



STATE OF WASHINGTON
DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES

1500 Jefferson Street, SE • P.O. Box 40975 • Olympia WA 98504-0975

April 30, 2019

To: Edith Hitchings
From: Administrative Division
Subject: Operation Manual Policies to Sunset Phase 1
Approval Date: April 30, 2019

Operations Manual Policy Number & Title	Reason for the Policy Sunset
1000. Introduction	Title only
1100. Context and Purpose of This Manual	The Operations Manual is in the process of being made obsolete, as information was put into Administrative Policies or Program Policies and Procedures
1200. Mission and Strategic Plan	Title only
1210. Mission	No longer needed
1220. Strategic Plan	No longer needed
1221. Goals and Objectives	No longer needed
1300. Application of Department Policy	No longer needed
1400. Manual Maintenance and Policy Issuance	No longer needed
2000. Organizational Responsibilities	Title only
2100. Children's Administration Organizational Structure	No longer needed
2200. Organizational Units	Title only
2210. Office of the Assistance Secretary	Title only
2211. Information Services	No longer needed
2212. Constituent Relations	Replaced with Administrative Policy 2.2 Complaint Resolution Process
2220. Division of Management Services	No longer needed
2221. Office of the Children's Administration Research	No longer needed
2222. Office of Federal Funding	Title only
2223. Operations Support	No longer needed
2224. Fiscal and Budget Management	No longer needed
2225. Contracts	Replaced with Administrative Policy 4.01 Contracting and P & P 6202. Monitoring Contracts Policy
2226. Diversity	No longer needed
2230. Division of Program and Policy Development	No longer needed
2231. Office of Quality Assurance and Training	No longer needed
2232. Correspondence	No longer needed

2300. Regions	Title only
2310. Regional Responsibilities	No longer needed
2320. Exceptions to Policy/Waiver	Replaced with P & P 4525. DCFS Administrative Approvals and P & P 5120. Licensing State Foster Homes
2330. Community Interagency Protocols	No longer needed. The policy had Interagency misspelled as "Ineragency".
2340. Business Management	Title only
2341. Purpose and Scope	No longer needed
2342. Business Manager Responsibilities	No longer needed
2400. Communication	No longer needed
2410. Correspondence	No longer needed
2420. Telephone Calls	Title only
2421. Response Time	No longer needed
2422. Collect Telephone Calls	No longer needed
3000. Customer Relations and Communication	Title only
3100. Communications	Title only
3110. Citizen Participation	No longer needed
3120. Legislative Relations	Replaced with Administrative Policy 10.01 Communication with State Legislature
3130. Media Relations	Replaced with Administrative Policy 3.01 Media Policy
3140. Publications Management	Will be replaced with Administrative Policy 9.02 Forms, Publications, and Document Management
3200. Citizen Complaints	Title only
3210. Expectation	Replaced with Administrative Policy 2.2 Complaint Resolution Process
3220. Review Process	Replaced with Administrative Policy 2.2 Complaint Resolution Process
3230. Confidentiality	Replaced with Administrative Policy 2.2 Complaint Resolution Process
3240. Non-Retaliation	Replaced with Administrative Policy 2.2 Complaint Resolution Process and Foster Parent Rights and Responsibilities DCYF Publications Lic_0001 (03/2019)
3250. Definitions	Replaced with Administrative Policy 2.2 Complaint Resolution Process
3312. Regional Committees	No longer needed.
4300. Culturally Relevant Services	Replaced with P & P 4223. Culturally Appropriate Assessment and will be included in Ch. 6 of the Administrative Policies when completed.
4400. Non-Discrimination Responsibilities of Contractors	No longer needed. Cites a Chapter in Operations that is archived. This information is held in the contract.
5000. Health and Safety	Title Only
5700. Blood Borne Diseases	Title Only
5722. Definitions	No longer needed
6000. Accountability	Title Only
6110. Accountability	No longer needed

6120. Shared Decision Making	No longer needed. Information held in Case Services Appendix C: Shared Decision Making
6200. Program Oversight	Title only
6210. Field Responsibilities	No longer needed
6220. DCFS Field Responsibilities	Title only
6221. Regional Administrator	No longer needed
6222. Area Manager Responsibilities	No longer needed
6240. Division of Program and Policy Development Responsibilities	No longer needed
6250. Management Services Division Responsibilities	No longer needed
6251. Operations Support	No longer needed
6400. Performance Accountability and Reporting	Title only
6410. Regional Expectations and Quarterly Reporting	No longer needed
6420. Benchmark Reporting	No longer needed
6430. Client Based Outcome Measure Reporting	No longer needed
6500. Performance Audits	Title only
6520. Operations Review and Consultation Services	No longer needed
7000. Resource Management	Title only
7350. Cellular Phones	Replaced with P & P 6300. Mobile Technology
7360. Tele facsimile	Title only
7361. Standard	No longer needed
8000. Human Resource Management	Title only
8100. Ethical Standards	Title only
8110. General Provisions	Replaced with Administrative Policy 11.21 Ethics and Employee Conduct Policy
8200. Telecommuting	Title only
8210. Purpose and Scope	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace
8300. Training	Title only
8310. Social Service Payment and Case Management Information Systems	No longer needed
8320. Staff Training	Title only
8321. Training Tuition Reimbursement for Staff	Replaced with Administrative Policy 11.04 Developing and Training Employees
8322. Leave Approval for Non-Reimbursed Staff Training	Replaced with Administrative Policy 11.04 Developing and Training Employees
8400. Flexible Work Hours	Title only
8410. Limited Scope	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace Policy
8420. Minimum Criteria for Alternative Work Schedules	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace Policy
8500. Staff Identification	Title only
8520. Identification Tags	No longer needed

8800. Children's Administration Staff Liability	Title with a reference to another policy that is obsolete.
9000. Payments and Accounts	Title only
9110. Payments Above Base Rates	Title only
9111. Purposes	Replaced with P & P 4525. DCFS Administrative Approvals
9112. Limitations	Replaced with P & P 4525. DCFS Administrative Approvals
9120. Special Rates	Replaced with P & P 4265. Foster Care Rate Assessment
9121. Justification and Approval	Replaced with P & P 4525. DCFS Administrative Approvals
9122. Training Requirement	Replaced with P & P 5180. Foster Parent (Licensed Family Foster Home) Training
9123. Children with Behavior/Emotional Problems	No longer needed
9124. Intellectually/Physically Challenged Children	No longer needed
9141 Disputed Overpayments	Replaced with 4526. Licensed Foster Care and Licensed Kinship Care Placement and Support
9142. Dual Payment Limitations	Replaced with P & P 5400. Child Care
9200. Vender Payments	No longer needed
9440. Provider File Numbers	No longer needed
9700. Trust Accounts	No longer needed
9900. Fees for Vital Statistics	Title only
9910. Service Worker Tasks	Replaced with P & P 4250. Placement Out-of-Home and Conditions for Return Home
9920. Social Work Supervisor Tasks	No longer needed
9930. Disbursements Staff Tasks	No longer needed
91000. Foster Parent Liability	Replaced with P & P 5200. Foster Parent Liability Plan
91010. General Information	Title Only
91011. Purpose	Replaced with P & P 5200. Foster Parent Liability Plan
91012. Eligibility	Replaced with P & P 5200. Foster Parent Liability Plan
91013. Program Management	Replaced with P & P 5200. Foster Parent Liability Plan
91014. Inquiries	Replaced with P & P 5200. Foster Parent Liability Plan
91020. Plan Summary	Title only
91021. Liability Coverage	Replaced with P & P 5200. Foster Parent Liability Plan
91022. Representation by Attorney General	Replaced with P & P 5200. Foster Parent Liability Plan
91023. Definitions	No longer needed
91024. Limitations	Replaced with P & P 5200. Foster Parent Liability Plan
91025. Exclusions	Replaced with P & P 5200. Foster Parent Liability Plan
91030. Liability Claim Filing	Title only
91031. Foster Parent Procedure	Replaced with P & P 5200. Foster Parent Liability Plan
91032. Social Worker Procedure	Replaced with P & P 5200. Foster Parent Liability Plan
91040. Liability Claim Payment	Replaced with P & P 5200. Foster Parent Liability Plan
91050. Lawsuit	Title only
91051. Foster Parent Procedures	Replaced with P & P 5200. Foster Parent Liability Plan
91052. Social Worker Procedures	Replaced with P & P 5200. Foster Parent Liability Plan

