



**STATE OF WASHINGTON**  
**DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES**  
 1500 Jefferson Street, SE • P.O. Box 40975 • Olympia WA 98504-0975

March 1, 2022

To: Debbie Dolgash, Webmaster  
 From: Rules and Policies Administrator  
 Subject: Case Services Manual and Operations Manual Final Archive  
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<b>Case Services Manual Policy Number &amp; Title</b>	<b>Reason for the Policy Sunset</b>
4120. Confidentiality	Replaced with DCYF Administrative 7.01 Employee Safety and Security and 13.05 Public Records Requests and Disclosure, and Child Welfare 4313. Notification of Court Hearings, Providing Reports to Court, and Information Sharing with Out-of-Home Caregivers and 4526. Licensed Foster Care and Licensed Kinship Care: Placement Support
<b>Operations Manual Policy Number &amp; Title</b>	<b>Reason for the Policy Sunset</b>
3310. CA Advisory Committees	Replaced with DCYF Administrative 10.02.01 Advisory Groups
3311. State Children's Advisory Committee	Replaced with DCYF Administrative 10.02.01 Advisory Groups
5710. Blood Borne Pathogens Protection Plan	Title only
5711. Purpose and Scope	Replaced with DCYF Administrative 7.01 Employee Safety
5712. Definitions	No longer needed
5713. Methods of Implementation	Replaced with DCYF Administrative 7.01 Employee Safety
5720. Blood Borne Infections	Title only
5721. Purpose and Scope	No longer needed
5723. Implementation Practices/Procedures	Replaced with Child Welfare 8010. Bloodborne Pathogens Implementation Practices and Procedures temporarily, until the Child Welfare 4520. Bloodborne Pathogens is finalized.
7122. Responsibility for Purchasing and Inventory	Replaced with DCYF Administrative 1.06.01 Purchase Goods and Services and 1.06.04 Control of Capital Assets
7123. Responsibility for Managing/Using Inventory	Replaced with DCYF Administrative 7.08 Reporting Loss of Public Funds and Property
7133. Receiving, Paying, Inventorying, and Surplussing	Replaced with DCYF Administrative 1.06.01 Purchase Goods and Services and 1.06.04 Control of Capital Assets

7362. Procedures	Replaced with DCYF Management of Telecommunication Resources and Child Welfare 6800. Background Checks
8510. Identification Cards	Replaced with DCYF Administrative 7.01 Employee Safety-NOT DONE
8600. Employee Safety	Replaced with DCYF Administrative 7.01 Employee Safety
8610. Safety Committees	Replaced with DCYF Administrative 7.01 Employee Safety
8611. Agency Responsibility	Replaced with DCYF Administrative 7.01 Employee Safety
8612. Personal Safety During Client Contact	Replaced with DCYF Administrative 7.01 Employee Safety
8700. Disaster Response	Replaced with DCYF Administrative 7.02 Emergency Management
8710. Purpose and Scope	Replaced with DCYF Administrative 7.02 Emergency Management
8720. Standards	Replaced with DCYF Administrative 7.02 Emergency Management
8721. Planning for Disaster Recover	Replaced with DCYF Administrative 7.02 Emergency Management
8722. Operations	Replaced with DCYF Administrative 7.02 Emergency Management
8723. Essential Records	Replaced with DCYF Administrative 7.02 Emergency Management
8724. LAN/WAN Recovery	Replaced with DCYF Administrative 7.02 Emergency Management
8900. Opposing Testimony	Replaced with DCYF Administrative 13.03 Response to Litigation-Related Documents, Contacts by Opposing Counsel, Providing Opposing Testimony, and Requesting Legal Representation
8910. Purpose and Scope	Replaced with DCYF Administrative 13.03 Response to Litigation-Related Documents, Contacts by Opposing Counsel, Providing Opposing Testimony, and Requesting Legal Representation
8920. Standard and Procedure	Replaced with DCYF Administrative 13.03 Response to Litigation-Related Documents, Contacts by Opposing Counsel, Providing Opposing Testimony, and Requesting Legal Representation
9500. Social Service Payments	Title only
9510. Definition of Overpayments	No longer needed
9520. Overpayment and Underpayment Identification and Recovery	Replaced with Child Welfare 8020. Overpayments and Underpayment Identification and Recovery temporarily, until the DCYF Administrative 1.02.02 Debt and Overpayments for Contractors and Providers is finalized

