

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 16: Transitional Shelter

Item 03: Transitional Shelter Care Facility Staffing and Personnel Requirements

Suggested changes send to: [DSS PSOA Mailbox](#)

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References:

Chapter 12; [Training Plan](#)

New

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Preamble

Child Welfare Policy and Procedure Guides (PPG) are meant to be used as tools to relay best practice and staff expectations. As a Quality Parenting Initiative (QPI) Agency, our policies are designed around our shared principles: every child deserves excellent parenting and meaningful relationships; policy and practice informed by research; and putting those with lived experience at the center of policy change. It is understood that specific case scenarios may not always align themselves with the stated practices and that what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Policy

The Department of Social Services (DSS) operates a Transitional Shelter Care Facility (TrSCF) in order to provide a safe place to temporarily house youth ages 12-17 who are awaiting placement. The DSS is mandated pursuant to the Essential Terms of Agreement, to have staff that have completed CDSS TrSCF Chapter 12 requirements available on a 24-hour basis including after business hours, weekends, and holidays, in order to operate a TrSCF. The DSS reserves the right to enforce mandatory assignments or overtime or placing staff on Standby duty.

Purpose

This PPG provides guidelines that delineate the staffing and personnel requirements that are necessary to operate the Fresno County TrSCF. Staff must be available to work on a 24-hour basis, including after business hours, weekends, and holidays. The Department has designated volunteer Social Worker Aides (SWA), Social Workers (SW), and Social Work Supervisors (SWS) to work at the TrSCF as their designated assignment. In addition, the Department has volunteer SWA's, SW's, and SWS' as backup staff able to cover shift vacancies. However, there may be occasions where designated and backup staff are not available and to meet the mandates of Chapter 12 regulations, DSS reserves the right to enforce mandatory overtime or assignment of staff at the Fresno County TrSCF.

Procedure

Required Positions

A TrSCF is staffed with a facility administrator, facility managers, and childcare staff. The DSS has determined that Division Chiefs and Social Work Supervisors will function as facility administrators, Social Work staff will function as facility managers, and Social Work Aides will function as childcare staff. If needed, Social Worker Supervisors may fill in as Facility Managers. Refer to Transitional Shelter Operational Standards, Sections 86664 and 86665 for additional details.

Personnel Requirements

Consistent with the Transitional Shelter Operational Standards, Section 86665, TrSCF staff must complete the following requirements:

- A health screening.
- A Tuberculosis test performed within one year.
- A criminal record clearance or a criminal record exemption as required by Transitional Shelter Operational Standards, Section 86619.

Completion of the above personnel requirements will be at no cost to the employee and will occur on County time.

Newly designated staff with primary assignment to the TrSCF must complete the above within 30 days of assignment.

Personnel Records

Consistent with Transitional Shelter Operational Standards, Section 86666, TrSCF staff must have the following documentation in personnel records located on site:

- Application LIC 501
- Employee Information
- Criminal Statement LIC 508
- Employee Rights LIC 9502
- Health Screening LIC 503
- Direct Care Staff and/or Facility Manager Duties

DSS Volunteers:

Fresno County employees who request to voluntarily be assigned or work on an as needed basis must meet personnel and training requirements for the TrSCF. Fresno County employees who volunteer for assignment at the TrSCF must have past their first year probationary period within child welfare and be in good work performance standing.

Mandated Staff

Consists of:

- Social Workers that have past their first year probationary period with child welfare, regardless of promotion.
- Social Worker Aides that have past their first year probationary period within Child Welfare.
- Newly hired social workers with over one year of prior child welfare case management experience.
- Must complete personnel and training requirements for the TrSCF.

Work Schedule Time

The TrSCF schedule will be developed for three-month periods. Scheduled staff are expected to work during holidays and must include coverage on the monthly calendar.