91060. Legal Defense	Replaced with P & P 5200. Foster Parent Liability Plan
91061. Request for Defense	Replaced with P & P 5200. Foster Parent Liability Plan
91062. Expense of Defense	Replaced with P & P 5200. Foster Parent Liability Plan
91063. Procedures	Replaced with P & P 5200. Foster Parent Liability Plan
91070. State Obligation	Replaced with P & P 5200. Foster Parent Liability Plan
91080. Fraud	Replaced with P & P 5200. Foster Parent Liability Plan
91090. Actions Commenced by Foster Children or Their Parents	Replaced with P & P 5200. Foster Parent Liability Plan
91100. Modification of Reimbursement Plan	Replaced with P & P 5200. Foster Parent Liability Plan
91105. Foster Parent Reimbursement Plan	Title only
91110. General Information	Replaced with P & P 5200. Foster Parent Liability Plan
91120. Eligibility	Replaced with P & P 5200. Foster Parent Liability Plan
91130. Program Management	Replaced with P & P 5200. Foster Parent Liability Plan
91140. Definitions	No longer needed
91150. Reimbursement Limitations	Replaced with P & P 5200. Foster Parent Liability Plan
91160. Exclusions	Replaced with P & P 5200. Foster Parent Liability Plan
91170. Claim Filing Procedures	Title only
91171. Foster Parent Procedure	Replaced with P & P 5200. Foster Parent Liability Plan
91172. Social Worker Procedure	Replaced with P & P 5200. Foster Parent Liability Plan
91180. Misrepresentation of Claims	Replaced with P & P 5200. Foster Parent Liability Plan
91190. Investigation of Claims	Replaced with P & P 5200. Foster Parent Liability Plan
911100. Reconsideration of Claim Determinations	Replaced with P & P 5200. Foster Parent Liability Plan
911110. Exception Request	Replaced with P & P 5200. Foster Parent Liability Plan
11500. Placement with Relatives of Specified Degree	Title only
11510. Payment of Foster Care Funds to Parents	Replaced with P & P 4265. Foster Care Rate Assessment
11520. Temporary Assistance for Needy Families Maintenance Payments	Replaced with P & P 4527. Kinship Care: Searching for, Placing with, and Supporting Relatives and Suitable Other Persons and P & P 45274. Placements with Unlicensed Relatives or Suitable Persons
11530. Foster Care Maintenance Payments	Replaced with P & P 4527. Kinship Care: Searching for, Placing with, and Supporting Relatives and Suitable Other Persons and P & P 43066. Pregnant and Parenting Youth
11900. Financial Revenue Record Archiving or Storage	No longer needed
111000. Financial Revenue File Transfer	No longer needed
111100. Random Moment Time Sample	Replaced with P & P 6350. Random Moment Time Study
111110. Purpose	Replaced with P & P 6350. Random Moment Time Study
111120. Participants	Replaced with P & P 6350. Random Moment Time Study
111130. Headquarters Responsibilities	Replaced with P & P 6350. Random Moment Time Study

111140. Local Office Responsibilities	Replaced with P & P 6350. Random Moment Time Study
111150. Regional Administrator Responsibilities	Replaced with P & P 6350. Random Moment Time Study
111160. RMTS Codes and Definitions	Replaced with P & P 6350. Random Moment Time Study
12900. Public Disclosure	No longer needed
13000. Record/Paperwork Management	Title only
13101. Case Management Responsibilities	Replaced with P & P 2200. Intake Process and Responsibilities and P & P 6001. Case Assignment
13232. Definitions	No longer needed
13500. Aces, Birth Certificates and Social Security Cards	Title only
13501. Aces	No longer needed
13502. Birth Certificates and Social Security Cards	Replaced with P & P 4250. Placement Out-of-Home and Conditions for Return Home
13602. Search in FamLink for Open Cases- New Employees	No longer needed
13603. Responsibility for Designating Employees in FamLink	No longer needed
13606. Access to Closed Restricted Records	No longer needed
13607. Specific Denial of Access to Restricted Records	No longer needed
13608. Physical Location of Restricted Records	No longer needed
13610. Justification for Restricting/Unrestricting Records	No longer needed
13611. Current List and Review of Restricted Records	No longer needed
13612. Ongoing Review of Qualifying Circumstances	No longer needed
13795. Exchanging Confidential Information	No longer needed
13796. Background	No longer needed
13798. Procedure	No longer needed
137114. Information Subject to Challenge	Replaced with 2559C. CPS Investigative Founded Finding Review
13800. Case Transfer, Closure and Preparation for Archiving Records	Title only
13810. Active Cases	No longer needed
13820. Case Numbers	No longer needed
13850. Case Closure/Preparation for Archiving	Replaced with Administrative Policy 13.06 Establishing DCYF Records Management Retention and 6610. Records Purge
14330. CAMIS Trainer	No longer needed
14400. Random Moment Time Study	No longer needed
15204. Teleworking (6/16/06)	Title only
152041. Purpose	No longer needed
<i>Intentionally left blank</i>	

152042. Applicability (This policy applies to anyone who uses CA equipment)	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace Policy and P & P 6300. Mobile Technology
152043. Standard	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace Policy and P & P 6300. Mobile Technology
152044. Procedure	Replaced with Administrative Policy 11.10 Modern and Mobile Workplace Policy and P & P 6300. Mobile Technology
15205. Use of Electronic Messaging Systems and the Internet (06/15/06)	Title only
152051. Purpose	Replaced with Administrative Policy 12.01 Information Technology Security and Administrative Policy 13.4 Protecting Privacy and Confidential Information
152052. Applicability	No longer needed
152053. Standard	Replaced with Administrative Policy 12.01 Information Technology Security and Administrative Policy 13.4 Protecting Privacy and Confidential Information
15402. Interoffice Referral Transfer (3/1/99)	Title only
154021. Purpose	Replaced with P & P 2200. Intake Process and Response
154022. Standard/Procedure	Replaced with P & P 2200. Intake Process and Response
154061. Purpose	No longer needed
154062. Standard/Procedure	Replaced with P & P 4250. Placement Out-of-Home and Conditions for Return Home and P & P 4260. Placement Moves
15410. Social Service Payment System (11/8/94)	Title only
154101. Purpose	No longer needed
154102. Procedure	No longer needed

Policy Text

1000. Introduction

1100. Context and Purpose of This Manual

1. The Children's Administration (CA) Operations Manual supports and implements the provisions contained in the CA Case Services Policy Manual and Practices and Procedures Guide and provides administrative guidance to the divisions and offices of the Administration. The Operations Manual identifies technical policy and procedure that supports the agency's social service delivery system and provides administrative direction consistent with state and agency directives.
2. This manual sets forth procedures and practices regarding implementation of policy within the context of the business environment of the Children's Administration.

1200. Mission and Strategic Plan

1210. Mission

The Children's Administration (CA) is committed to the safe and healthy growth and development of children in their own homes, in out-of-home placement, and in child day care. CA provides a comprehensive range of services designed to protect children from abuse and neglect, to support families, and to assure quality of care. Services are intended to promote the safety of children and the preservation, rehabilitation, and reunification of families to the maximum extent possible.

1220. Strategic Plan

1. The Children's Administration strategic plan seeks to expand and improve its capacity to provide effective, quality services to protect children and strengthen families in crisis. Specific strategies for agency planning and making effective changes have been developed using the following basic, guiding principles to address the Administration's commitment to excellence in service delivery and programs:
 1. Family centered.
 2. Culturally relevant.
 3. Coordinated and collaborative.
 4. Locally planned.
 5. Community-based and preventive.
 6. Outcome-based.
 7. Creative.
 8. Customer service based.
2. The Administration's strategic plan establishes a clear, consistent direction and provides a structure for policy formulation, decision-making, and accountability.

1221. Goals and Objectives

The strategic plan includes the following goals and objectives:

1. Improved Administrative Structure: Delivery of services through an effective management structure that is based on a creatively decentralized administration with appropriate centralized oversight.
2. Family Centered Practice: The statewide delivery of culturally relevant services for children and families that are based on family centered practice.
3. Community Based Services: Locally planned and coordinated support services that address the unique needs of communities.
4. Quality Assurance: Accountable programs that are reflective of sound management practices and that strive for excellence.
5. Communication: Open communication and regular discussion of challenges and successes with staff, clients, communities, and the legislature.

1300. Application of Department Policy

1. Children's Administration staff are accountable for the following applicable department policy. The primary source documents include, but are not limited to:
 1. DSHS Administrative Policies;
 2. FamLink Policies;
 3. Social Service Payment System (SSPS) Manual;
 4. DSHS Personnel Policies;
 5. DSHS Travel Manual;

6. Paperwork Management Manual;
 7. Washington Management Service (WMS) Policies;
 8. Merit System Rules;
 9. Union Contract; and
 10. Agency Inventory System Manual
2. Each regional office and each local office can access current copies of each of the above manuals or policies on the Intranet/Internet. CA staff must also adhere to other directives that may be issued periodically by the Secretary or the Assistant Secretary.

1400. Manual Maintenance and Policy Issuance

1. Each Director, Division of Children and Family Services (DCFS) Regional Administrator, and Division of Licensed Resources (DLR) Regional Manager is responsible for ensuring that employees within their span of control have the ability to access the manuals on the Intranet or Internet.
2. The manuals are available electronically through assigned computers to all CA staff.
3. For guidelines regarding manual maintenance and policy issuance, see the CA Practices and Procedures Guide, Chapter 1000, section 1200

2000. Organizational Responsibilities

2100. Children's Administration Organizational Structure

The Children's Administration (CA) management team is responsible for developing and implementing Administration policy and programs and for statewide resource management. Members of the management team include the Assistant Secretary, Division Directors, Office Chiefs, and the six DCFS Regional Administrators.

2200. Organizational Units

2210. Office of the Assistance Secretary

2211. Information Services

1. The Office of Information Services supports the Administration's personal computers (PC), networks, and the Case and Management Information System (CAMIS) applications.
2. PCs and networks are supported by Computer Information Consultants (CIC) who are located at various offices across the state. CICs install and maintain computers and desktop software. They also manage each office's local area network (LAN), including file servers and printers. These PCs and networks provide word processing, electronic mail, and access to CAMIS.
3. The CAMIS application is supported by a team of programmers and technical specialists based in Olympia. The programmers make modifications to CAMIS and work with the Department of Information Services (DIS) to operate CAMIS 24 hours a day.

2212. Constituent Relations

The Office of Constituent Relations was created by the legislature in 1991 to provide timely, thorough, and objective resolution of complaints from clients, foster parents, legislators, and others regarding services or programs of the Administration. See Chapter 3000, section 3200, for a description of the formal complaint process used when informal resolution of concerns is not possible.