9530. Repayment	Replaced with Child Welfare 8030. Repayment temporarily, until DCYF Administrative 1.02.02 Debt and Overpayments for Contractors and Providers is finalized
9540. Unsolicited Payments	Replaced with Child Welfare 8040. Unsolicited Payments temporarily, until DCYF Administrative 1.02.02 Debt and Overpayments for Contractors and Providers is finalized.
9550. Interest on Vendor Debt	Replaced with Child Welfare 8050. Interest on Vendor Debt temporarily, until DCYF Administrative 1.02.02 Debt and Overpayments for Contractors and Providers is finalized
9800. Administrator's Accounts	Replaced with Child Welfare 8060. Administrator's Accounts temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9810. Purpose and Scope	Replaced with Child Welfare 8070. Purpose and Scope temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9820. Establishment of an Administrator's Account	Replaced with Child Welfare 8080. Establishment of an Administrator's Account temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9830. Separation of Duties	Replaced with Child Welfare 8090. Separation of Duties temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9840. Operations of Administrator's Account	Replaced with Child Welfare 8100. Operations of Administrator's Account temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9841. Mail Person	Replaced with Child Welfare 8110. Mail Person temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9842. Accounts Receivable Coordinator	Replaced with Child Welfare 8120. Accounts Receivable Coordinator temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9843. Disposition Person	Replaced with Child Welfare 8130. Disposition Person temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9844. Recording Person	Replaced with Child Welfare 8140. Recording Person temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9845. Reconciliation Person	Replaced with Child Welfare 8150. Reconciliation Person temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9846. Review and Approval of Authorizations	Replaced with Child Welfare 8160. Review and Approval of Authorizations temporarily,

	until DCYF Administrative 1.01.06 Local Funds is finalized
9847. Fund Trustee	Replaced with Child Welfare 8170. Fund Trustee temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
9850. Accessing Administrator's Account Funds	Replaced with Child Welfare 8180. Accessing Administrator's Account Funds temporarily, until DCYF Administrative 1.01.06 Local Funds is finalized
Appendix A: Definitions	Replaced with Administrative Policy Definitions and Child Welfare Policies and Procedures Appendix A Definitions

### Policy Text

#### 5723. Implementation Practices/Procedures

##### 1. Non-Discrimination

- a. CA shall not discriminate against persons with or perceived to have HIV infection. This policy includes discrimination against employees, clients, licensees, contractors, or volunteers. Procedures for persons who believe they have been subjected to discrimination because of HIV status are found in DSHS Administrative Policy 6.09.
- b. Licensees are not required by law to share their HIV status with licensers. If this information is shared by the licensee or prospective licensee, licensers may request additional health information, as is the case with disclosure of any serious illness of a licensee. Decisions regarding continued licensing of an HIV infected person are made in the same manner as any serious illness.

##### 2. Regional HIV/BBP Coordinator

- a. Each Regional Administrator must designate an HIV/BBP Coordinator to oversee issues related to HIV, HBV, and other BBPs.
- b. The social worker refers all HIV/HBV affected cases and issues related to BBP to the regional HIV/BBP Coordinator for consultation and staffing as appropriate.
- c. The Coordinator:
  - i. Provides information and consultation on CA policy.
  - ii. Provides consultation for case management.
  - iii. Serves as liaison with the health care community and AIDS service organizations.
  - iv. Convenes the HIV/BBP Advisory Team.

##### 3. Regional HIV/BBP Advisory Team

- a. Each Regional Coordinator must develop an HIV/BBP Advisory Team to advise on issues related to HIV, HBV, and other BBP.
- b. The Regional HBV/BBP Advisory Team:
  - i. Assists, as necessary, with development of regional guidelines on issues related to HIV/BBP.
  - ii. Provides case consultation, as needed.

