

**Office of Administrative Hearings**

**Interview of Hieu Dang, DCYF Supervisor of Danial Kresse**

Date: February 3<sup>rd</sup>, 2025

Time: 11:00am-12:00pm

Interviewers: Stephanie Sullivan, Special Investigations Program Manager & Sam Stipic, Assistant State Auditor

Place: Microsoft Teams Meeting

Note: Respondent's answers in [Blue](#)

**Introductory information and questions:**

- Thank you for meeting with us today. My name is Stephanie Sullivan and this is Sam Stipic
  - We will both be asking some questions and taking notes.
  - The State Auditor's Office is a reporting agency, not an enforcement agency. We perform several different types of audits at a variety of government agencies across the State of Washington.
  - I want to make sure you are aware of the following:
    - You are not required to discuss any information with us; however, we consider your input valuable and it will assist us in making recommendations to DSHS/DCYF.
    - If you would like to end the meeting at any time, you may do so. Also, if you want to take a short break from the interview, just let us know.
1. Do you understand what I have explained to you? [Yes](#)
  2. Are you willing to proceed? [Yes](#)

**General Questions:**

1. How long have you worked for DCYF? [Been with DCYF 26 years and in this role \(after hours programs\) since 2013 \(11 years\).](#)
2. What is your position title? [Area Administrator](#)
3. Can you please briefly explain to us what your primary responsibilities are at DCYF?
  - a. How many employees do you supervise? [He has 8 staff that report to him directly. Made up of Social Service Supervisor 5s. Each SSS5 has social workers and social services support under them. SSS5s are for 3 different after-hours programs: Placement Desk Unit, CHET unit and rate assessors](#)
  - b. What type of work equipment do employees need to complete their jobs? [Laptop, cell phone, Teams messages, etc. Laptop, cell phones, Teams messages, etc. all supervisors](#)

have their own work cell and laptop, social workers who are full time also have computer and cell phone. If not full time, they have work cell phone and have comps that they check out but not assigned.

- i. Is there any system they would need to access on a daily basis to complete their daily work? [Communication systems](#)
- c. Do employees complete daily timesheets? Can you describe how this process works? [Same time reporting system that all DCYF employees use. Electronic timesheet approved by supervisor. For workers that are after hours in a concurrent position, they report hours for their primary through regular timesheet, work for after-hours is billed separately and on paper sheet \(this is not applicable for Dan Kresse as he is not in concurrent employment with DCYF, just afterhours\). Supervisor signs the paper timesheet after checking that it is consistent with schedule after employee signs. They process paper ones specifically for the concurrent positions.](#)
- d. It is our understanding that the timecode 1200 is for regular hours worked for part-time, on-call employees. Do these resemble actual hours worked? Or does this mean that the employee could be entering these hours on their timesheet for on-call pay and they don't resemble actual hours worked, just available? It is our understanding that 1270 should be used for stand-by, OT exempt pay. [1200 is their regular hours, after hours supervisors work from home and are on the clock. They answer calls and are expected to always be available when needed to review work and assign work. Also, must be receptive to centralized intake and process referrals and requests. Separate ability for supervisors to be on call but not on shift, after 12-16 hours they must end their shift and then someone else must cover for the remaining shift. Stand by time \\$25 a day for supervisors that are overtime exempt. They have switched to 2 shifts -- a single shift and graveyard. If they get a call and they are working on stand-by, they get \\$25 and additional pay for actual hours worked. Standby can be up to 24 hours. They have a log for anything after hours employees are receiving such as case information, workers assigned to intakes, etc. Some supervisors have program duties where they enter information and Hieu is tracking to ensure these supervisors are doing program work. The primary purpose of the shift is being available, responsible for processing intakes and assigning. Hieu approves the supervisors' hours in the electronic system. For the paper sheets Dang also signs and submits \(for concurrent employment\). Any overtime worked the supervisor signs it and then dang signs it as well. Reviews to make sure no excessive hours are worked or working too much.](#)
- e. When called in, beyond documenting hours in their timesheet, is the employee expected to fill out any kind of job/visit report for whatever they were called in for? [See response to last question. There is a log of activities for assigning intakes and reviewing work.](#)
- f. Do you review and approve the timesheets? Can you describe how this process works? [See above](#)
- g. What is the process if employees are out sick or want to use vacation time?