2220. Division of Management Services

The Division of Management Services provides statewide leadership and program support to the other divisions of the Children's Administration in administrative support functions, resource management, diversity, human resources, quality initiative, public disclosure, and department public relations and communications support.

2221. Office of the Children's Administration Research

1. The Office of Children's Administration Research (OCAR) conducts research and evaluation projects of selected policy and program issues for CA, the Juvenile Rehabilitation Administration (JRA), and other Administrations, as requested. Data from OCAR research are used to inform policy development, improve practice, and identify program effectiveness and client and provider satisfaction.
2. OCAR provides technical support and analysis to CA for management information and policy development.

2222. Office of Federal Funding

2223. Operations Support

Operations Support staff:

1. Plans and manages projects related to statewide CA issues and management initiatives; evaluates issues; and conducts evaluations on specific topics, as requested.
2. Develops accountability mechanisms for statewide use, including regional performance expectations and benchmarks for office and regional performance; works closely with staff of the Office of Quality Assurance and Training.
3. Plans and develops strategic planning outcome based measures to meet state budgeting and performance requirements; develops reports and data mechanisms to collect and measure outcomes and performance.
4. Responds to data-based information needs and produces regular, special and ad hoc reports, including the monthly DSHS fiscal/program review, for Administration and agency requirements; develops improvements in management information tools.
5. Assists the Division of Program and Policy Development and the Division of Licensed Resources (DLR) in developing and implementing management tracking systems.
6. Provides 6800. Background Checks services.
7. Responds to requests for the public disclosure of information and documentation within required time frames.

2224. Fiscal and Budget Management

1. Fiscal Management staff are responsible for the following activities:
 1. Statewide fiscal, business, and contracts operation of CA to assure the effective and efficient use of federal and state general funds.
 2. Development and direction of fiscal operations and standards for the Administration.
 3. Development of strategies for allocating and monitoring resources.
 4. Development of Administration budget proposals and forecast assumptions to identify and justify resource needs.

5. Coordination of statewide procurement, business management, facility management, and asset management activities.
2. Regional Business Managers work under the supervision of the Regional Administrators and have a matrix reporting relationship to the Director of Management Services.
3. Fiscal Management staff coordinate reporting of corrective actions resulting from audit findings with Regional Business Managers and contract coordinators.

2225. Contracts

For responsibilities of staff involved in contracts and obtaining services through contracts, see chapter 10000, CONTRACT MANAGEMENT.

1. Headquarters staff in the Division of Management Services, DLR, or the Division of Program and Policy Development, as applicable, are responsible for the following:
 1. Facilitate the resolution of problems, affecting contract performance, between the contractor and local CA staff when issues cannot be successfully resolved at the local or regional level.
 2. Provide technical assistance and support to contractors and Administration field staff regarding issues arising from the provision of the contracted service(s).
 3. Provide technical assistance and consultation to regional staff and contractors on contract issues as needed.
2. Staff in the contracts section of the Division of Management Services coordinates statewide contracting activities for the Division of Program and Policy Development, the Division of Children and Family Services (DCFS), and DLR.
3. The Division of Management Services contract management staff are the primary liaison with the department's contracts personnel in Central Contract Services (CCS).

2226. Diversity

The diversity coordinator provides statewide coordination and oversight for diversity issues in CA. Specific requirements are identified in chapter 4000.

2230. Division of Program and Policy Development

The Division of Program and Policy Development provides statewide leadership, program support, and policy development to the major program areas directly administered by CA divisions. Program and Policy Development staff, under the leadership of the division director:

1. Facilitate staff support and respond to assigned tasks and projects at the direction of the Assistant Secretary or designee. Participate and coordinate with field staff in special project tasks.
2. Provide input to and staff support for policy development activity. Participate with and provide staff support to the process of writing policy and procedure for the CA Manuals, including the Case Services Policy Manual, the Practices and Procedures Guide, the Indian Child Welfare Manual, and this Operations Manual.
3. Review and interpret federal and state statutes for decision-makers and field staff. Inform decision-makers of needed changes and facilitate implementation of revised statutes.
4. Write Washington Administrative Code (WAC) rules in consultation with stakeholders.
5. Provide uniform interpretation and clarification of program policies and procedures for headquarters and field staff.
6. Assist field staff in the coordination and monitoring of service programs for compliance with statutes, regulations, and department policies to maintain program integrity and to evaluate

system effectiveness. Monitor headquarters-managed contracts for compliance with contract terms.

7. Develop and design with regional staff and other department resources: pamphlets, brochures, and other materials necessary to improve the quality of programs and services.
8. Work with OCAR on the selection of research projects.
9. Provide information and program consultation to other department programs, regional staff, local offices, and community groups.
10. Perform public and community relations activities, in conjunction with other CA divisions.
11. Prepare, route for departmental, intergovernmental, and public review, as required, and submit to the funding source federal project grant applications and state plans and amendments.
12. In conjunction with the Regional Administrators and the headquarters management team, develop legislative proposals for Executive Management consideration.
13. Assign legislative bills for analysis, including those affecting other divisions and offices.
14. Coordinate requests from legislators and legislative staff to ensure that CA responses are timely and consistent.
15. Perform legislative bill analysis, analyze and comment on proposed regulations, and monitor legislation and legislative activity.

2231. Office of Quality Assurance and Training

The Office of Quality Assurance and Training:

1. Develops internal evaluation systems and quality control mechanisms to improve existing CA programs and to promote and disseminate best social work practice within the Administration.
2. Develops tools, guidelines, and program standards for evaluating practice and program implementation.
3. Provides technical assistance and consultation to regions in developing and establishing regular program reviews, measures of program performance, workload tracking, and development of workload management strategies.
4. Conducts program reviews and provides ongoing assistance in implementing recommendations.
5. Identifies skills and characteristics that promote quality child welfare practice for line staff, supervisors, and management; utilizes information gathered to develop training plans for staff; shares information with regional managers for the purpose of improving hiring decisions. Identifies training needs on issues important to line staff, supervisors, management, and stakeholders and develops training resources to meet needs.
6. Provides Academy training for new social work staff, advanced social work skills, supervisory training, and training on special topics.
7. Edits and publishes a statewide Practice Digest that includes articles on practice strategies written by both CA staff and community sources.

2232. Correspondence

The correspondence desk provides administrative assistance by reviewing, prioritizing, delegating, and coordinating assigned correspondence from the Governor's Office, the DSHS Secretary's Office, and the CA Assistant Secretary's Office. Correspondence desk staff coordinates manual distribution, manual updates, and records retention for headquarters. Staff also assigns and tracks Sunset Review Notices received from the Office of Forms and Records Management.

2300. Regions

2310. Regional Responsibilities

The Regional Administrator for DCFS and the Regional Manager for DLR are responsible for regional performance expectations, service delivery, and administration of all activities related to DCFS or DLR services through the region's local offices and private contractors. The Regional Administrator is responsible for supervision and oversight of all DCFS activities in the region, while the Regional Manager is responsible for all OFCL functions, as applicable. Specific responsibilities include the following:

1. Implement regional performance expectations and communicate Administration expectations to all staff.
2. For the Regional Administrator, participate as a member of the CA Management Team.
3. Develop regional allocation plans and manage expenditures of dollars and Full Time Equivalent (FTE) positions against the approved budget and allotments.
4. Establish adequate management oversight systems to ensure appropriate resource management, policy compliance, and monitoring and tracking of audit findings.
5. Develop and implement region-wide procedures to execute the policy provisions of federal and state law and the Case Services Policy Manual, the Practices and Procedures Guide, and this Operations Manual to maintain basic state-wide program consistency.
6. Disseminate state and regional office program and policy information to field staff.
7. Communicate the Administration's mission, goals, and objectives to all staff.
8. Communicate agency and Administration information to all staff to ensure adequate understanding of policy and resource issues.
9. Coordinate training opportunities for field staff with the Office of Quality Assurance and Training to ensure uniform implementation of state and regional programs and practices. Deliver regional training per CA policy, including monitoring compliance with mandatory training requirements.
10. Work to achieve satisfactory compliance with state and regional policy and procedure by monitoring service delivery in the region.
11. Respond to inquiries and provide policy interpretation and clarification for staff.
12. Identify, research, and implement solutions to problems affecting service delivery.
13. Develop community resources to assist and complement service delivery in the region.
14. Manage regional contracts for service provision and fiscal integrity, as applicable.
15. Appoint and provide support for regional committees as authorized by law or the Secretary.
16. Provide staff to participate in CA committees requiring regional representation to maintain a field-oriented approach to procedure development.
17. Respond to media inquiries and to central office requests for information for other inquiries from the media and the legislature about children and family services issues or licensing issues, as applicable.
18. Develop and implement procedures for a system of adequate service delivery, within assigned responsibilities, within the region. Within available resources, this system shall be consistent with state workload standards and any applicable state policies and includes:
 1. Local office organization and structure.
 2. Reception and clerical support.
 3. Intake and assessment
 4. Case assignment.
 5. Social service planning, delivery, and resolution.
 6. Case consultation.
 7. Case transfer.
 8. Case resolution.
 9. Privacy, security, and accuracy of social service and other records, including CAMIS.