##### 4. Universal Precautions-All staff, out-of-home care providers, volunteers, licensees, and respite care providers must use universal precautions when dealing with children in care and treat all blood and body fluids containing blood as if known to be infectious. See section 5710, Blood Borne Pathogens Protection Plan.

##### 5. HIV Testing

- a. HIV testing of a child is a medical procedure and, therefore, must be done only in consultation with the Regional HIV/BBP Coordinator and on the recommendation of the local health department or a licensed health care provider knowledgeable about HIV infection.
    - i. When HIV testing of a child under the age of 14 is being requested as a result of potential perinatal exposure, the social worker or HIV/BBP Coordinator shall inform the child's mother of the request and ask the mother to provide the results of her past HIV tests or to be tested in order to possibly eliminate the need for testing of the child. This testing is voluntary and will be confidential, consistent with this section.
    - ii. When parental rights have been terminated, the social worker of a child under the age of 14 may authorize HIV testing.
    - iii. The social worker shall obtain a court order for testing if the parent or legal guardian is unavailable or unwilling to provide consent for testing of a child under the age of 14 and if a medical reason for testing exists.
    - iv. If a child under 14 years of age tests positive for any STD, including HIV, the HIV/BBP Coordinator shall ensure that the medical professional or the local health department notifies the parent or legal guardian of the test results.
  - b. HIV/STD testing of a youth age 14 or over requires the written consent of the youth or a court order. The youth may request testing on his/her own authority.
    - i. The written consent or court order shall authorize test results for HIV or HBV to be released to the social worker and out-of-home care provider.
    - ii. When obtaining a court order or a consent for HIV testing, the social worker shall, if needed, also gain authority to share the results with others who have a compelling "need to know" and are not otherwise authorized to know under chapter 70.24 RCW. All such individuals shall be identified in the consent or court order. The consent or court order shall authorize treatment, as necessary.
6. Confidentiality/Disclosure
- a. Infection with HIV and other sexually transmitted diseases is a personal and private matter. Staff, care providers, and volunteers shall treat information related to these issues in a confidential and respectful manner and shall not disclose this information except in accordance with state law and as provided in this section and paragraphs G and H, below
  - b. Disclosure Practices and Criteria
    - i. The social worker shall ensure that the child's current health care provider is aware of the child's exposure to HIV/HSV.
    - ii. Social workers shall not disclose information related to a parent or child's HIV or other STD status to other CA employees, except their immediate supervisor, manager, and HIV/BBP Coordinator.
    - iii. When the social worker or HIV/BBP coordinator provides written disclosure of HIV/BBP status information to someone outside of CA, the social worker or HIV/BBP Coordinator shall include the following statement on the Disclosure of Confidential HIV Information, DSHS 09-837:  
*This information has been disclosed to you from records whose confidentiality is protected by state law. State law prohibits you from making any further disclosure of it without the specific written consent of the person to whom it pertains or as otherwise permitted by state law. A general authorization for the release of medical or other information is not sufficient for this purpose.*
    - iv. When the social worker or HIV/BBP coordinator provides HIV/BBP information regarding a parent or child is disclosed orally to someone outside

of CA, the social worker shall send the Disclosure of Confidential HIV Information, DSHS 09-837, to the person(s) receiving the information within 10 days of the disclosure.

- v. Documentation that a parent or child has been tested for HIV or other BBP shall be recorded and stored electronically in FamLink.
  - A. Document HIV/BBP status in the "Medical Problems" pop-up. Copies of medical records regarding the testing results or HIV/BBP related information will be scanned and stored in the FamLink "Filing Cabinet". Access to this information is secured and limited to the assigned social worker and their supervisor.
  - B. Copies of documents and medical records regarding HIV/BBP status or related information may also be kept in a "privileged/confidential information" envelope used to safeguard sensitive case information. Access to this envelope is strictly limited to those authorized by law, with consent or as noted on a court order. Access to other parts of the child's record does not assume the right to access HIV/BBP information.
- vi. Social workers shall not disclose HIV/BBP information in written reports to the court without consultation with the assigned legal counsel.
- vii. When HIV/BBP information is discussed in court, the social worker, through legal counsel, shall make special arrangements with the court to protect the confidentiality of the parties.