- i. Who approves this? They submit through the same time keeping system. The Department can't have a gap where nobody is there, so they must find someone to cover a shift if someone calls out. Employees must trade shifts sometimes, but they must report this and enter time as regular.
  - ii. How is employee leave time tracked and monitored? See above
- h. Are employees you supervise allowed to work remotely? If so, how is this monitored? See above
- i. Do any of the employees you supervise hold other employment outside of DCYF? Who and where? Most of after hours on call employees (such as Dan) have daytime jobs, none of full-time social worker 3s have daytime jobs. After-hours full-time supervisors must get permission and need to fill out outside employment form. No full-time supervisors have been approved for outside work. On call staff including supervisors can have a daytime job. Currently only have 2 after hours on-call supervisors and both have daytime jobs. They report this in an annual checklist assurance document. Hieu has no concerns of day job impacting their ability to be on call at night. On call folks manage their own time. They usually don't work all through the night. Sometimes the 2 supervisors will split the shift. Nothing prohibiting them from working but they do make sure they have time to sleep, and shifts aren't too long. This is monitored by HR time and attendance unit.
- i. Does this impact work schedules at DCYF? Has not been a concern
- 4. Do you supervise Daniel Kresse? How long have you been his supervisor? He has been his supervisor for 9 or 10 of Hieu's 11 years. Transitioned to on-call part time and took full time DSHS job then works for him in the evenings (after hours on-call).
  - a. What is his typical work schedule and hours? Starts at 4pm or 4:30pm depending on shift, believes primarily 4pm. Works until midnight and then graveyard shift takes over, weekend works 7am – 6pm and on holidays – he volunteers to work holidays usually. For holidays Dan is picking up these shifts. Saturdays and Sundays daytime shift. Started new schedule this month (February 2025) but last 4 months he was on a rotating shift with every other weekend off. Time and attendance HR unit has always accepted this , but recently switched on the 16<sup>th</sup> of January 2025 to new schedule where everyone works every week. When he enters time to code 1200, they represent hours worked. Not allowed to sleep, they are required to be responsive.
  - b. Is he allowed to work remotely? If so, how do you know he is working? Yes, and Hieu knows he is working by seeing the log of intakes being processed during his shift and work being assigned and reviewed.
  - c. How often do you interact with Daniel Kresse in your capacity as supervisor on a weekly basis? (e.g. review/approval of timesheets, leave, on call work, weekly/monthly check-ins, performance reviews, etc.) Hieu usually checks in with all after hours supervisors at the beginning of each shift and when needed will monitor log for intakes.
  - d. During your time supervising him, have you received any complaints or noticed anything concerning such as consistently not showing up on time, not completing required tasks, poor work quality, incomplete work, etc.? Hieu has no concerns at all, Dan has always

been available, no employees ever report that he is not responsive or available. No concerns of him not being available when he's on shift. Hieu verifies they are there at beginning of shift and available, if responses to intakes and social workers aren't being addressed by supervisors during their shift he would see this and connect with them to see what is going on.

- e. Are you aware if he holds any other outside employment? Hieu is aware that Dan has a job at DSHS that is Monday – Friday until 4pm, and would imagine it starts at 7am or 7:30am
5. We noted instances where Daniel would work 24 – 68 hours straight between shifts at DSHS and DCYF. How is this feasible? **4 examples of conflicting time entry were shown from B.1.27: (1) 3/25/2023 – 3/26/2023 (2) 11/15/2023 – 11/17/2023 (3) 3/6/2024 – 3/7/2024 (4) 4/17/2024 – 4/18/2024** Hieu noted they didn't have graveyard shift (midnight to 4am) coverage until recently. Hieu said the 30-minute overlap of 4pm and 4:30pm shouldn't exist. Doesn't have explanation for this overlap. Hieu reiterated that they try to prevent them from working too much. He also relies on the time and attendance folks noticing work shifts and letting them know they can't work back-to-back shifts, so trying to avoid that and having a switch over at graveyard shift time. During the on-call shift he can have down time if he has nothing else to work on until called upon, but shouldn't be sleeping. In the last 2 or 3 years they started to have graveyard coverage for those midnight to 4:30am hrs.
6. We noted instances where Daniel's time recorded at DCYF and DSHS overlap. How can this be explained? **4 examples of conflicting time entry were shown from B.1.27: (1) 3/25/2023 – 3/26/2023 (2) 11/15/2023 – 11/17/2023 (3) 3/6/2024 – 3/7/2024 (4) 4/17/2024 – 4/18/2024** even if on-call, wouldn't this create an issue if he was called in during his shift at DSHS? See above regarding overlap. When someone is on standby, they code 1270 but if called in they would switch that time to actual 1200 timecode. Cannot work over 40 hours. Hieu not as concerned as much of the continuous shifts. There is time where their work is done and they are available but could have down time. He has no concerns about his work. There was a situation a couple years ago where they saw Dan was sending emails about DCYF work during his DSHS job and they told him not to do that anymore. Since then, he is not working for DCYF during DSHS shift.
7. Is there anything else we should know, or you think might be helpful for us? Time and attendance HR folks are only analyzing the hours worked at DCYF to monitor employees that are working too much to notify Hieu. They do not take into consideration his DSHS shifts (as far as Hieu knows).

Thank you for helping us with this process. If you can think of anything else that might be helpful to the audit, please call or email me.

Commented [SS1]: Can you add a note about which specific ones we talked about

Commented [SS2R1]: added

Commented [SS3]: Can you add a note about which specific ones we talked about

Commented [SS4R3]: added