QUARTERLY DCYF SOCIAL SERVICE SPECIALISTS

Report to the Legislature – October 2019

Washington State Department of
CHILDREN, YOUTH & FAMILIES

CONTENTS

Executive Summary

This report is prepared in compliance with ESHB 1109 Sec. (1) (g), which requires the Department of Children, Youth, and Families – 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 and the appropriate policy and fiscal committees of the legislature. The report shall include 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:
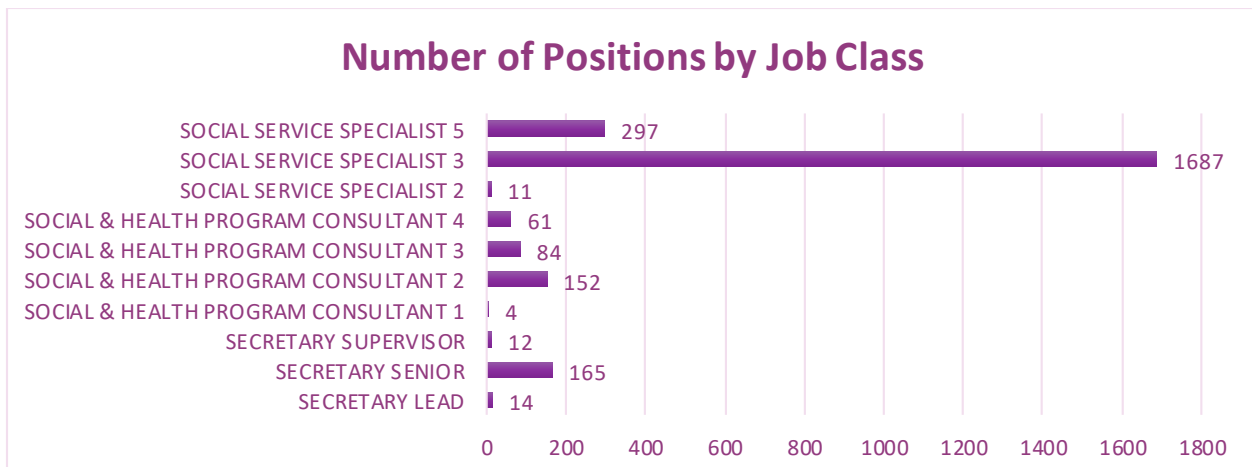
> (i) Total full-time-equivalent employee authority, allotments and expenditures by region, office, classification and band, and job duty or program;

> (ii) Vacancy rates by region, office and classification and band; and

> (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 July 2019 through September 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. Effective July 1, 2019, a new Social Service Specialist 4 classification was established. SSS3s typically are 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

Number of Positions by Job Class

Job Class	Number of Positions
SOCIAL SERVICE SPECIALIST 5	297
SOCIAL SERVICE SPECIALIST 3	1687
SOCIAL SERVICE SPECIALIST 2	11
SOCIAL & HEALTH PROGRAM CONSULTANT 4	61
SOCIAL & HEALTH PROGRAM CONSULTANT 3	84
SOCIAL & HEALTH PROGRAM CONSULTANT 2	152
SOCIAL & HEALTH PROGRAM CONSULTANT 1	4
SECRETARY SUPERVISOR	12
SECRETARY SENIOR	165
SECRETARY LEAD	14