- Newly mandatorily assigned staff will be assigned in six-month increments. At the end of each six-month period, the Department will reassess if the assignment will be extended an additional six months. Every effort will be made to replace the newly mandatorily assigned staff with a volunteer.
- For back up staff, their SWS and/or Division Chief (DC) will receive a copy of the monthly schedule in addition to being forwarded any subsequent emails regarding schedule updates.
- This 30-day calendar will be set by the 15th of the month previous to the starting month.
- A weekly calendar will be distributed. Each Friday at 4:00 p.m., any changes to the upcoming week's schedule will be set, finalized, and emailed out. The only changes allowed will be when a SW becomes ill or has an emergency and is unable to work. In instances resulting in these changes, volunteers will be asked to cover and if no one volunteers then the Department reserves the right to enforce mandatory coverage.
- Depending on the day/time of shift, TrSCF staff that are out ill must notify the TrSCF SWS or the Standby SWS of their illness, as soon as possible, but no less than two hours before the start of the shift. Staff are to speak to a live person when calling out. The TrSCF SWS or Standby SWS will arrange coverage as applicable. If there are no volunteers to cover a shift, staff may be mandated to cover the shift.
- The TrSCF SWS or Standby SWS will notify the Standby DC on call, the DC over the TrSCF and the mandated staff's Day supervisor of the need for the mandated staff to cover a vacant shift.
- Staff should not cover a shift if they have not worked at least four hours during their normal workday (i.e., sick, LOA, vacation, annual leave, etc.), with the exception of attending training. Any other exceptions will be reviewed and approved on an individual case basis by the SWS or DC on duty.
- When needed, staff will communicate with the TrSCF or Standby SWS any schedule modifications needed (i.e., additional time to complete TrSCF tasks that will spill over to their regular day shift) as applicable. The TrSCF or Standby SWS will then notify the Day supervisor of the staff's readiness for their regular day shift assignment.

Schedule and Staffing

Staff are assigned to work at the TrSCF 7 days a week, including holidays and weekends as follows:

| Shift | Facility Manager | Child Care Staff |
|-------------|------------------|--|
| 8am-5pm | 1 Social Worker | 1 Social Work Aide |
| 4pm-12:30am | 1 Social Worker | 1 Social Work Aide or contracted staff |
| 12am-8:30am | 1 Social Worker | 1 Social Work Aide or contracted staff |

NOTE: A Facility Manager will always be on the premises. Child Care staff will be called in as needed to either maintain a 1:4 staff to youth ratio or a youth who requires 1:1 supervision is on site.

A Facility Administrator is assigned Monday-Friday, 8am to 5pm and is subject to be called as needed in order to manage and administer the TrSCF in compliance with applicable law and regulation.

A Social Work Supervisor will be available to TrSCF staff at all times. Monday to Friday 5:00 PM- 8 AM, and Friday to Monday 5:00 PM-9:00 AM, the available Supervisor is the Standby Supervisor. All other times the TrSCF SWS or designated backup SWS is available.

Staffing Exceptions

TrSCF primary staff volunteering for additional shifts are not allowed to work more than 12 consecutive hours or six days in a row.

TrSCF Coverage

DSS Administration and/or the TrSCF DC have the authority to change the team structure or fill shifts with mandated staff as needed to ensure adequate coverage. This may include but is not limited to adding additional staff for dates/times that are heavily impacted. Other duties may be assigned based on the needs of the Department. The Department may meet with staff to discuss protocols and establish a TrSCF shift coverage system that is as fair and equitable as possible to meet the needs of the children within Fresno County. To meet Chapter 12 requirements, the Department reserves the rights to enforce mandatory overtime or assign staff to TrSCF duty.

Three-Month Calendaring/Scheduling System

The TrSCF schedule consists of a three-month calendaring system. Scheduling of the staff for the one-month calendar will be completed by the TrSCF SWS in the order as follows:

1. TrSCF assigned staff are scheduled for their assignment shift times.
2. Any vacant spots are then offered first to the TrSCF staff with primary assignment and back up staff for volunteers.
3. Any remaining vacant shifts will then be assigned to mandated staff by the TrSCF Supervisor or Standby Supervisor as applicable, utilizing the mandatory Standby coverage list.

