



QUARTERLY DCYF SOCIAL SERVICE SPECIALISTS

Report to the Legislature



Washington State Department of
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 October 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 April through June 2020. Job classifications included are Social Service Specialist (SSS) 2, 3, and 5, Social Service Support Specialist, Secretary Senior, Lead and Supervisor, and 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 will be leads (DCYF is in the process of establishing these positions and finalizing position descriptions for this new level), and SSS5s are supervisors. Further descriptions of these job classifications are located in the Appendix.

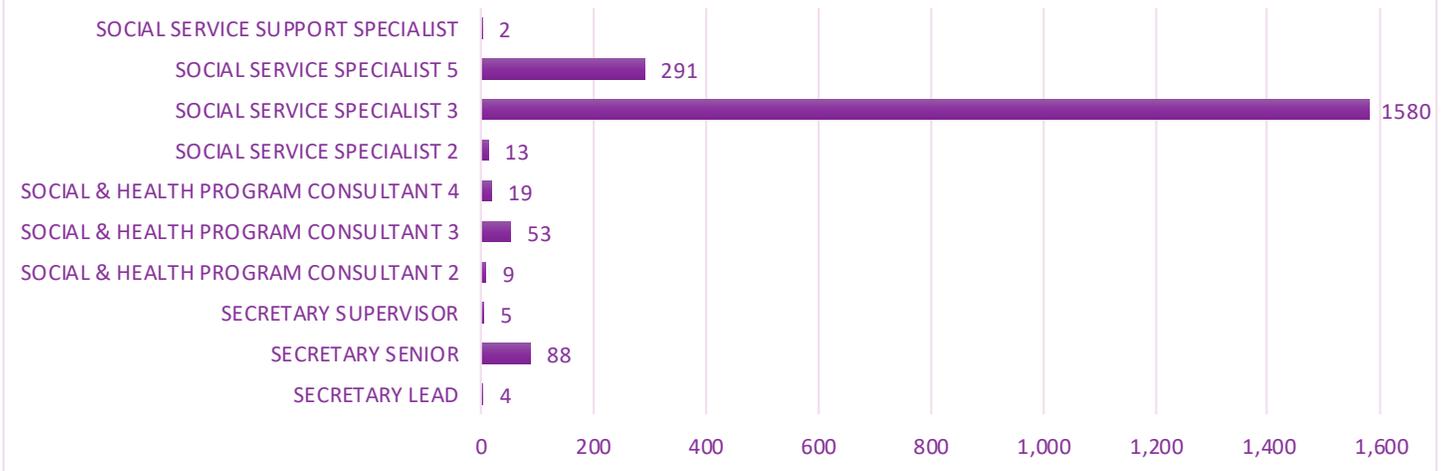
In March the Governor declared a state of emergency due to COVID-19. State employees received guidance regarding self-quarantine, expansion of paid leaves, and remote working opportunities. Nearly all state offices were closed and employees worked from home to the fullest extent possible. Schools also transitioned to remote learning. Some data may indicate impacts of this work environment.

Total FTE Counts

Full-Time Equivalent Employee Authority.

HR has recently updated the database organizational structure and coding. This results in more accuracy when providing data on specific divisions such as Child Welfare Field Operations (CWFO). Previous numbers of positions may have inadvertently included divisions other than CWFO.

Number of Positions by Job Class



Expenditures

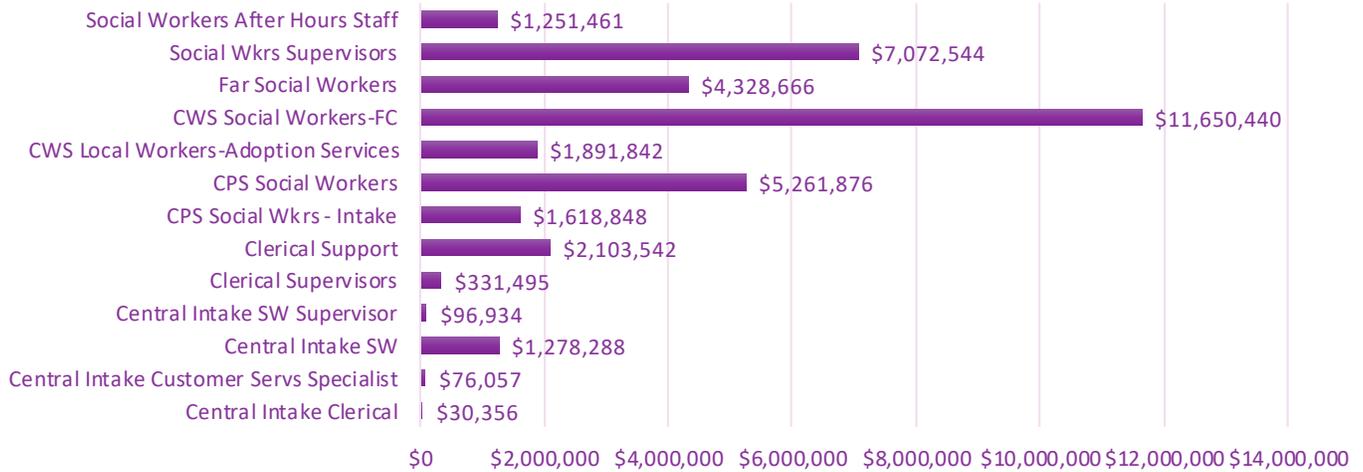
The charts below display allotments and expenditures by region, office, classification and band, and job duty or program. The quarterly expenses by job class chart depicts employer expenses for April through June 2020. Other budgetary expenses such as office supplies or equipment are not included.