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 July through September 2019. Other budgetary expenses such as office supplies or equipment are not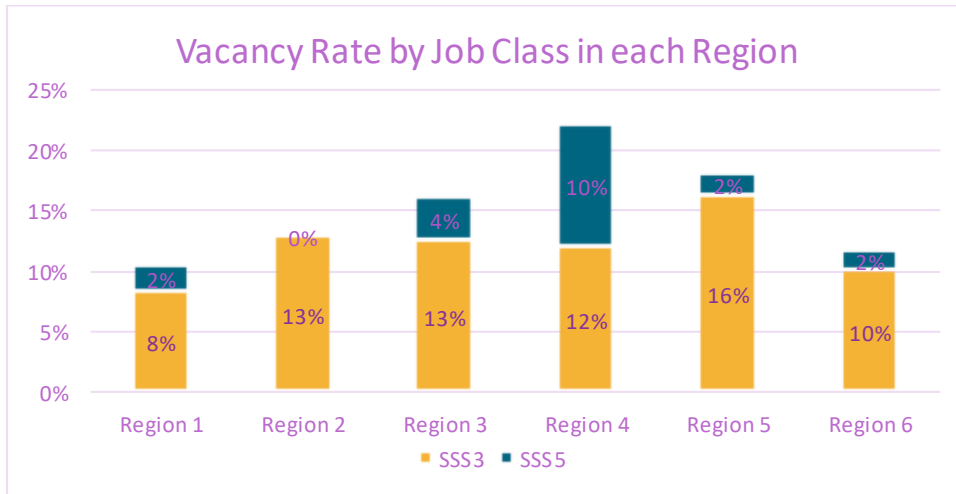 included, and expenses cannot be broken down by geographic location at this time. HRMS continues to be updated with more accurate position details, which lost accuracy when the Department of Social and Health Services (DSHS): Children's Administration was reorganized to incorporate into Child Welfare and other program areas within DCYF. As the accuracy of HRMS increases, subsequent reports will include expenditures by region and office as requested in ESHB 1109 Sec. (1) (g), and described in Executive Summary (i).

Quarterly Expenses by Job Class

Job Class	Amount
SOCIAL SERVICE SPECIALIST 5	$7,480,136
SOCIAL SERVICE SPECIALIST 3	$33,505,348
SOCIAL SERVICE SPECIALIST 2	$245,630
SOCIAL & HEALTH PROGRAM CONSULTANT 4	$1,471,495
SOCIAL & HEALTH PROGRAM CONSULTANT 3	$1,730,608
SOCIAL & HEALTH PROGRAM CONSULTANT 2	$3,546,588
SOCIAL & HEALTH PROGRAM CONSULTANT 1	$77,269
SECRETARY SUPERVISOR	$163,850
SECRETARY SENIOR	$1,918,038
SECRETARY LEAD	$226,086

Quarterly Expenses by Program

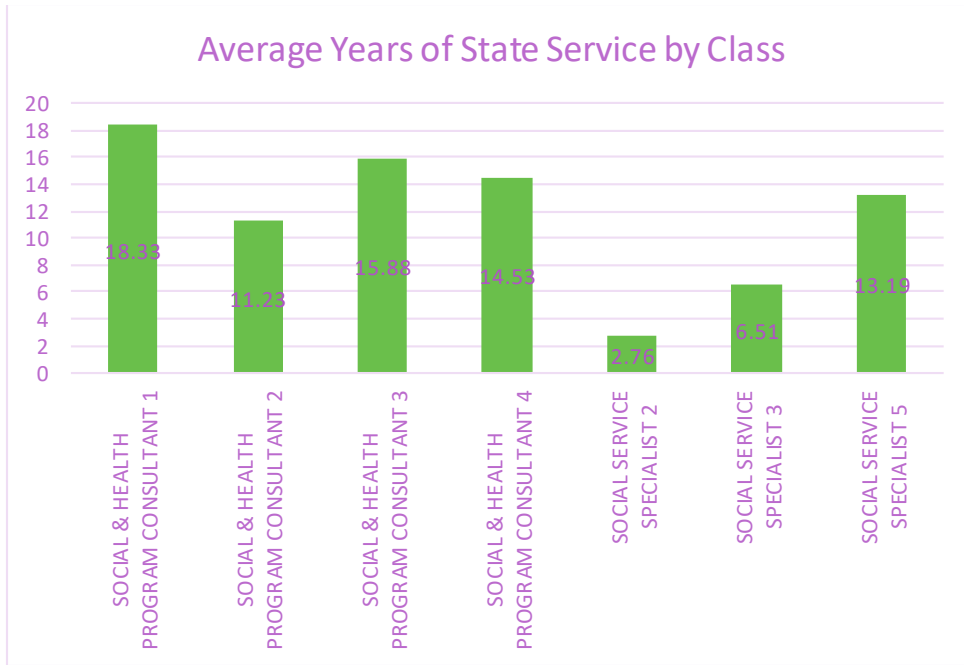| Program	Amount
Social Workers After Hours Staff	$1,359,870
Social Wkrs Supervisors	$6,975,654
Far Social Workers	$4,318,376
CWS Social Workers-FC	$11,874,585
CWS Local Workers-Adoption Services	$1,797,097
CPS Social Workers	$5,054,632
CPS Social Wkrs - Intake	$1,498,860
Clerical Support	$2,174,374
Clerical Supervisors	$326,513
Central Intake SW Supervisor	$377,137
Central Intake SW	$994,630
Central Intake Customer Servs Specialist	$75,478
Central Intake Clerical	$29,610

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Vacancy Rates

Overall, the vacancy rate between July 2019 and September 2019 was 10% with a total of 2,619 available positions with 2,350 employees filling them. Job classes included 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 for support staff was 9%.