10. Client and customer relations.
11. Quality improvement activities.

2320. Exceptions to Policy/Waivers

1. The department does not have the authority to waive provisions of the Revised Code of Washington (RCW) and federal laws and rules.
2. For DCFS programs and services, the Regional Administrator is delegated responsibility for granting all Exceptions to Policy (ETP) or waivers to rules, policies, or manual provisions, where such ETPs or waivers do not conflict with federal or state statute. The Regional Administrator may delegate all or selected subject areas to subordinate managers, if such delegation is done in writing.
3. For manual provisions and WAC relating to child care licensing issues and other matters under his or her responsibility, the Director, DLR, is delegated responsibility for granting ETP or waivers. The Director, DLR, may delegate all or selected subject areas to subordinate managers, if such delegation is executed in writing.
4. The Director, DLR, is required to report monthly to the Assistant Secretary on all waivers regarding licensed or certified child care facilities.

2330. Community Ineragency Protocols

1. The Regional Administrator is responsible for maintenance of active community involvement in the planning for services. Community resources and volunteers are part of the total resources available to fulfill service objectives.
2. The Regional Administrator or the DLR Regional Manager is authorized to enter into such interagency letters of agreement as deemed necessary to ensure the delivery of appropriate services to clients and to create and maintain improved working relationships with other agencies. The agreements may take a form determined by the Regional Administrator/Regional Manager or designee but must be in writing and signed by the parties. The agreements are not legal contracts and may not obligate the expenditure of state funds.

2340. Business Management

2341. Purpose and Scope

1. Regional Administrators, Area Managers, and DLR Regional Managers are responsible for fiscal and resource oversight.
2. The Regional Business Manager plans and manages the business affairs of the region for DCFS and DLR, including fiscal and administrative planning, and administers management support services to field offices.
3. The Business Manager participates as an essential member of the region's management team, on vendor/community groups, and carries out statewide fiscal and resource activities under the direction of the CA Division of Management Services.

2342. Business Manager Responsibilities

The Regional Business Manager performs the following and/or other functions as directed by the Regional Administrator or the Director, Management Services Division:

1. Supervision or oversight of administrative support functions, including: accounting/fiscal; budget; federal funding; contracts; personnel/payroll; procurement/purchasing; CAMIS training; facilities; equipment; and computer information.
2. Facility planning and management and/or coordination if co-located with other Administrations or divisions of the department.
3. Equipment management and procurement, including inventory oversight.
4. Preparation and justification of operating and program budget information. Development, with the regional administrative team, of distribution of allotments.
5. Timely preparation of regional monthly management reports, including the Monthly Management Report (MMR), new FTE report, and vacancy report, monitoring the region's total expenditures to the allotment. Analysis of the current data and project expenditures based on history, making recommendations to regional management. Review and determination of fiscal reporting needs for regional management staff's use in monitoring field office expenditures.
6. Development of regional procedures for contract administration, facility planning and management, accounting, procurement, disbursements, fiscal internal controls and audit responses; personnel and payroll; CAMIS training, and office automation/equipment.
7. Assistance to the SSPS regional coordinator in determining account codes as needed. Oversight of the review of SSPS payments. Review of SSPS codes and expenditure account coding to ensure accuracy.
8. Management and reporting on the monthly establishment of accruals, including review of the logic used, and accuracy of accruals.
9. Coordination and/or conduct of self-assessment; oversight and/or development of corrective action plans for findings of federal and state auditors pertaining to regional office operations; monitoring of local offices for timely compliance and completion of plans; coordination or conduct of internal control audits of local offices.
10. Determination and development of reports that will meet regional management information reporting needs.
11. Evaluation, development, and implementation of systems, policies, and procedures that will enhance client/staff services.

2400. Communication

Communication among state, regional, and local offices occurs on an as-needed basis for purposes of consultation to carry out the job assignments of Children's Administration positions. However, staff must take direction from their own supervisor, or, in the supervisor's absence, through the established lines of reporting authority.

2410. Correspondence

1. In recognition that each letter is an opportunity for improving public relations, CA staff assigned by the Headquarters Correspondence Desk to prepare responses to correspondence must meet due dates assigned by the Correspondence Desk.
2. Letters prepared by CA staff must respond to the pertinent issues. While point-by-point response for each issue may address the correspondent's stated concerns, these may miss the main point of the issues being raised. Accordingly, correspondence needs to address the larger issues raised.
3. CA staff preparing correspondence must ensure that editing, grammar, and content are accurate before submitting letters to the correspondence desk.

2420. Telephone Calls

2421. Response Times

To provide good customer service to clients, stakeholders, foster parents, and others, all CA staff must respond within 48 hours or the next business day of receipt to telephone calls within the staff's assigned responsibility, whether complaints or other types of calls. See DSHS Administrative Policy 14.18.

2422. Collect Telephone Calls

1. Purpose and Scope

1. This section establishes guidelines for CA staff to follow when asked to accept charges for a collect telephone call.
2. When receiving requests to accept charges for a collect telephone call, each CA employee must use the employee's best judgment in determining the necessity of accepting the charges.

2. Guidelines

1. The DCFS Area Administrator or DLR Regional Manager, as applicable, for field staff must establish criteria for acceptance of collect calls, including designation of staff authorized to accept the calls, so that appropriate calls are accepted and inappropriate calls are avoided. Typically, CA staff may accept the charges for a collect telephone call from the following individuals:
 1. A child/youth in the custody of CA;
 2. A child/youth with a case open for services to CA;
 3. The incarcerated parent of a child who is a CA client;
 4. An individual with whom CA must make contact for case planning or investigative purposes; or
 5. Other individuals with whom contact is necessary to promote the health and welfare of children served by CA.
2. The assigned social worker, the worker's supervisor, or other staff designated by the Area Manager will make efforts to reduce the number of collect telephone calls accepted by:
 1. Providing clients with the toll-free number, where one is available, for his/her office;
 2. Offering to call the client back immediately after initial contact has been made, if this would not jeopardize contact with the client;
 3. Not accepting collect calls from individuals whose business would be expected to assume long distance telephone calls; and
 4. Not accepting collect calls which are not necessary for case planning for a CA client.
3. After agreeing to accept the charges for a collect telephone call, the assigned social worker or the worker's supervisor will document in the client Service Episode Record (SER) that he/she agreed to accept the collect call and the reason for accepting the charges. The SER documenting the client contact may be used for this purpose. In addition, the person accepting the call will inform the business office or telephone billing coordinator of the call and anticipated bill by e-mail.
4. Staff of the Office of Children's Administration Research (OCAR) may accept collect telephone calls as part of research projects when such activities are part of the methodology designated for collection of data

3000. Customer Relations and Communication

3100. Communications

3110. Citizen Participation

The department's requirements for creating, terminating, ensuring coordination of, and limiting duplication of advisory groups are contained in DSHS Administrative Policy 2.05.

3120. Legislative Relations

1. The department's expectations for staff relationships with legislative bodies and public officials are contained in DSHS Administrative Policy 1.01.
2. Departmental requirements regarding staff interaction with members of Congress and their staff are contained in DSHS Administrative Policy 1.04.

3130. Media Relations

The department's public information policy is contained in DSHS Administrative Policy 2.08. It requires maintenance of an open press policy and standardized procedures for media contact.

3140. Publications Management

The department's requirements for publications developed for distribution to audiences other than DSHS employees are contained in DSHS Administrative Policy 2.07. In addition, before publication, draft materials are to be reviewed and approved by the appropriate Director and the Assistant Secretary.

3200. Citizen Complaints

3210. Expectation

1. Client and community complaints regarding Children's Administration (CA) actions, including those of the Division of Children and Family Services (DCFS) and the Division of Licensed Resources (DLR), will be reviewed in a timely, thorough, and fair manner.
 1. Constituent relations staff assists clients, foster parents, and other affected individuals in resolving complaints and grievances regarding Children's Administration (CA) policies and procedures, or the application of a policy or procedure related to CA programs. WAC 388-39-030
 2. Under RCW 74.13.045, constituent relations staff may inquire into, determine fact, and facilitate the resolution of disputes and complaints. The number for Constituent Relations is 1-800-723-4831.
2. The department endeavors to resolve complaints at the lowest level possible but believes all levels of the organization must be accountable and responsible to individuals who are experiencing difficulties with CA's services. RCW 74.13.045

3220. Review Process

1. To facilitate informal review and resolution of issues, CA will follow the steps outlined in chapter 388-74 WAC, Complaint Resolution, and will comply with the requirements of RCW 74.13.045, Complaint Resolution Process.
2. The citizen complaint procedures do not apply to:
 1. Disputes regarding written personal service contracts or financial agreements;

2. Contested standard rate payments, contested rate payments, or exceptional payments above standard rates;
 3. Decisions of the court;
 4. Decisions regarding grant programs for which an appeal is available;
 5. Decisions regarding civil rights actions covered under the department's civil rights complaint procedures;
 6. A denial, suspension, or revocation of a license for which an appeal is available;
 7. Child placement or removal actions of Children's Administration under RCW 26.44.050.
3. The citizen complaint procedures do not:
1. Create substantive rights in any person;
 2. Create any rights to judicial or administrative hearings;
 3. Constitute an "adjudicative proceeding" or an "agency action," defined in RCW 34.05.101;
 4. Become subject to the provisions of the Administrative Procedure Act, Chapter 34.04 RCW.

3230. Confidentiality

1. The provisions of federal law, the Revised Code of Washington (RCW), the Washington Administrative Code (WAC), and CA policies regarding confidentiality of client records and information apply to this complaint procedure.
2. Participation does not affect a complainant's ability to access confidential client records and information.
3. Confidential records or information shall not be disclosed to complainants or other participants in the complaint review process unless authorized by law.
4. Review panel members who are not DSHS employees shall sign a confidentiality agreement prior to participating in the review process.