## 7. Placement

- a. DCFS staff shall inform the residential care provider of the child's HIV/HBV status, if known. The social worker shall not inform the residential care provider of the HIV/HBV status of a child age 14 or older without the child's permission or a court order. However, the social worker shall inform the child that no placement will be made without disclosure of such status to the prospective residential care provider.
- b. HIV exposed/infected children may be placed with other children unless otherwise advised by the health care provider. However, DCFS staff shall not place known HBV infected children or perinatally exposed infants in households with other unvaccinated persons.
- c. The social worker shall strongly consider a child's and/or parent's wish not to disclose a child's positive HIV/HBV status to relatives when investigating a potential relative placement. However, if the child is actually placed, the social worker must disclose the child's HIV/HBV status. This revelation could negatively impact family relationships.
- d. The social worker shall arrange for provision of medical attention for the HIV/STD infected/exposed child by a physician knowledgeable in this specialty area.
- e. When placing a child known to be HIV/HBV exposed or infected, the social worker, in addition to providing the residential care provider with information regarding the child's current health status and names of all health care providers, shall inform the residential care provider of all resources involved and provide instruction in any special care needs of the child prior to placement.

If exposure of infection is discovered after placement, the social worker shall immediately provide the above information to the residential care provider and ensure the provision of instruction in any special care needs.
- f. When HBV infection is discovered in an individual living or working in a foster/receiving/group home, the social worker shall immediately notify the Regional HIV/BBP Coordinator and the local health department. Public health department recommendations for testing and immunization of household contacts shall be

followed. DCFS staff shall place no additional unimmunized children in the home while the possibility of exposure exists.

#### 8. Adoption

- a. The adoption worker or HIV/BBP Coordinator shall provide prospective adoptive parents with all available information on the STD/HIV/HBV status of children under 14 years of age.
- b. For children age 14 or above, the social worker shall not disclose status without the child's permission but shall not place the child without such disclosure.
- c. Staff shall share the STD/HIV/HBV status, if known, of the parents, if the possibility of infection of the child by that parent exists. In such cases, the identity of the parents may not be disclosed.
- d. CA staff shall identify children with HIV infection in adoption exchange books and/or media as having "serious medical problems." HIV exposure of uninfected children does not need to be noted in exchange books. Only when a serious inquiry is received and the social worker has determined that the family is a potential candidate should the child's specific medical history be discussed. The social worker shall not disclose the child's name until the family is selected as the adoptive family.
- e. The social worker shall provide prospective adoptive parent(s) with the Child's Medical and Family Background Report, DSHS 13-041(X). The social worker shall include on the document all available medical information related to the child and biological parent, including HIV/STD information if possibility of exposure exists. The identity of the parent is not disclosed on this form.
- f. When HIV testing is recommended, the social worker shall consult with the HIV/BBP Coordinator and arrange for completion of the test prior to finalization of the adoption.
- g. The social worker shall inform the prospective adoptive parent that HIV I infection may qualify a child for adoption support.

#### 9. Training

- a. CA shall arrange for all employees to receive HIV/BBP training which covers prevention, transmission, infection control, treatment, testing, confidentiality CA-related policy and procedure, as it relates to adults and children.
- b. All individuals and agencies licensed by CA shall receive HIV/BBP training which covers prevention, transmission, infection control, treatment, testing, confidentiality and CA-related policy and procedure, as it relates to adults and children.

