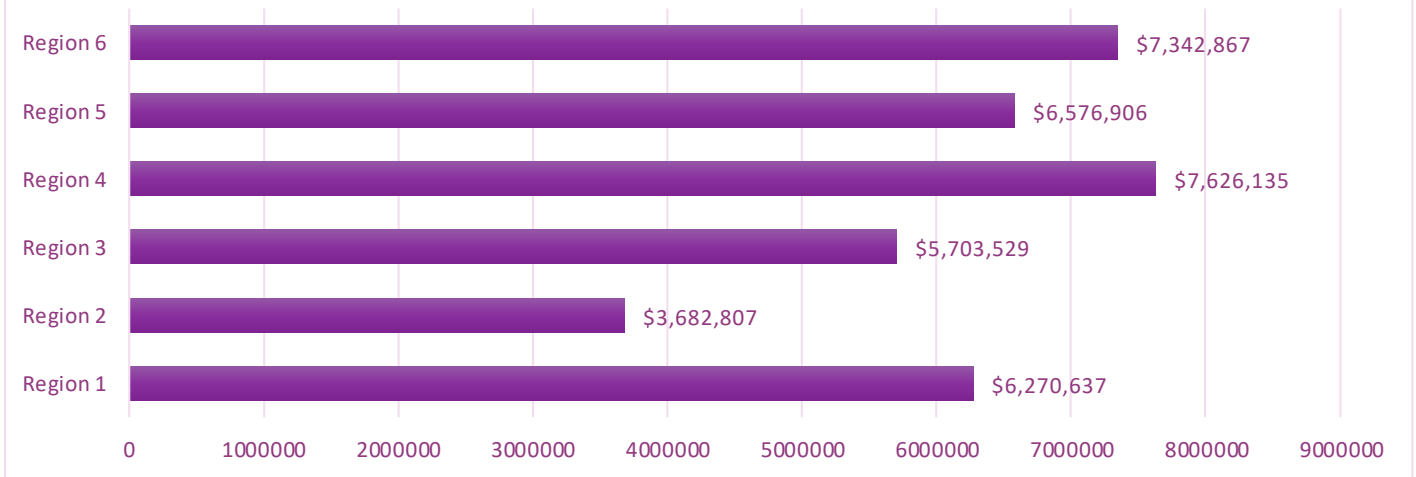


Expenditures

The charts below display full-time equivalent employees, allotments and expenditures by region, office, classification and band and job duty or program. The quarterly expenses by job class chart depicts employer expenses for October through December 2019. Other budgetary expenses such as office supplies or equipment are not included.