3240. Non-Retaliation

CA and its staff shall not intimidate, threaten, coerce, or discriminate against any person who has complained, provided information, assisted, or participated in any manner in the complaint review process.

3250. Definitions

See [Appendix A](#) for definitions related to citizen complaints.

3312. Regional Committees

Regional committees meet on a regular or semi-regular basis, on a schedule determined by the Regional Administrator, based on local needs and activities.

4300. Culturally Relevant Services

CA respects and supports the ethnic identity and cultural diversity of the children and families it serves and seeks to provide culturally relevant services and to prevent discrimination on the basis of race, color, national origin, or disability in every aspect of service delivery.

4400. Non-Discrimination Responsibilities of Contractors

For responsibilities of contractors relative to non-discrimination, see chapter 10000, section 10600, and the DSHS Basic Contract, General Terms and Conditions.

5000. Health and Safety

5700. Blood Borne Diseases

5722. Definitions

For definitions relating to this section, see [Appendix A](#).

6000. Accountability

6110. Accountability

The Children's Administration (CA) has a system of accountability wherein all levels of the organization have a role in assuring that services are provided to the clients of CA in compliance with policy and statute. The Office of Quality Assurance and Training has primary responsibility for statewide quality assurance reviews and oversight.

6120. Shared Decision Making

All Children's Administration staff are expected to perform in compliance with the CA Case Services Policy Manual, Appendix C, Shared Decision-Making.

6200. Program Oversight

6210. Field Responsibilities

Division of Children and Family Services (DCFS) Regional Administrators and Division of Licensed Resources (DLR) Regional Managers work together to provide their respective services in a manner which will best meet client outcomes and serve the best interests of the children and families served by Children's Administration.

6220. DCFS Field Responsibilities

6221. Regional Administrator

1. DCFS Regional Administrators establish systems and procedures designed to achieve regional expectations discussed in chapter 2000, section 2310, and to improve client outcomes.
2. Regional Administrators are responsible for service delivery, management of regional personnel, implementation of all CA policy, oversight of practice, and compliance with CA manual requirements.

6222. Area Manager Responsibilities

1. DCFS Area Managers are expected to review one case per unit supervised per month.
2. Area Managers report to the Regional Administrators on a monthly basis regarding the status of the monthly reviews and the quality of the records reviewed.
3. The Area Manager meets with each supervisor on a monthly basis to review casework supervision and practice.
4. The Area Manager monitors achievement toward CA goals and strategies through tracking benchmarks, regional expectations, or other performance measures.

6240. Division of Program and Policy Development Responsibilities

1. Under the direction of the division director, program and policy development, managers assist field staff in the coordination and monitoring of programs for compliance with statutes, regulations, and policies to maintain program integrity and evaluate program effectiveness.
2. Program and policy development managers monitor headquarters-based contracts for compliance and participate in quality assurance activities in conjunction with field staff and the Division of Management Services.

6250. Management Services Division Responsibilities

Under the direction of the division director, Management Services staff coordinates statewide contract and accountability functions to support field and headquarters operations in conjunction with the Divisions of Program and Policy Development, Licensed Resources, and Children and Family Services.

6251. Operations Support

1. Operations Support managers develop and implement data collection, data reporting, and accountability mechanisms including regional performance expectations, quarterly reporting systems, and client-based outcome measures. The managers provide feedback to regions regarding their performance.
2. Operations Support works with the Division of Program and Policy Development, DLR, and the Office of Children's Administration Research (OCAR) to plan and implement policies, procedures, and systems that achieve CA program implementation in compliance with policies, applicable federal and state statutes, and quality assurance, as described in this chapter, section 6100.
3. Basic foster care maintenance payment rates are based upon an economic analysis tied to the cost of raising a child. Operations Support will complete the economic analysis every four years beginning 2019

6400. Performance Accountability and Reporting

6410. Regional Expectations and Quarterly Reporting

Operations Support maintains a system for the quarterly collection and reporting of data on performance measures related to program operations, client-outcomes, and policy compliance as directed by the Assistant Secretary, who reviews regional performance information with each regional management team during quarterly reviews.

6420. Benchmark Reporting

1. Benchmarking is the process of continuously comparing one's own performance against the best. The Divisions of Program and Policy Development, Management Services, and Licensed Resources collaborated on the identification of permanency planning, child safety, and child and family health and well-being performance measures for CA bench-marking.
2. Regional Administrators and Managers are responsible for establishing and progressing towards performance targets on bench-marked measures at the regional, area, and office level

6430. Client Based Outcome Measure Reporting

Operations Support is responsible for collecting and reporting progress on client-based child safety, child and family health and well-being, and permanency planning outcome measures associated with the CA budget.

6500. Performance Audits

6520. Operations Review and Consultation Services

1. The DSHS Management Services Administration's Operations Review and Consultation Services section is available, upon request by the Assistant Secretary, to conduct special audits of and consultations on Administration operations as well of Administration contractors.
2. Audits and consultations may include assessment of program performance as well as fiscal management, as requested by the Administration. Directors, Regional Administrators, and Office Chiefs present requests for these services, through the Director of Management Services, to the Operations Review and Consultation Services section.

7000. Resource Management

7350. Cellular Phones

1. CA will purchase cellular telephones for staff use, and staff will utilize the telephones in conformity with DSHS Administrative Policy 14.11, Cellular Telephone Purchasing and Management.
2. RCW 42.52.160 provides that no state employee may employ or use any property under the employee's official control or direction, or in the employee's official custody, for the private benefit or gain of the employee.
3. This section prohibits the addition of personal lines of service to state-owned cellular telephones while continuing the practice of use of approved state telephone lines on private cellular telephones. Employees' use of state-paid telephone lines on the employees' personal cellular telephones is not an entitlement, and CA may rescind authorization for such use at any time.
4. CA staff must not install a personal cellular telephone line of service on a state telephone.
5. Any CA staff that has a second, personal line of service installed on a state-owned cellular telephone must immediately remove the service from the state telephone. If the employee does not immediately remove the personal line, the applicable Director or Regional Administrator must take appropriate action under applicable department personnel policies.
6. Upon authorization by the applicable CA Director or Regional Administrator, a CA employee may have a state telephone line on the employee's private cellular telephone. The employee must use the state-paid telephone line only for official department business.
7. The applicable CA Director or Regional Administrator must implement a system to review all telephone charges to the state coming from use of state telephone lines to ensure that all billed charges are for department business and not for personal business.
8. If the employee uses the state telephone line for personal business, the applicable Director or Regional Administrator must recover from the employee any state funds improperly spent for the personal telephone calls.
9. The applicable Director or Regional Administrator may cancel an employee's use of a state telephone line on a private phone at any time because of employee's abuse of the privilege or for other reason based on the needs of the Administration.
10. Accountability and Tracking of Cellular Telephones

7360. Telefacsimile

7361. Standard

Telefacsimile (FAX) machines in CA offices are state equipment. Staff, volunteers, and others must use the machines only for official state business.

8000. Human Resource Management

8100. Ethical Standards

8110. General Provisions

1. Legal provisions regarding standards of ethical conduct for employees are contained in chapter 42.52 RCW, Ethics in Public Service. In addition, Executive Order (EO) 93-02 addresses ethical conduct of state employees.
2. Departmental policy regarding ethical conduct of its employees is found in DSHS Administrative Policy 18.64. This policy provides an overview of ethical conduct expected of departmental staff. Other Administrative Policies, DSHS Personnel Policies, and the department's non-discrimination policy provide further detail on specific areas.
3. Children's Administration (CA) staff must not access any person, case, or referral information without a need to know. "Need to know," means that information is necessary in the discharge of the employee's professional responsibilities.

8200. Telecommuting

8210. Purpose and Scope

1. Large employers are required to reduce single occupant vehicle commuting and to reduce employee commute trips.
2. Telecommuting, which involves working at home or at an alternative work site close to home, contributes toward achievement of these goals.
3. Some CA employees may be considered for telecommuting which must be done in accordance with DSHS Personnel Policy 590.

8300. Training

8310. Social Service Payment and Case and Management Information Systems

1. Supervisors are responsible for arranging for their staff to receive training in the use of the Social Service Payment System (SSPS) and CAMIS.
 1. Social service staff training includes:
 1. Selecting appropriate service codes
 2. Completing SSPS forms
 3. Obtaining provider numbers and updates
 4. Using SSPS worker reports
 5. Requesting duplicate invoices
 6. Using the SSPS manual
 7. Edit error corrections
 8. Input of DSHS 14-154A/159s
 2. Training for support staff who will be undertaking SSPS duties includes:
 1. Input of DSHS 14-154A/159s

2. Edit error procedures
 3. Distribution of DSHS 14-159 documents
 4. Obtaining provider numbers and updates
 5. Distribution of reports
2. The local SSPS coordinator, in conjunction with the regional SSPS coordinator, addresses training needs as requested and utilizes outside training resources as needed.
 3. Training coordinators report training through the Human Resource Development Information System (HRDIS) and the CA training database.
 4. Supervisors are responsible for assuring the accuracy and timeliness of SSPS payments.