In further detail, for the case carrying Social Service Specialist 3 job class, the vacancy rate agency-wide was 12%. Supervisory SSS5s experienced an overall 3% 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. DCYF has not yet created any SSS4 positions since the level was established in the series on July 1, 2019. As the accuracy of HRMS increases, subsequent reports will include vacancy rates by office as requested in ESHB 1109 Sec. (1) (g), and described in the Executive Summary (ii).

Vacancy Rate by Job Class in each Region

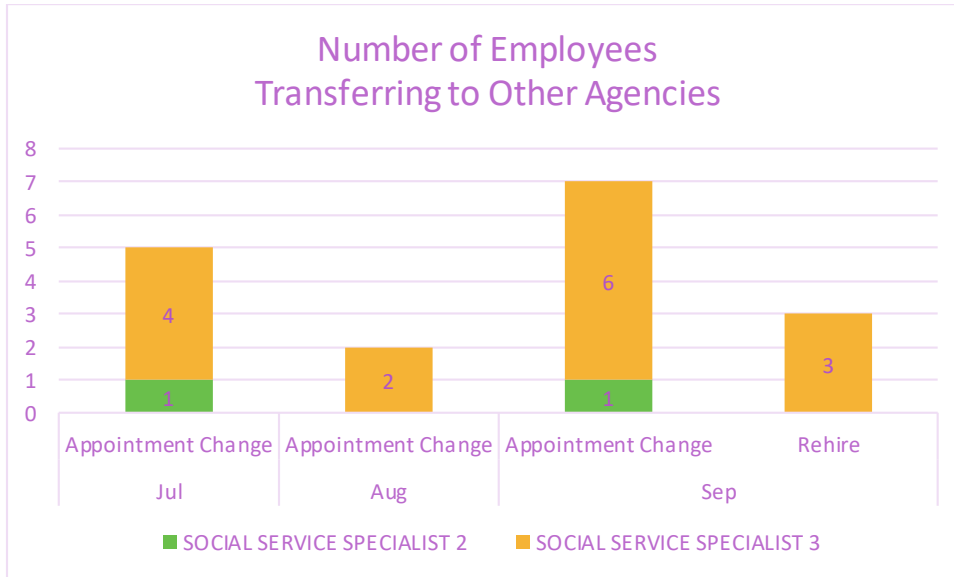| Region	SSS3	SSS5
Region 1	8%	2%
Region 2	13%	0%
Region 3	13%	4%
Region 4	12%	10%
Region 5	16%	2%
Region 6	10%	2%

Average Length of Employment

The graph below displays the 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.

Average Years of State Service by Class

Class	Value
SOCIAL & HEALTH PROGRAM CONSULTANT 1	18.33
SOCIAL & HEALTH PROGRAM CONSULTANT 2	11.23
SOCIAL & HEALTH PROGRAM CONSULTANT 3	15.88
SOCIAL & HEALTH PROGRAM CONSULTANT 4	14.53
SOCIAL SERVICE SPECIALIST 2	2.76
SOCIAL SERVICE SPECIALIST 3	6.51
SOCIAL SERVICE SPECIALIST 5	13.19

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.

Number of Employees Transferring to Other Agencies

	Appointment Change Jul	Appointment Change Aug	Appointment Change Sep	Rehire
SOCIAL SERVICE SPECIALIST 2	1		1	
SOCIAL SERVICE SPECIALIST 3	4	2	6	3

The chart above represents the number of employees per month 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.

Conclusion

As DCYF continues to grow and operate as an agency, the data contained in this report will increase in both its detail and scope. DCYF is structured differently than both DSHS and DEL were. Additionally, DCYF continues to modify organizational structure in efforts to streamline and create efficiencies. 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 by ESHB 1109 Sec. (1) (g).

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. (Adopted 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 – Perform 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 and/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/or 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 and/or disciplinary actions. Positions establish office procedures, standards, priorities and deadlines and have frequent contacts 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/or 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.