Duties

Social Worker

Social Workers assigned to the TrSCF have the following duties:

- Assists youth with the intake process, providing orientation to the facility.
- Obtains items to meet youth's specific needs.
- Identifies behaviors and special needs of youth involved in Child Welfare and incorporates assessment into the youth's plan of care.
- Reviews medical and mental health screening and incorporates findings into the youth's plan of care.
- Works with the youth to identify and promote desired behaviors.
- Makes referrals to appropriate agencies on children's behalf (i.e., Commercially Sexually Exploited Children (CSEC), Mental Health, etc.).
- Arranges onsite service delivery for youth (i.e., Wraparound, Therapeutic Behavioral Services (TBS), CSEC, etc.).
- Obtains needed authorization for medical treatment from youth.
- Completes runaway plans youth; best practice with Social Worker.
- Completes transition plans in accordance with CFT outcomes.
- Completes safety plans youth; best practice with the Social Worker.
- Intervene with youth in a variety of crisis situations utilizing de-escalation strategies, runaway plan, and safety plan.
- Conduct family finding efforts and documents in CMS/CWS and forward information to on-going social worker.
- Conducts emergency relative placements and all related tasks.
- Facilitates meet and greets with resource parents and other placement agencies to ensure appropriate placements.
- Prepares youth for transition to placement.
- Coordinates the daily activities for youth, both on and off-site.
- Assists and/or enrolls youth in school.
- School transportation.
- Lists and tracks authorized persons for visitations with youth.
- Assists with coordinating visits for youth.
- Responds to after hour emergency calls.

- Takes and records information related to child abuse complaints and allegations.
- May provide transportation for youth to court, appointments, interviews, and placement.
- Prepares, updates, and maintains a variety of forms, files, charts, logs, passports, school and medical records related to children's intake, release, and placement.
- Participates in Child and Family Team (CFT) meetings.
- Serves on panels and committees.
- May provide short-term back-up assistance as childcare staff.
- Documents important events/contacts with youth in CWS/CMS.
- Enter stays at TrSCF in CWS/CMS.

Social Work Aides

Social Work Aides assigned to the TrSCF have the following duties:

- Assists in orienting youth to the facility.
- Assist with youth's emotional adjustment within the temporary shelter care environment.
- Provide direct care for the physical well-being of youth (i.e., feeding, providing items for hygiene, etc.).
- Learn and report on the behavior and progress of the youth under their care.
- Consults with other staff to determine appropriate intervention strategies to meet children's physical and emotional needs.
- Assist youth with their schooling; accessing resources, materials, and computer access.
- Escort and supervise youth for mental health and health appointments.
- Provides guidance in living skills and assists in preparing youth for placement.
- Assists with emergency relative placements and all related tasks.
- Collaborates with the social worker in a variety of crisis situations.
- Utilize de-escalation strategies and document various approaches when used.
- Participates in the development and scheduling of on-site and off-site activities.
- Assists in ensuring the safety and proper care of children during outings and routine activities.
- Work cooperatively and effectively with a multidisciplinary team of professionals.
- General housekeeping.
- Cleans and sanitizes common areas.
- Family finding inquiry and documents in CMS/CWS and notifies on-going social worker.
- Utilizing safety plan, transition plan and runaway plan to meet youths needs.
- Sorts, launders, and stores personal items for children.
- Stock and maintain inventory of facility supplies, food, and clothing.
- Prepares, updates, and maintains a variety of records, work orders, logs, charts, and reports.
- Attends staffings and CFT meetings.

Training

All staff assigned to the TrSCF shall complete the attached [training plan](#) within 30 days of assignment.