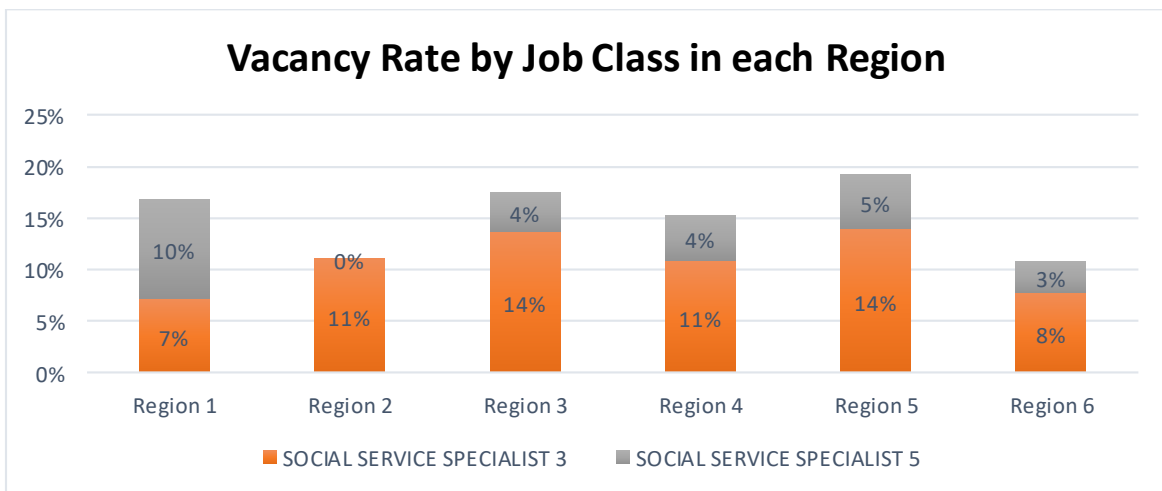
Quarterly Expenses by Region



Vacancy Rates

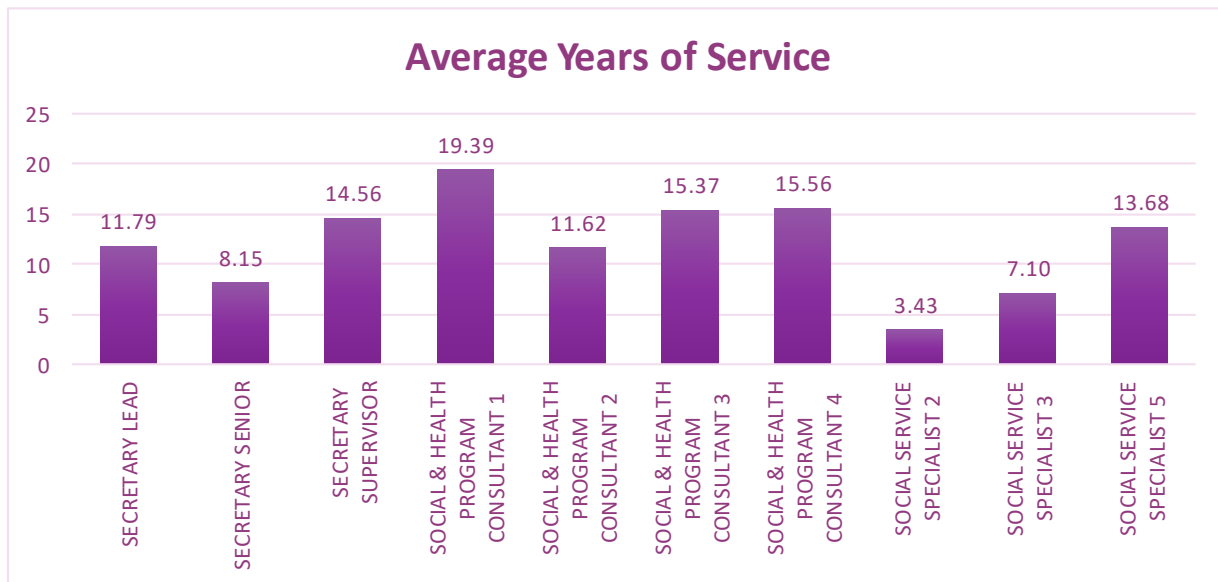
Overall, the vacancy rate between October 2019 and December 2019 remains at 10%, with a total of 2,288 available SSS Series positions and 2,061 employees currently hired. Job classes include Area Administrators (WMS), Administrative Assistants, Forms and Records Analysts, Office Assistants, additional support positions, as well as the Social Service Specialist series. The vacancy rate for WMS was 8%, and support staff was 10%.

In further detail, for the case carrying Social Service Specialist 3 job class, the agency-wide vacancy rate was 11%. Supervisory SSS5s experienced an overall 5% vacancy rate during the same period. The chart below displays vacancy rates per SSS3 and SSS5 job classes by region. DCYF does not have any permanent positions in the SSS1 classification and very few at the SSS2 level. Employees are hired at these levels with the goal of attaining the ultimate classification of the position, most commonly an SSS3.