### 9520. Overpayment and Underpayment Identification and Recovery

#### 1. Purpose and Scope

- a. These procedures establish guidelines for CA staff in the resolution of vendor or foster parent disputes regarding payments through an administrative hearing and pre-hearing process. It provides direction when staff determines that an overpayment to a vendor or foster parent exists, for staff participation in steps to recover the overpayment, and for staff participation in the settlement of any overpayment disputes. The procedures also provide direction for pre-hearing efforts to mediate and resolve payment disputes prior to proceeding to hearing.
- b. Contracted and non-contracted service providers, including foster parents, may seek dispute resolution through these procedures, under the Administrative Procedure Act and RCW 43.20B.675, with respect to overpayments. However, the following limitations apply:

- i. The right of vendors or foster parents to seek an administrative hearing to contest alleged overpayments applies only to overpayments for goods or services provided on or after July 1, 1998.
    - ii. These procedures do not create a right to a hearing where no dispute right previously existed except as provided in RCW 43.20B.675. These procedures and department policy limit disputes for foster family and child day care providers to:
      - A. Alleged overpayments;
      - B. Perceived failure of the department to pay for services actually provided under an agency service authorization; and
      - C. Licensing actions taken under WAC 388-73-036 or WAC 388-155-090, as applicable.
    - iii. Adoptive parents who receive assistance through the Adoption Support Program are not vendors within the meaning of the law. They have hearing rights under other provisions of law and WAC. Accordingly, payment disputes involving the Adoption Support Program do not fall within the scope of these procedures.
  - c. Discovery or recovery of overpayments has no time limit. The department may identify and initiate recovery of overpayments without regard to the length of time that may have elapsed since the overpayment actually occurred or was discovered.
  - d. CA employees do not have authority to forgive or waive overpayments, nor to offset overpayments from future payments. All such authority rests with the Office of Financial Recovery (OFR). Designated CA staff may mediate a disputed payment with the vendor, but final approval for any negotiated proposed settlement rests with OFR.
  - e. Governmental entities, including Indian Tribes, with an Inter-local Agreement with the department do not have the right to an adjudicative hearing through the Office of Administrative Hearings (OAH). The dispute process described in the agreement between the entity and the department governs the resolution process.
2. Policy
- a. RCW 43.20B.675 and DSHS Administrative Policy 10.02 provide that all vendors have the right to request an adjudicative proceeding if they have a bona fide dispute. Disputes involving rates set in rule or Washington Administrative Code (WAC) are not subject to resolution through an adjudicative hearing held by OAH. The responsible CA organizational unit must routinely offer a pre-hearing conference to all clients and vendors that request an administrative hearing.
  - b. The department and CA must, when undertaking activities relating to overpayment identification and recovery as well as adjudicative proceedings, comply with:
    - i. DSHS Administrative Policy 7.02, Equal Access to Services for Individuals with Disabilities;
    - ii. DSHS Administrative Policy 7.20, Communication Access for Persons Who Are Deaf, Deaf/Blind, and Hard of Hearing; and
    - iii. DSHS Administrative Policy 7.21, Provision of Services to Limited English Proficient (LEP) Clients
3. Procedures
- a. Regional and Headquarters Procedures:
    - i. Each DCFS Regional Administrator, DLR Regional Manager, or division Director, as applicable, must establish procedures to provide for consistency in the handling of vendor/contractor disputes in accordance with the Children's Administration Pre-hearing Procedures. Procedures must include:

