



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
CHILDREN'S ADMINISTRATION
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August 7, 2012

To:
Children's Administration All Staff

From:
Becky Smith, Director
Field Operations Division

Subject:
Workload and Changes to Policies and Practice

Effective August 7, 2012, as part of our ongoing efforts to reduce workload, we are implementing the following changes to policy, practice and administrative procedures:

1. ***Sending text messages from state e-mail accounts*** - Staff may send text messages from their state e-mail account to client cell phones. The important caveat is that the DSHS employee sending the e-mail-generated text message must ensure that confidential data or information is not sent within that message. If confidential data is being sent via e-mail, whether to a cell phone's text message service or to another e-mail address, secure e-mail is required. Attached are the instructions on how to text clients from your state computer.
2. ***Assignments from CA Headquarters*** - Assignments that come from Headquarters will now have a numbering system. The turnaround for assignments will be two weeks (whenever possible) from the date it is sent out.
3. ***Administrative Review Process for Crimes and Negative Actions*** - The Administrative Review process for crimes and negative actions has been updated to allow:
 - o The Area Administrator to authorize approvals for crimes not on the permanent or five year list.
 - o All other authorizations, with the exception of *permanent disqualifying crimes, may be approved at the Regional Administrator / DLR Administrator or Deputy Administrator level. (*Permanent disqualifying crimes require authorization by the Assistant Secretary).

See Operations Manual, Chapter 5000, section 5523, the updated table "Overview of Administrative Review Process for Crimes and Negative Actions" (section "E" of the policy) and the updated Administrative Review Request for Crime and Negative Action form (DSHS 15-367).

4. ***Update the Who's Who section of the CA intranet and share the Headquarters Organization Chart for Field Operations*** - This information is now updated and can be accessed on the CA intranet page by clicking on Staff and Offices, and selecting the

Who's Who drop down field.

5. **Travel Policy** - Travel policy (Practice and Procedures 6100) has been updated based on input from regional representatives. Travel packets for clients will no longer be sent to CA Headquarters for approval except for out of country travel. In addition, cover memos are not required except for out of country travel. A CA specific travel form (DSHS 03-478) is now available and features:

- Multiple travelers with the same itinerary on one form
- Traveler type, to clarify who will be traveling
- Drop down boxes eliminating the need to locate specific codes
- Expanding text boxes so all necessary information can be included
- Check boxes to reflect relevant attachments
- Travel itinerary information needed for reservations/travel arrangements
- Signature boxes reflecting approval levels

A Travel Approval Quick Reference Guide outlining the travel approval levels and a Q and A with travel scenarios are now available for your convenience.

6. **Solution Based Casework Consultations (SBC)** - Genograms are optional, however staff will continue to identify and document family members (both maternal and paternal) and the developmental stage of the family.

This memo also serves to clarify that SBC consultations do not have to be a separate or additional staffing. The SBC staffing guidelines have been updated and are designed to be used within existing staffings (e.g. FTDMs, permanency planning staffing, case reviews with supervisors, etc.) and help identify and address families' developmental stages, safety threats, difficulties, strengths and resources.

I appreciate the work you have done in thinking through the workload reduction strategies. We will continue to work together to implement your ideas and streamline and reduce your workload wherever possible.

We expect to implement additional workload items at the end of August and again in September. We will continue to keep you updated as we move forward.

[Instructions for texting from state e-mail accounts to client cell phones](#)