8320. Staff Training

8321. Training Tuition Reimbursement for Staff

1. DSHS Personnel Policy 561 allows DSHS managers to authorize tuition reimbursement if the employee can demonstrate need. CA Division Directors and Regional Administrators may, at their discretion and within available funds, approve reimbursement for cost of short-term training for staff that would directly improve an individual's ability to perform his or her current job. Short-term training does not include general education classes or classes taken for the sole purpose of earning credit hours toward a degree or certificate.
2. CA may reimburse up to 100 percent of the actual cost of tuition of the approved training course, with the actual amount approved in advance by the Director or Regional Administrator. CA will reimburse only the pre-approved costs of tuition and registration fees.
3. Each Director and Regional Administrator shall develop procedures to implement this section and to ensure equity in the utilization of such training resources by staff among all classifications.
4. CA managers and staff will adhere to the following guidelines when requesting or considering tuition reimbursement:
 1. The employee must submit a request in writing, using the Tuition Reimbursement Request, SF 30, to the manager outlining how the course directly relates to a function of state government.
 2. The course needs to relate to the long-term development of an employee as indicated and agreed to on the employee's performance evaluation.
 3. The manager needs to consider whether the employee has attempted to receive waiver of tuition and fees through the state classified employee tuition exemption process under RCW 28B.15.558.
 4. The manager needs to consider whether the employee has made an effort to receive other grants and scholarships from the prospective institution.
 5. The employee must provide a statement of basic financial need for tuition reimbursement, which is the employee's own explanation of why the department should reimburse the cost of tuition, based on the employee's perceived need.

8322. Leave Approval for Non-Reimburse Staff Training

1. When staff are away from their normal duties at training, either in-state or out-of-state, for which the department is not providing cost reimbursement for the training or for travel costs, the employee does not need to follow the travel request procedures contained in chapter 9000, section 9120.

2. At the discretion of CA and considering program needs, the Regional Administrator, for Division of Children and Family Services (DCFS) staff, or the applicable division Director, for other divisions, may approve educational leave for the employee under the following conditions:
 1. The employee submits, through the supervisor and appropriate lines of authority, to the Regional Administrator or Director, as appropriate, a Leave Request, SF-6953, with the "Other" box checked and specifying "training."
 2. The employee prepares and attaches to the Leave Request a brief summary of the training to be attended and its relevance to the employee's job assignment or career development.
3. The Regional Administrator or Director, as appropriate, will approve or disapprove the request.

8400. Flexible Work Hours

8410. Limited Scope

1. A Regional Administrator, Regional Manager, Director, or Office Chief may authorize an individual or group of employees to work an alternative workweek as described in WAC 356-15-020(2). An alternative work schedule is voluntary on the part of the employee. It is not a universal benefit available to all employees. It is a management prerogative available to the employee when, in the opinion of the supervisor and manager, specified conditions are met.
2. Alternative work schedules are subject to approval of the Appointing Authority (Director, Regional Administrator, or Assistant Secretary), who must ensure that the following conditions are met:
 1. The practice must conform to applicable collective bargaining agreements.
 2. The responsible manager must issue written procedures governing use of alternative work schedules in each area of the manager's jurisdiction.
 3. Each employee seeking an alternative work schedule and the regional or state office's approving manager/supervisor shall sign a negotiated agreement outlining the terms of the revised work week. The agreement shall include, at a minimum, the following:
 1. The days and hours of work each week to total 40 hours or the total number of hours required of an individual part-time employee.
 2. Use of a personal holiday equivalent to the employee's work shift on the day used. WAC 356-18-025
 3. A description of how the employee will be compensated for a holiday that falls on a regularly scheduled day off. WAC 356-18-025
 4. The regional and state office procedures must include methods to verify that the employee is meeting the provisions of the agreement, including fulfilling the obligation to work the required minimum hours per week.

8420. Minimum Criteria for Alternate Work Schedules

Alternate work schedules are a management option and may be considered for an employee when the following criteria are met:

1. The employee's job, or tasks on that job, can be readily accomplished in an alternate schedule.
2. The employee's absence from the office will not be detrimental to the work group's productivity or the needs of clients nor have a disruptive or negative impact on working conditions of other employees. Adequate coverage must be provided at all times during the standard workweek without the presence of the alternate work week employee for the plan to be approved.
3. The supervisor considers the employee's performance to be satisfactory.

4. The supervisor and employee are willing to sign and abide by a mutually defined alternate work schedule agreement.

8500. Staff Identification

8520. Identification Tags

When a CA manager requires that CA staff wear name tags for purposes of identification, the nametag shall identify staff persons as employees of Children's Administration, not the individual division.

8800. Children's Administration Staff Liability

See the CA Practices and Procedures Guide, Chapter 4000, section 43073, for information regarding staff liability and responsibility for complying with court orders.

9000. Payments and Accounts

9110. Payments Above Base Rates

9111. Purposes

1. Additional funding beyond basic rates may be necessary to maintain a child in foster family care or a relative placement.
2. Funding is intended to enable care in the most family-like, least restrictive setting. However, it is also appropriately used to enable care pending placement into a specialized, more restrictive, appropriate care setting when such resources are not immediately available.

9112. Limitations

1. Additional funding beyond basic rates is an exception and not an entitlement to all children in care who have extraordinary needs.
2. The Division of Children and Family Services (DCFS) social worker, the supervisor, and/or the Area Administrator must determine that the need is critical and that funding is available within regional allotments.
3. The DCFS Regional Administrator is responsible for all allotted service delivery funds and determines the level of additional funding available to meet special needs. All expenditures must be within regional allotments.

9120. Special Rates

See the interim Foster Care Redesign Handbook for requirements, instructions, and tasks for implementation of Foster Care rate restructuring. Restructuring of foster care rates will be phased in through June 2001.

9121. Justification and Approval

1. The private agency or DCFS social worker may authorize a special rate, up to state authorized maximum amounts, in addition to the basic rate for board and room, for a child in need of special and specific care. The private agency or DCFS social worker must write a justification for approval by the DCFS supervisor.
2. The supervisor must approve the special rate before payment is made. If the special rate is approved, the supervisor must review the need for continued payment every six months. The

supervisor must document approval of the special rate in the child's case file at initiation and renewal.

3. Documentation contained in the child's Health & Education database of the child's behavior, emotional, intellectual, and/or physical problems is sufficient justification for a special rate.

9122. Training Requirement

To be eligible to receive the special rate on behalf of a child in their care, the foster parent(s) are not required to complete Foster Parent Scope training provided by the Division of Licensed Resources (DLR).

9123. Children with Behavior/Emotional Problems

1. To be eligible for special rate foster care, children with behavioral/ emotional problems need to exhibit at least three of the following behaviors, which are documented in the Behavior Issues section of the child's FamLink Health & Education database:
 1. Recurring use of illicit drugs
 2. Regular overuse of alcohol;
 3. Poor school adjustment and/or truancy;
 4. Sexual acting out;
 5. Frequent shoplifting and/or other theft;
 6. Chronic running away;
 7. Demonstrated property destruction in own home and/or foster home
 8. Regular, frequent peer conflict which may require action by foster parent;
 9. Significant sleep problems which may cause disruption in the normal sleep patterns of the foster parent(s);
 10. Destructive attention-seeking behavior which may demand extra attention by foster parent(s);
 11. Frequent noncompliance with requests of parent(s), foster parent(s), teacher, or other authority figures;
 12. Failure to use normal cautions in using potentially flammable substances;
 13. Soiling and enuresis over age six; and
 14. Extremely bizarre behavior, reflecting psychosis or other severe mental disorder.

9124. Intellectually/Physically Challenged Children

1. To be eligible for special rate foster care, intellectually and/or physically challenged children need to exhibit at least two of the criteria listed below, which are documented in the child's record. If Foster Care Passport Program (FCPP) staff has constructed a Passport for the child, the child's social worker must have documented any of the following dysfunctions, except "awaiting institutional placement," in the child's Health & Education database:
 1. Requires physical assistance, inappropriate to the child's age, of foster parent in feeding, dressing, bathing, or toileting;
 2. Needs the physical help of foster parent in order to be mobile;
 3. Needs regular and organized physical therapy by foster parent under the orders/direction of a professional;
 4. Needs medication administered by foster parent on a regular basis per physician's orders;
 5. Needs physical assistance by foster parent for drainage of ileum conduit, colostomy;
 6. Requires suctioning, mist tent, etc., care which is provided by a foster parent;
 7. Non-ambulatory;

8. Epileptic child who has uncontrollable seizures;
 9. Awaiting institutionalization placement;
 10. Habitually wanders unless closely supervised;
 11. Failure to thrive below third percentile; and
 12. Born addicted to drugs requiring additional care and support during the withdrawal period.
2. The Regional Administrator and the Regional Manager provide for all of their respective employees to have access to terminal alerts broadcast through FamLink.

9141. Disputed Overpayments

Foster parents, as non-contracted care providers, do not have a right to a fair hearing.

1. When a foster parent believes no overpayment has occurred, the overpayment has been computed in error, or the overpayment should not have to be repaid, the foster parent requests review by the department.
2. The Foster Care Program Manager, in the CA Division of Program and Policy Development, reviews the overpayment dispute and determines the amount of overpayment to be repaid or forgiven. The Program Manager uses as the basis of the decision information provided by the social worker, OFR, and the care provider.
3. DCFS regional staff shall respond promptly and completely to all requests for additional information from the Foster Care Program Manager.