- A. Methods to informally notify vendors of their right to request a formal adjudicative proceeding if they have a bona fide contract dispute and to provide all appellants with a copy of the CA written pre-hearing process. (OFR provides formal notification of overpayments.) The department limits adjudicative disputes for foster parents to those issues identified in paragraph 1.B., above;
  - B. Pre-hearing/alternative dispute resolution that incorporates routine offers of a pre-hearing conference to all clients or vendors who have requested an administrative hearing;
  - C. Identification of overpayments and steps to initiate recovery of amounts due to the department as a result of overpayments;
  - D. Designation of staff to represent CA in behalf of the department in pre-hearing/alternative dispute resolution and administrative hearings for disputes resulting from activities or actions of the applicable organizational unit;
  - E. Identification of staff to mediate overpayment and other disputes prior to a formal administrative hearing;
  - F. A system to identify overpayments in a timely manner;
  - G. A method to document that an overpayment has occurred;
  - H. A method to notify the vendor/provider that an overpayment has occurred and to determine the vendor's agreement or disagreement with that determination; and
  - I. Identification of staff assigned to review overpayments and to refer them to OFR for collection.
- ii. CA expects disputes to be resolved at the lowest possible level in the organization. Therefore, CA staff will handle disputes at the following organizational levels:
- A. The DCFS Regional Administrator is responsible for the dispute resolution process for all payments authorized by local office social workers and all payments authorized under regionally managed contracts and service agreements. Regional DCFS staff will coordinate pre-hearing conferences, mediation activities, and administrative hearings for regionally-managed contracts.
  - B. Assigned CA Division of Program and Policy Development or Office of Foster Care Licensing (OFCL) headquarters staff, as applicable, will handle pre-hearing conferences, mediation activities, and administrative hearings arising from headquarters-managed contracts and service agreements.
- b. Determination of Existence of an Overpayment and Documentation of Referral
- i. If any CA employee has reason to believe that the department has overpaid a contractor or vendor, that employee must contact the employee who authorized the payment and the authorizing employee's supervisor by written memo or e-mail.
    - A. The CA employee identifying the overpayment must inform the authorizing employee and that employee's supervisor that the employee has reason to believe an overpayment has occurred and must provide the information that led the employee to that conclusion.
    - B. If the authorizing employee identifies an overpayment, that employee must inform and provide supporting information to the supervisor.
  - ii. The authorizing employee, or other employee designated in DCFS or DLR regional procedures or CA headquarters procedures must contact the

vendor/provider directly to inform the vendor/provider of the identified overpayment and the reason the payment constitutes an overpayment.

- A. This contact provides the CA employee and the vendor/provider an opportunity to identify any errors in the conclusion that an overpayment occurred and to enable the CA employee to discontinue overpayment procedures if CA incorrectly identified an overpayment.
  - I. This contact serves as an opportunity for CA to educate the vendor/provider in correct methods to complete invoices in order to prevent overpayments from recurring.
  - II. In addition, the CA employee can support the vendor/provider in continuing to offer services to CA and its clients.
- B. If the vendor/provider is a foster parent who disagrees with CA determination of an overpayment, the CA employee informs the foster parent of the foster parent liaison program and provides the contact telephone number for the CA office's liaison.
- C. If the CA employee, after contact with the vendor/ provider, continues to believe that an overpayment occurred, the authorizing worker or other employee designated by regional procedures informs the vendor/ provider that the employee will notify OFR of the overpayment. OFR will send an official notice of overpayment to the provider/vendor. This notice will include instructions for the vendor/provider to return the overpaid funds to the department and information on steps to dispute the overpayment.
  - iii. The employee who originally authorized the payment gathers written documentation of the overpayment. This may include gathering payment records through the SPAYMENT procedure in FamLink.
  - iv. The authorizing employee refers to the regional designee any overpayments, with supporting documentation. This information will include documentation of the vendor/ provider's agreement or disagreement with the determination of overpayment. The regional designee reviews the referral information to ensure that supporting documentation adequately supports the conclusion that an overpayment in the amount stated did occur.
- c. Referral to the Office of Financial Recovery
  - i. The applicable CA designee sends the completed SSPS Overpayment Notice, DSHS 18-398A, (dated 7/1998) along with the documentation of the overpayment, to OFR.
  - ii. OFR then issues formal notice of the overpayment by certified mail to, and tracks responses from, the vendor/provider. If the vendor/provider wants to formally dispute the overpayment, the vendor/provider must respond to OFR within 28 days of the notice of overpayment.
  - iii. If the vendor/provider does not dispute the overpayment, OFR establishes a schedule for repayment with the vendor/provider. In accordance with RCW 43.20B.695, interest will not accrue when the overpayment results from department error.
- d. Disputed Department Actions
  - i. OAH schedules a hearing when a vendor/provider requests a hearing. After a vendor/provider requests a hearing, the CA authorized staff person offers a pre-hearing conference. The pre-hearing conference may be a telephone call, a meeting, or a mediation session with a third party mediator.
  - ii. The responsible CA organizational unit must identify individuals authorized to mediate a disagreement between the department and the vendor/provider.