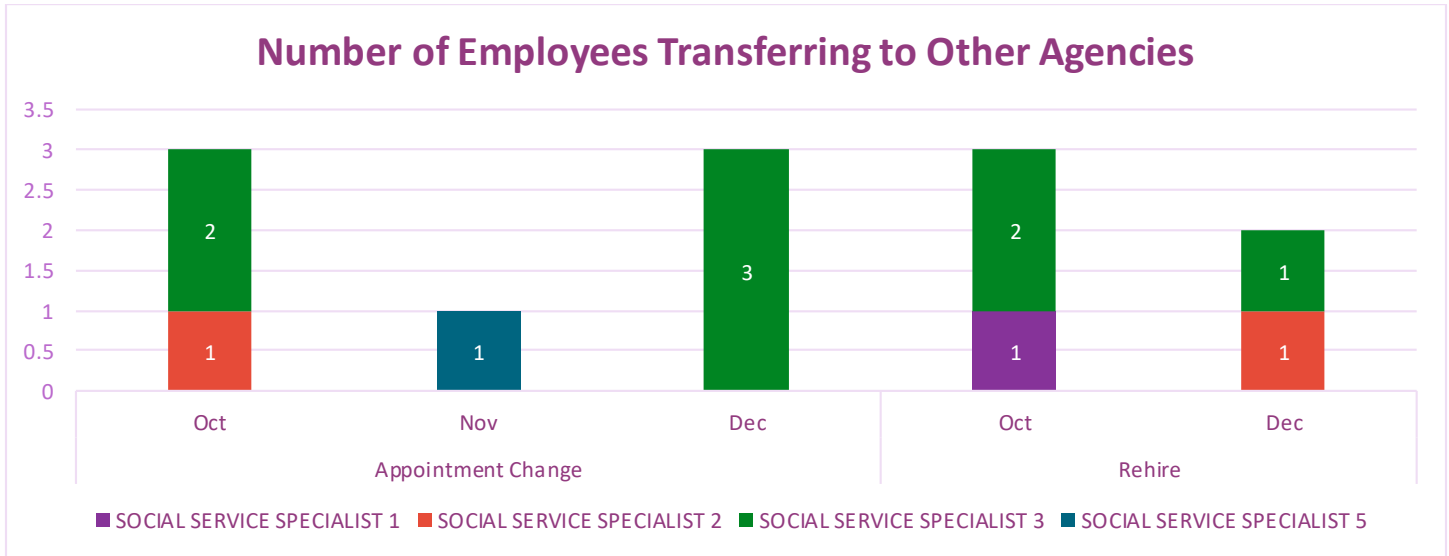
Average Length of Employment

When employee and position records were transferred in HRMS to create DCYF on July 1, 2018, employees received a new “appointment date” and “agency hire date” in their HRMS profiles. As such, the average length of employment with the department reflects only time at DCYF. Time at DSHS or DEL is not included, and is not a useful measure, as upon the establishment of DCYF, employees transferring from DSHS and DEL received agency hire dates of July 1, 2018, to reflect the new agency. This does not reflect the substantial length of time employees devote to service. Instead, this report provides average years of state service by class which is based on an employee’s Seniority Date. This may or may not be exclusive to the current job class the employee holds. It is common for state employees to hold successive positions in different agencies or job class series with no break in service. Most reports use Length of Service to compare Social Service Employees to other job classes. These other reports are likely also using the Seniority Date to calculate state service in years.