9142. Dual Payment Limitations

1. Payment of foster care is for 24-hour care. Payment of both foster care and child day care for the same child to a dually licensed home is a double payment. Trading children between dually licensed homes would similarly result in double payments.
2. Before authorizing child care payments for a child in foster care, the child's social worker will verify the employment of the foster parent(s) outside the home or in the home in an occupation that would normally be performed outside the home. The social worker will document in the child's record through wage stubs or other appropriate means verification of the employment. The social worker will include the name of the employer, the hours worked, and the telephone number at the work site where the foster parent can be contacted. The social worker will verify the foster parent(s) employment status every six months while payments continue.
3. For foster parents whose work site is their home, the social worker will verify the actual hours of employment and limit child day care payments to those hours only.
4. Any Foster Parent Employment Child Care payments to be continued to dually licensed homes must be reviewed and approved by the Area Manager, with justification and documentation of the approval included in the child's record.

9200 Vender Payments

Payment must be made through SSPS when service authorization codes are available. Social workers, program managers, and Regional Business Managers shall not use Invoice Voucher A-19s to make payment in such cases as federal revenue will be lost and/or fiscal expenditure information will be inaccurate.

9440. Provider File Numbers

Basic instructions/information for provider file numbers are found in SSPS Basics Manual. All provider numbers are created and updated through FamLink.

9700. Trust Accounts

See chapter 11000, section 11800, Trust Funds Accounting, for requirements relating to client trust accounts.

9900. Fees for Vital Statistics

9910. Service Worker Tasks

When it is necessary to pay advance fees to vital statistics agencies in other states for records of birth, death, marriage, or other events, the social worker:

1. Verifies the amount of fee required for the information needed and obtains the address of the state vital statistics agency.
2. Prepares a letter in duplicate to the agency for the supervisor's signature indicating:
 1. The type of record/information requested.
 2. The name and case number (if applicable) of the party for whom the record is requested.
 3. The CA address to which the vital statistics agency shall mail the record.

9920. Social Work Supervisor Tasks

The supervisor signs and forwards both copies of the letter, along with a memorandum requesting that a check be issued for the appropriate fee, to:

Department of Social and Health Services
Supervisor, Disbursements Section
Attn.: Administrative Revolving Fund
Mail Stop 45843
Olympia, Washington 98504

9930. Disbursements Staff Tasks

Disbursements staff:

1. Issues a check on the DSHS Administrative Revolving Fund and mails it with the requesting letter to the vital statistics agency indicated.
2. Returns the copy of letter to the originator notifying them that the request has been forwarded to the vital statistics agency.

91000. Foster Parent Liability

91010. General Information

91011. Purpose

1. The Foster Parent Liability Plan establishes guidelines for distribution of funds under RCW 74.14B.080. This program provides a mechanism for financial relief to foster parents who incur liability from third party personal injury and property damages caused by the foster parent in their role as foster parent or their foster/respice care children.
2. The legislature acknowledges that foster parents assume some level of risk by taking foster/respice care children into their homes.

91012. Eligibility

Eligibility is defined in WAC 388-70-033.

91013. Program Management

91014 Inquiries.

The Liability Plan is administered by the department through the Employee Services Division's Office of Risk Management (ORM). The department will pay claims subject to available funds, individual claim limits, and eligibility requirements.

1. Claims management services for the Liability Plan are provided through the Liability Plan Intra-Agency Agreement with ORM, CA, and the Division of Developmental Disabilities (DDD). DDD participates on behalf of foster parents who provide respite care services to eligible foster children.
2. Pursuant to this Agreement, CA and DDD each bears responsibility for developing and updating necessary written instructions, guidelines, procedures, and forms to implement the terms of the Liability Plan and to provide for timely and efficient distribution of claims (and their documentation) to ORM.

91020. Plan Summary

91021. Liability Coverage

1. Third Party: Coverage is authorized for payment to third parties who have incurred expenses as a result of the action(s) of foster parents or their foster/respite care child(ren) for personal/bodily injury and property damage.
2. Foster Parents: Coverage is authorized for payment of claims arising from a foster parent's acts or omissions while performing, or in good faith purporting to perform, provision of family foster care and supervision of a foster child, to include respite care child(ren).

91022. Representation by Attorney General

1. Legal representation by the state for foster parents, eligible under chapter 74.15 RCW, is granted in RCW 4.92.060 and 4.92.070.
2. Foster parent defense is allowed for actions against foster parents if it is determined that their acts or omissions were while in good faith performing, or in good faith purporting to perform, provision of foster care services.
3. The foster parent must fully cooperate in such defense. No defense is allowed for any action against the foster parent by the department.

91023. Definitions

For definitions related to the Liability Plan, see [Appendix A](#), DEFINITIONS, under FOSTER PARENT LIABILITY PLAN.

91024. Limitations

Limits of coverage are outlined in WAC 388-70-034.

1. DEDUCTIBLE - There is no deductible. However, it is necessary for the foster parent(s) to access their homeowner's liability insurance or any other valid and collectible insurance prior to payment under this plan.
2. DOLLAR AMOUNT - Limited to \$25,000 per occurrence. If there are multiple claims arising from the same occurrence they shall be considered one occurrence, and the dollar limit shall apply. A claim against one or more foster parents occupying the same household shall be considered a single claim and the dollar limit shall apply.
3. EXCESS COVERAGE - Payment above and beyond that which may be collected from any other valid and collectible liability insurance available to the foster parent.
4. FUNDS AVAILABLE - The department is authorized to pay claims subject to available funds. In addition, payment can only be made in excess of other valid and collectible liability insurance available to the claimant.
5. NO LEGAL OBLIGATION - DSHS makes these payments without assuming any legal obligation for the action(s) of the foster parent or foster/respite care child(ren). Such payments are not an admission of liability by DSHS or the foster parent(s), nor does DSHS assume any obligation for incurring any other liability expenses other than those specifically set forth within the Liability Plan.
6. PER OCCURRENCE LIMITS - The total financial payment shall not exceed the dollar limits stated on a "per occurrence" basis. Regardless of the number of third party persons who sustain damages or personal/bodily injury, they will be considered one occurrence. Liability payment for property damages shall be for the reasonable repair, or depreciated value, of damaged property.

THIRD PARTY LIABILITY	MAXIMUM \$ LIMITS
Total excess coverage	\$25,000 per occurrence

7. PERIOD OF COVERAGE - No funds are available for occurrences prior to July 1, 1991.

91025. Exclusions

Exclusions from coverage are described in WAC 388-70-035. Expenses of any kind related to claims, suits, actions, or other legal proceedings brought against the foster parent(s) which arise out of, or are related to the following are specifically excluded from payment under the Liability Plan:

1. ALCOHOL/ILLEGAL SUBSTANCES - Any injury or damage arising out of the actual giving of any alcoholic beverages, or other illegal substances, to a foster child, for whatever reasons or causes.
2. ALIENATION OF AFFECTION - Alleged or actual alienation of affection.
3. GROSS NEGLIGENCE - Any action that is performed in bad faith, or of gross negligence, by a foster parent or foster/respite care child(ren) that causes, or results in, damage or personal/bodily injury for which the foster parent is, or may be held, legally liable.
4. ILLEGAL ACTS - Violation of any statute, ordinance, or regulation by foster parent or foster/respite care child(ren) for which the foster parent is, or may be held, legally liable.
5. JURISDICTION - Any damage or injury caused by foster/respite care child(ren) while temporarily out of the jurisdiction (care, custody, or control) of the foster parent. This includes visits to the

foster child(ren)'s parents, guardian ad litem, or legal guardian. Also, any claim based on any occurrence which does not arise from the family foster care relationship.

6. MOTOR VEHICLES, AIRCRAFT, WATERCRAFT - For property damages, losses, and emergency medical treatment costs arising out of any act of the foster/respice care child(ren), with or without the permission of the foster parent, which related to the ownership, operation, or maintenance of any owned motor vehicle or owned aircraft/water craft.
7. SEXUAL ABUSE - Any injury arising from any sexual abuse, or licentious, immoral, or other sexual behavior by a foster parent or foster/respice care child(ren) for which the foster parent is, or may be held, legally liable.
8. UNSUBSTANTIATED - For any mysterious or unsubstantiated damages or personal/bodily injury.

91030. Liability Claim Filing

91031. Foster Parent Procedure

When foster parents are notified by a third party of a property damage or personal/bodily injury incurred as a result of an action(s) by their foster/respice care child(ren) for which the foster parent(s) is, or may be held, legally liable, the foster parent:

1. Requests from their social worker a Foster Parent Claim form, DSHS 18-400A(X).
2. Completes the claim form, attaches the requested documents, and submits the claim to their social worker within 30 days of being informed of the notification. Failure to submit claims within the designated time limits may invalidate payment under the Liability Plan. Claims cannot be adjudicated until all necessary documentation is received.

91032. Social Worker Procedure

Upon receipt of a claim from a foster parent, the social worker:

1. Reviews the claim for accuracy, completeness, and timeliness. Claims are to be returned to the foster parent if:
 1. Not on the correct DSHS 18-400A(X);
 2. Information is incomplete;
 3. Appropriate documents are not attached; or
 4. Claim is not signed and dated.
2. Completes the requested information on the form:
 1. Identification of CA office;
 2. Name of the contact person within the CA office who can be contacted should clarification or additional information become necessary during review of the claim;
 3. Total dollar amount requested by the foster parent on behalf of the third party claimant;
 4. Telephone number of the CA contact person; and
 5. Indicate that the claim is a third party claim.
3. Completes the social worker section on the form.
 1. Identify any other liability funds or accounts available.
 2. Indicate whether or not social worker concurs with payment of the claim. State the reason(s) if does not concur.
 3. Print social worker name, office, county, and Mail Stop, or address for offices without a Mail Stop, in the space provided.