Those persons designated to refer overpayments to OFR for collection may not serve in the role of mediator for overpayment disputes.

- iii. If the CA authorized staff and the vendor/provider reach a settlement, the CA representative and the vendor/provider may execute a stipulated agreement in writing, signed by the parties. If the parties do not resolve the dispute, the formal hearing with OAH takes place as scheduled.
- iv. For overpayments:
  - A. If the vendor/contractor and the CA representative reach an agreement, before signing the agreement, the CA representative must contact OFR at (360) 664-5557 to obtain verbal approval for the stipulated agreement if it forgives an identified overpayment.
  - B. If the OFR representative approves the agreement, the CA representative and the vendor/contractor representative sign the agreement, and the CA representative mails it to the OFR representative for signature. Once the OFR representative signs the agreement, it takes effect.
  - C. If the administrative hearing occurs, the CA employee who authorized the payment must participate in the administrative hearing. Regional or headquarters procedures, as applicable, determine if additional individuals will participate in the administrative hearing to represent the department.

#### 9530. Repayment

1. The vendor or client must send the repayment directly to OFR. If a CA office receives money that is to be applied to a vendor overpayment, assigned accounting staff in the office transmits the money to OFR on a Daily Funds Transmittal, DSHS 18-320(X).
2. Accounting staff indicates the nature of the overpayment in the comment section of the Daily Funds Transmittal.

#### 9540. Unsolicited Payments

1. When OFR receives payments from vendors for whom it has not received an overpayment packet, OFR staff will send notification to the appropriate CA office.
2. If CA determines that the payment or any portion was submitted in error or that OFR applied funds incorrectly, responsible staff transmits this information to OFR in writing within 30 days. OFR will then initiate appropriate action.
3. If CA staff determines that the payment or any portion was a program donation, designated staff transmits this information to OFR, including the identity of the program to which the donation was made to enable OFR to credit the proper account.

#### 9550. Interest on Vendor Debt

Interest on vendor debt is administered in accordance with DSHS Administrative Policy 10.02, Vendor or Provider Overpayment and Debt Policy

#### 9800. Administrator's Accounts

#### 9810. Purpose and Scope

1. RCW 43.88.195 allows agencies to establish new accounts with the permission of the Office of Financial Management (OFM). Administrator's Accounts are expendable trusts that are local fund accounts available to provide instant assistance to eligible clients. Their sources of funds are usually donations and fund raisers.
2. Please Note: If funds are given for a specific purpose, moneys can only be dispensed for that specific purpose. Accounting records must be maintained so that moneys donated and spent for a specific purpose may be audited.

#### 9820. Establishment of an Administrator's Account

1. CA local offices are to:
  - a. Develop a statement of purpose for the account; for example, "The sole purpose of this account is to provide direct needs and opportunities for children and their families when no other resource is available."
  - b. Stipulate the criteria for use, the amount available per request, and the process that will be developed to allow access to Administrator Account funds.
  - c. Write a memo to the Regional Administrator requesting the establishment of an Administrator's Account. In the request, include the fund's purpose, criteria for use, and process for accessing funds. The Regional Administrator or designee will send a written request to the Chief, DSHS Office of Accounting Services, with a copy to the CA Director of Management Services. The written request must include the name of the bank, name and classification of individuals authorized to sign account checks, and the name and classification of the individual responsible for reconciling monthly bank statements with the office records.
2. Once the DSHS Office of Accounting Services has granted authority to establish the account, the local office identifies staff to be the:
  - a. Accounts Receivable Coordinator;
  - b. Committee or Person(s) to review/approve requests for funds;
  - c. Disposition Person;
  - d. Fund Trustee;
  - e. Mail Person;
  - f. Recording Person, and
  - g. Reconciliation Person

#### 9830. Separation of Duties

1. To the extent possible, the duties listed in section 9920(B) are to be separated.
2. If the duties cannot be separated due to a lack of staffing, a "Separation of Duties" waiver which includes compensating controls to show safeguard of the account must be on file in the regional office.
3. The waiver must be signed by the Fund Trustee, the trustee's supervisor, the second line supervisor, and the Regional Administrator.
4. Please note: Any cash or negotiable items received are to be deposited within 24 hours.