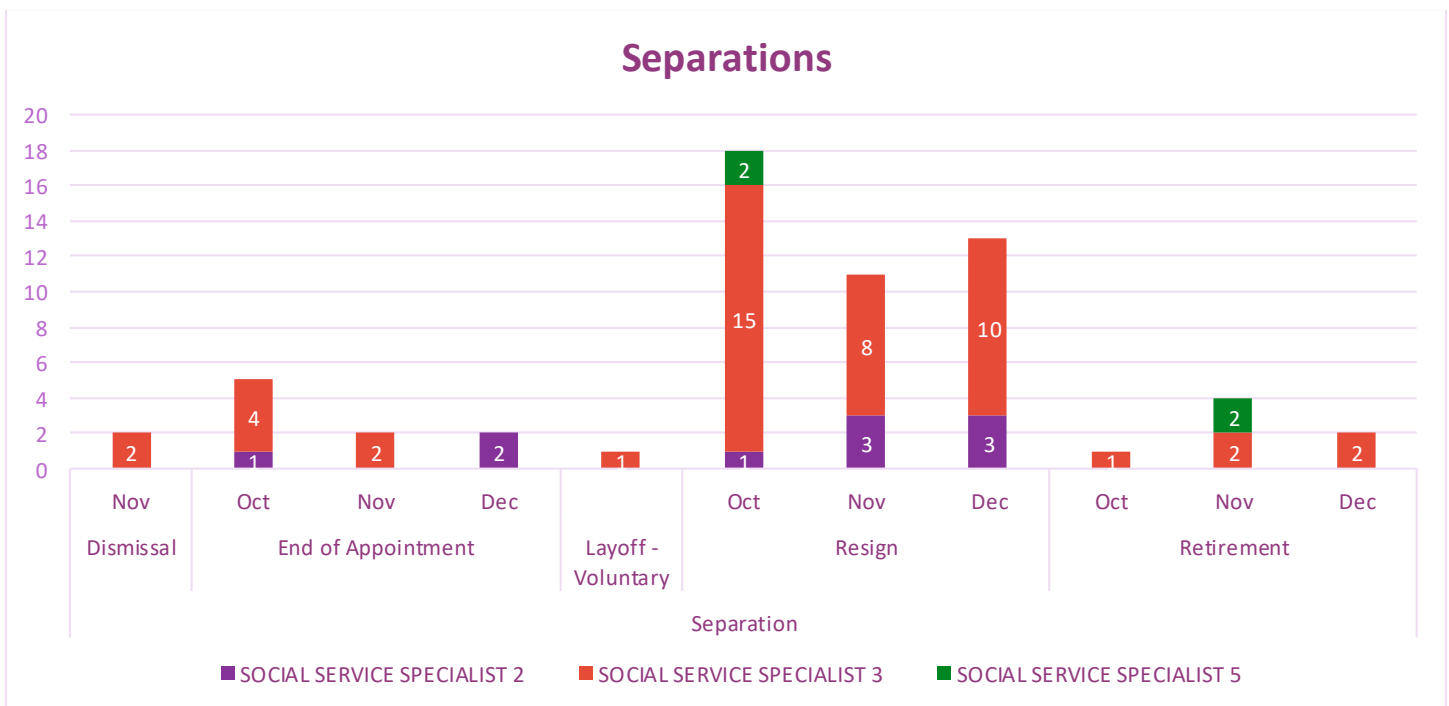


The Average Years of Service chart displays the average length of employment with Washington State by each job class.

QUARTERLY DCYF SOCIAL SERVICE SPECIALISTS



The number of employees per month chart represents who left DCYF but stayed within state service. A “rehire” occurs when an employee has a break in service before being hired by another state agency.



Separations are employees who are no longer in state service.

Conclusion

DCYF is structured differently than both DSHS and DEL were, and the data in this report will increase in both detail and scope as the agency continues to operationalize and modify organizational structure in efforts to streamline and create efficiencies. In the second quarter update, DCYF has been able to add Expenses by Region and Separations (from state service) charts based on work completed by HR to track data requested by

ESHB 1109 Sec. (1) (g). Additionally, the HR database continues to be updated, which increases the accuracy of the data provided. This enables the information in this report to more accurately reflect and encompass what is being requested.

Appendix

Social Service Specialists Job Classification Definitions per OFM State HR

SSS1 – This is the entry-level, in-training classification for the professional social services series. Performs intakes, assessments, and/or investigations of abandonment, abuse, neglect, financial exploitation, personal exploitation or self-neglect of vulnerable adults or abuse and neglect of children. Clients served are children and/or families in which risk of child abuse or neglect is minimal, or adults with disabilities resulting from varying degrees of incapacity, or vocational, social, cultural or health impairments that hinder economic or residential independence.

SSS2 – This is the journey level of the series. Positions provide professional-level social services to children and/or families in which risk of child abuse or neglect are minimal or investigations of abandonment, abuse, neglect, financial/personal exploitation and self-neglect for vulnerable adults resulting from varying degrees of incapacity, or vocational, social, cultural or health impairments that hinder economic or residential independence.

SSS3 – Functions as a lead worker or sole case manager in a remote location. Positions that serve as a lead worker or sole case manager in a remote location are responsible for the full scope of social services provided in that location.

SSS4 – Positions at this level serve as a lead worker and perform advanced-level specialized case management conducting investigations of abandonment, abuse, neglect, financial exploitation, personal exploitation or self-neglect of vulnerable adults and children. (Established July 1, 2019)

SSS5 – Functions as the first-line supervisor of a unit of Social Service Specialists (implemented July 1, 2019).