During the last week of March 2020, schools sent students home for virtual learning to minimize COVID-19 risks. This same time frame saw an increase in employee hires indicated by the decrease in vacancy rate as well as a reduction in the need for overtime hours. The additional employees and reduction in overtime seem to offset during this quarter as expenses stayed relatively consistent.

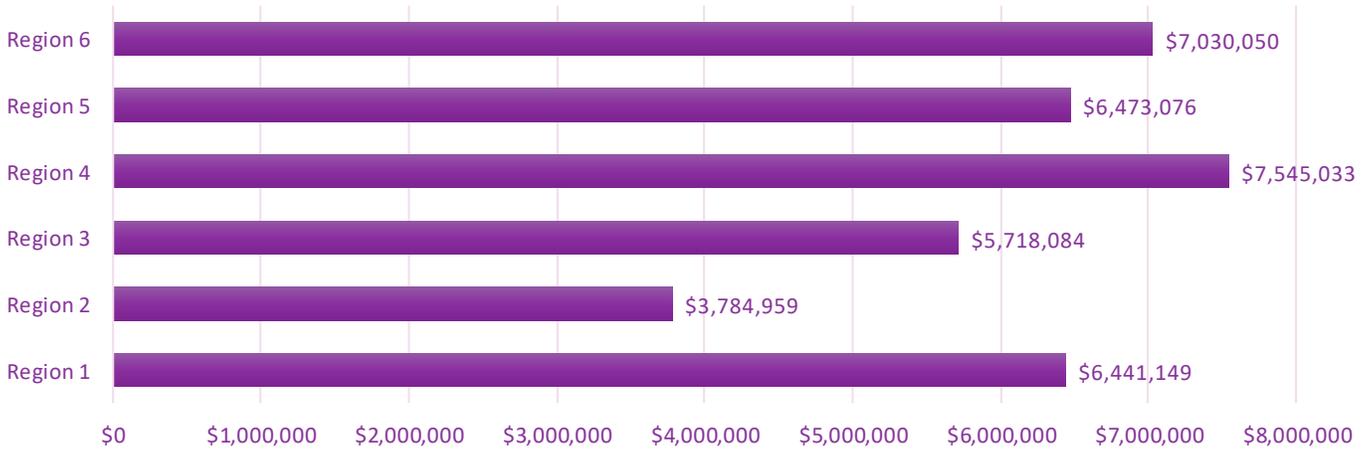
Quarterly Expense by Job Class



Quarterly Expenses by Program



Quarterly Expense by Region

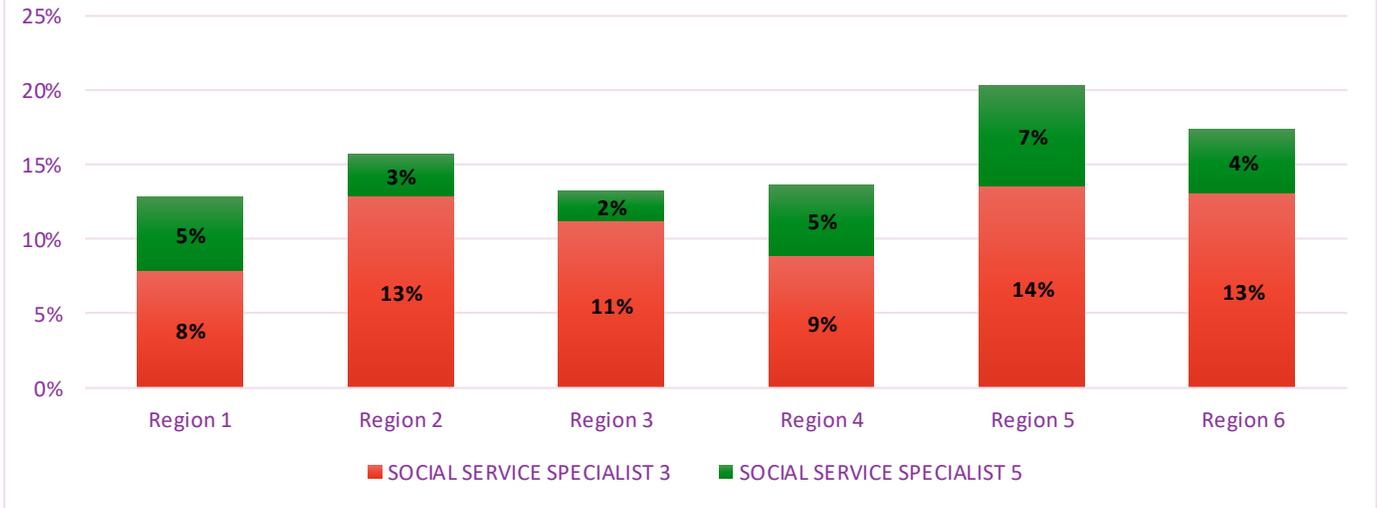


Vacancy Rates

Overall, vacancy rates are showing small declines. The vacancy rate for Child Welfare Field Operations between April 2020 and June 2020 was 9% down from 11% in the previous quarter. Job classes in the overall rate include Area Administrators (WMS), Administrative Assistants, Forms and Records Analysts, Office Assistants, additional support positions, and the Social Service Specialist series. The vacancy rate for WMS was 8%, and support staff was 10%. Both down by 1%. Following data base clean up, there are now 2,038 available SSS Series positions with 1,853 employees currently filling them.

In further detail, for the case carrying Social Service Specialist 3 job class, the agencywide vacancy rate was 12% for this quarter which is a 1% increase. Supervisory SSS5s experienced an overall 4% vacancy rate during the same period, down 2%. 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. In the SSS2 classification, DCYF has 12 positions, seven of which are filled.

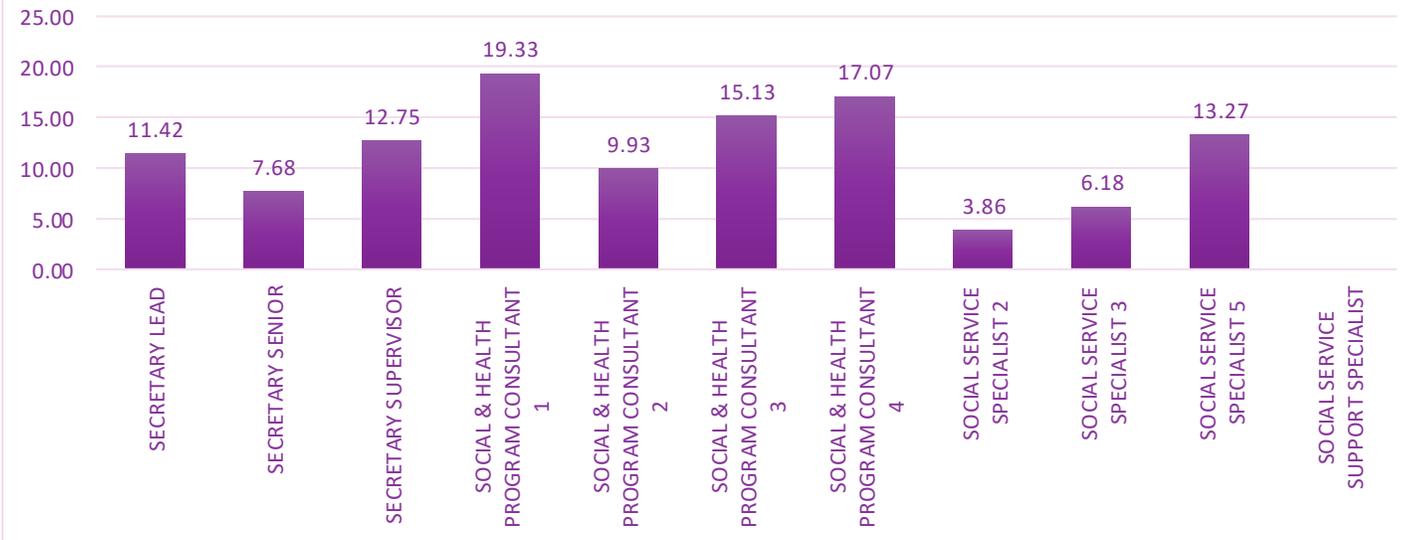
Vacancy Rate by Job Class in each Region



Average Length of Employment

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

Average Years of Service



The following charts are of employees leaving DCYF due to Retirement, Resignation, End of Appointment, Dismissal, Conditions not Met and Disability – Voluntary are employees who have left state service due to a disability. The charts also include Demotion – Voluntary, Transfer, Promotion and Non-Perm Limited describe employees who remain in state service in an agency other than DCYF. A total of 73 employees left DCYF between April and June 2020. Twelve of them remained state employees at other agencies. Resignations continue to be the predominant reason code for leaving.

QUARTERLY DCYF SOCIAL SERVICE SPECIALISTS

April 2020 Separations



May 2020 Separations



June 2020 Separations



Conclusion

Major organization structure updates have concluded to the DCYF Human Resources Management System database. Reports now include Social Service Support Specialist parameters. Position counts are expected to stabilize or decrease as vacant positions are cleaned up. Employee resignations continue to be the predominant reason for leaving the agency. Reasons an employee chooses to resign are captured in an anonymous voluntary survey conducted by OFM and are not part of this report.

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:

Social Service Support Specialist – Assists Social Service Specialists in providing services to children and/or families where there is risk of child abuse or neglect, such as: conducting health and safety home visits, transporting children to scheduled visitations, and/or supervising children/parent visitations.

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 licenser 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.