#### 9840. Operation of Administrator's Account

The Regional Administrator, usually through the Regional Business Manager and/or the Clerical Supervisor, designates staff to carry out the duties outlined below.

#### 9841. Mail Person

The Mail Person logs any cash or negotiable items in the Cash Items Mail Log, DSHS 19-48, and gives it to the Accounts Receivable Coordinator.

#### 9842. Accounts Receivable Coordinator

The Accounts Receivable Coordinator:

1. Receives the Cash Items Mail Log and the cash/negotiable items from the mail person.
2. Verifies that the cash/negotiable items are shown on the Cash Items Mail Log and, after verification, dates and signs the mail log, retaining the pink copy.
3. Issues a pre-numbered and sequential receipt for all cash/negotiable items requiring a receipt. If the cash/negotiable items received are for a specific purpose, they are to be referred to as a restricted donation, with a note of the restriction on the receipt issued to the donor.
4. Prepares the disposition documents required for the disposal of cash and negotiable items. The disposition documents will include the bank deposit slip, the Cash Items Mail Log, and a copy of the receipt issued to the donor.
5. Secures all cash and negotiable items until transferred to the Disposition Clerk along with the disposition documents.

#### 9843. Disposition Person

The Disposition Person:

1. Verifies that the cash and/or negotiable received from the Accounts Receivable Coordinator equals the amount shown on the disposition documents. Completes the disposition entries on the various receipt and disposition documents. Signs and dates the disposition documents.
2. Secures the deposit until it can be taken to the bank. Gives bank- validated deposit slips along with the copies of the receipt and disposition documents to the recording person on the same day the deposit is made.
3. Receives approved disbursement authorizations from committee or person(s) responsible for reviewing and approving requests for funds.
4. Prepares check (in ink) and writes the check number on the Disbursement Authorization. Has the check signed by at least two people who are authorized on the bank account signature card.
5. Gives the completed Disbursement Authorizations to the Recording Person.

#### 9844. Recording Person

The Recording Person:

1. Reconciles the daily cash receipts and bank validated deposit slips.
2. Records all deposits in the Cash Receipts Journal and Ledger Sheet.
3. Verifies the amounts of checks to disbursement authorizations and completes entries to the check register, Cash Disbursements Journal, and the Ledger Sheet. Secures signed checks until they are mailed or given to the appropriate person.

#### 9845. Reconciliation Person

The Reconciliation Person:

1. Upon receiving the Administrator's Account monthly bank statement, reconciles the statement to the Ledger Sheet and other journals. Completes the reconciliation on the back of the bank statement.

2. Prepares the Administrator's Account Monthly Activity Report and the Bank/Reconciliation Report. Gives them and the appropriate ledgers and journals, along with the bank statement, to the Fund Trustee for review.

#### 9846. Review and Approval of Authorizations

The committee or person(s) responsible for review and approval of Disbursement Authorizations approves, modifies, or denies the completed Disbursement Authorization based on the local office use-of-funds criteria and any restrictions that may have been placed on the funds by the donor.

#### 9847. Fund Trustee

The Fund Trustee:

1. Oversees the management and accountability of the Administrator's Account.
2. Reconciles the accounting records to the trustee's records on a quarterly basis. If there are variances, the trustee researches and documents, corrects, or takes appropriate action. He/she prepares the Trustee's Reconciliation Report, DSHS 19-207, and signs and dates it.

#### 9850. Accessing Administrator's Account Funds

1. A CA staff person submits a completed Request for Disbursement Authorization form to the committee or person(s) assigned by the Regional Administrator the duties of approving these requests.
2. The completed form includes the amount, case name, case number, and purpose of the requested funds. The form is signed and dated by the worker.