Social Services Support and Administrative Staff job classification definitions:

SHPC 1 – Assist a higher level Program Manager by developing a portion of and/or monitoring, evaluating, or coordinating social, financial or health services programs, projects or the program policies and procedures. May develop and/or conduct training in program policies and procedures to staff or service vendors

SHPC 2 – Independently develop, administer and/or monitor social, financial or health services programs; or the program policies and procedures for use by staff or service vendors; or develop plans for monitoring service delivery; or develop, implement, monitor and provide statewide program consultation and/or technical assistance to staff, community or providers to enhance the delivery of services; or serves as a licensor of daycare centers.

SHPC 3 – Within the social service system, these positions serve as a designated lead worker, directing and monitoring the activities of a team comprised of professional level social service staff, other professional staff, families and the community in providing guidance to families that are at risk of dependency and/or serving clients with severe and intense social service needs. These positions also develop, administer and/or monitor social, financial or health services programs; or the program policies and procedures used by staff or vendors.

SHPC 4 - (1) Serves as a designated specialist for client eligibility for social services, the training of staff who conduct client eligibility assessments and the monitoring of staff and staff processes in meeting state and federal policies and regulations. Conducts quality assurance audits and review responses to quality assurance audits, as necessitated by legal, statutory or legislative requirements. Reviews and approves corrective action plans.

OR

(2) Oversees the intake and coordination of client cases to include acting as the liaison with internal DCYF entities and external entities such as law enforcement, the courts, attorneys and community-based social service organizations; and monitors these cases through the abuse, neglect or financial exploitation hearings process to ensure the health, safety and well-being of vulnerable children and adults.

Secretary – In support of a supervisor and/or staff members, provides secretarial services and assistance for the purpose of facilitating the supervisor’s and/or staff members’ own work and relieving the supervisor and/or staff members of day-to-day clerical detail. Applies knowledge of supervisor’s and/or staff members’ work commitments including status of projects and nature of contacts. Secretarial duties include making travel arrangements, scheduling meetings, taking notes and transcribing minutes, screening calls and visitors, keeping supervisors and/or staff member's calendar(s) and committing supervisor’s and/or staff members’ time.

Secretary Lead – As the designated lead worker, assigns, instructs and checks the work of lower-level staff and performs the duties of Secretary Senior including complex secretarial duties such as independently planning, organizing and prioritizing work, monitoring and evaluating budget(s) status and initiating corrections, developing travel itineraries, compiling reports, studies, applications and developing, modifying and/or maintaining database management, office record-keeping, or filing system(s). Positions establish office procedures, standards, priorities and deadlines, coordinate office operations, initiate action to ensure work unit and/or office goals are met and have frequent contacts with clients, the public, staff members from other departments, students, and faculty.

Secretary Senior – Performs complex secretarial duties such as independently planning, organizing and prioritizing work, monitoring and evaluating budget(s) status and initiating corrections, developing travel itineraries, compiling reports, studies or applications, developing, modifying and/or maintaining database management, office record-keeping; or filing system(s), establishing office procedures, standards, priorities, and deadlines, and coordinating office operations. Positions initiate action to ensure work unit and office goals are met and have frequent contacts with clients, the public, staff members from other departments, students and faculty.

Secretary Supervisor – Supervise office support staff, interview and recommends the selection of applicants, conduct training, assign and schedule work, act on leave requests, conduct annual performance evaluations and recommend corrective or disciplinary actions. Positions establish office procedures, standards, priorities and deadlines and have frequent contact with clients, the public, students, faculty, staff members from other departments and management staff. Positions perform complex secretarial duties such as independently planning, organizing and prioritizing work to meet internal and external deadlines, monitoring and evaluating

budget(s) status and initiating corrections, developing travel itineraries, compiling reports, studies and applications, developing, modifying and/or maintaining database management, office record-keeping, or filing system(s), coordinating office operations and initiating action to ensure work unit and office goals are met. Positions may perform administrative duties as delegated by the supervisor and/or provide and coordinate administrative support functions for a large unit. Exercise independent judgment to accomplish assignments or solve problems and to develop new work methods, procedures, strategies or modify existing work methods, procedures; and strategies to solve new or unusual problems. Work is subject to review at the completion stage to determine effectiveness in producing expected results.