4. Sign and date the claim form.
5. Forward the ORIGINAL claim form with documents attached to:

DSHS Office of Risk Management
Office Building 2, Mail Stop 45844
Olympia, Washington 98504-5844

91040. Liability Claim Payment

1. For third party claims, payment for approved liability claims will be made directly to the third party.
2. If the foster parent can provide proof that full and satisfactory payment/restitution was paid to the third party for the identified claim and the third party satisfactorily accepted such payment/restitution in full, the foster parent can be reimbursed for the amount approved by ORM.
3. Payment by a foster parent to a third party for satisfaction of a claim without the prior approval of ORM may be at the full risk and expense of the foster parent.

91050. Lawsuit

91051. Foster Parent Procedures

Upon notification of any legal action by a third party against the foster parent(s) for personal/bodily injury or damage caused by the foster parent, or foster/respice care child(ren) while in the care and custody of the foster parent, the foster parent must notify their social worker (or, in their absence, the worker's assigned representative) within one work day.

91052. Social Worker Procedures

1. Upon receipt of notification from a foster parent of an impending lawsuit, the social worker must then notify ORM within 24 hours from the initial notification by the foster parent of an impending lawsuit. The social worker must satisfy the mandatory requirement of notifying ORM in writing to the address in section 91032, above, or by fax transmittal to the Claims Program Manager, ORM, (360) 586-5199. To contact the Claims Program Manager, call (360) 664-3249.
2. The social worker must also contact the Office of the Attorney General, Torts Division, within the initial 24-hour period. The address is: Office of the Attorney General, Torts Division, 4407 Woodview SE, 3rd Floor (or P. O. Box 40126), Olympia, WA 98504-0126; or fax to 360-459-6967; telephone number is (360) 459-6600.

91060. Legal Defense

91061. Request for Defense

Under RCW 4.92.060, whenever an action or proceeding for damages is instituted against a foster parent licensed under Chapter 74.15 RCW, the foster parent may request the Attorney General to authorize defense of the action or proceeding at the expense of the state, if the claim resulted from acts or omissions while in good faith performing, or in good faith purporting to perform, provision of foster care services.

91062. Expense of Defense

1. Under RCW 4.92.070, if the Attorney General finds that, in the case of a foster parent, the occurrence arose while in the good faith provision of foster care services, the request will be granted.
2. The necessary expenses of the defense of the action or proceeding will be paid from the appropriations made to the department. In such cases the Attorney General will appear and defend the foster parent, who must assist and cooperate in the defense of the suit.
3. The Attorney General may not represent or provide private representation for a foster parent in an action or proceeding brought by DSHS against that foster parent.

91063. Procedures

1. Foster Parent
 1. The foster parent must contact their social worker to request legal defense. The foster parent needs a Request for Defense form mailed to them.
 2. Upon receipt, the foster parent must complete the Request for Defense form and submit it to their social worker with the original Summons and Complaint.
2. Social Worker
 1. The social worker supplies the foster parent with a Request for Defense form provided to DCFS by the Office of the Attorney General.
 2. The social worker must contact ORM within 24 hours of notice of lawsuit.
 3. The social worker must contact the Office of the Attorney General, Torts Division, within 24 hours of notice of lawsuit.
 4. The social worker forwards the original Request for Defense form and the Summons and Complaint to the Office of the Attorney General, Torts Division, and retains copies in CA.
3. Attorney General
 1. The Request for Defense form and the Summons and Complaint are reviewed by the Office of the Attorney General, and appropriate DSHS staff persons, and a determination is made to approve or disapprove the Request for Defense application.
 2. If approved, the foster parent is informed by the Office of the Attorney General that the state will provide defense, and an Assistant Attorney General is assigned to handle the case.
 3. The assigned Assistant Attorney General will keep CA and ORM apprised of developments in the case.

91070. State Obligation

The state does not assume any other obligation for payment other than those made under approval through the Foster Parent Liability Plan.

91080. Fraud

1. In the event any material fact or circumstance is misrepresented or willfully concealed by either the foster parent (or foster parent household member) or third party, DSHS shall be entitled to recover any payments made under the Liability Plan.
2. Claims found to be fraudulent involving theft or collusion are subject to criminal investigation.

91090. Actions Commenced by Foster Children or Their Parents

Per RCW 4.24.590, in actions for personal injury or property damage commenced by foster children or their parents against foster parents licensed pursuant to chapter 74.15 RCW, the liability of foster parents for the care and supervision of foster/respice care children is the same as the liability of biological and adoptive parents for the care and supervision of their children.

91100. Modification of Reimbursement Plan

Nothing in this Liability Plan is intended to modify the Foster Parent Reimbursement Plan in place on the effective date of the statute (except for transferring the responsibility for third party claims to the Liability Plan).

91105. Foster Parent Reimbursement Plan

91110. General Information

1. The Foster Parent Reimbursement Plan provides limited financial relief to foster parents who incur property damages, losses, and emergency medical treatment expenses caused by their foster/respice care children during placement in their foster home. Reimbursement made under the Plan is considered a foster care maintenance expense. It constitutes a portion of the reasonable and proper cost of maintenance paid on behalf of foster/respice care children and is made strictly in accordance with the terms, limitations, and exclusions specified.
2. Reimbursement under the Plan is provided to foster parents voluntarily by DSHS and is not an admission of liability for the action(s) of any foster/respice care child(ren), and nothing in the Plan shall be construed to create in any foster parent an enforceable right to reimbursement nor is it meant to impose upon DSHS a legal payment obligation.

91120. Eligibility

Foster parents are eligible for reimbursement under the Plan if they are:

1. Licensed by DSHS or a DSHS-certified child-placing agency pursuant to chapter 74.15 RCW; and
2. Providing approved DSHS-funded foster care to children in the care, custody, and supervision of DSHS or a DSHS-certified child-placing agency; or
3. Providing approved DSHS-funded respice care to developmentally disabled children.

91130. Program Management

1. The Plan is funded by CA. Developmental Disabilities Administration (DDA) participates in the Plan on behalf of licensed foster parents who provide respice care services in their home to developmentally disabled children.
2. Claims management services for the Plan are provided by DSHS Children's Administration; Division of Licensed Resources (DLR) through an interagency agreement with DDA.
3. Information Sources
 1. Foster parents who have questions concerning completion of claim forms and required substantiating documentation should contact their caseworker for assistance. A copy of the Plan is provided to foster parents in their Foster Parent Handbook.
 2. CA caseworkers who have questions regarding reimbursement available to foster parents under the guidelines of the Plan or on the filing of claims need to address them

to the Program Specialist 3 CA/DLR, P.O. Box 45710, Mail Stop 45710, Olympia, WA 98504-5710 (360) 902-0286 or FAX (360) 902-7903.

91140. Definitions

For definitions of terms used in the Foster Parent Reimbursement Plan, see [Appendix A](#), DEFINITIONS.

91150. Reimbursement Limitations

The following reimbursement limitations are applicable for claims filed under the Plan:

1. PER OCCURRENCE/AGGREGATE: The total amount payable as the result of any one occurrence shall not exceed \$5,000 for all property damages and losses or \$1,000 for all personal bodily injuries regardless of the number of foster parents or their household members who sustain property damages, losses, or personal injuries.
2. PROPERTY DAMAGE ITEMS: Limited to the repair/cleaning cost or the depreciated value. Depreciated value is paid if the item cannot be repaired or cleaned as substantiated by a detailed retailer estimate or if the repair cost exceeds the depreciated value of the item. DSHS may request the final repair bill from foster parents for payments made from estimates provided for purposes of recovery.
3. PROPERTY LOSS ITEMS: Limited to the depreciated value, as substantiated by the original purchase document or replacement bill/retailer estimates for comparable item. If the claim is the result of a theft, a police report must accompany the claim form.
4. PERSONAL BODILY INJURIES: Limited to the costs incurred for receiving emergency medical treatment services which are not payable or required to be provided under any workmen's compensation or disability benefits law, or under any similar law, or provided under a personal/business medical plan.
5. POLICY DEDUCTIBLES: There is no deductible which means there is first dollar coverage. However, foster parents must disclose if their property damages or losses were paid or will be paid under their homeowner, automobile, or other personal/business insurance policy. Reimbursement would be limited to the policy deductible. Insurance companies do not have subrogation rights into the Plan.
6. DENTAL EXPENSES: Limited to costs not payable under a dental plan. Depreciation applied on dental appliances. A dental injury is considered a personal bodily injury.
7. VISION EXPENSES: Limited to costs not payable under a medical plan. Depreciation applied on vision appliances. An injury is considered a personal bodily injury.
8. LABOR EXPENSES: Limited to out-of-pocket costs, materials, incurred by foster parents which are substantiated by a retailer. DSHS may request the final repair bill from foster parents for payments made from estimates provided for purposes of recovery.

91160. Exclusions

1. The following are specifically excluded from reimbursement under the Plan. Property damages, losses, or emergency medical treatment costs incurred by foster parents or their household members which arise out of, or are related to:
 1. ALCOHOL/ILLEGAL SUBSTANCES - The alleged or actual giving to a foster/respite care child(ren) of any alcoholic beverage, or other illegal substance including tobacco products for whatever reason.

2. ILLEGAL ACTS - The alleged or actual violation of any statute, ordinance, or regulation by the foster/respice care child(ren).
 3. INADEQUATE SUPERVISION - The primary or contributing cause was the failure of the foster parent to give directions, instructions, or to provide proper/adequate supervision to the foster/respice care child(ren). Foster parents, as determined by the DCFS social worker, must exercise all reasonable means to save and preserve property from damage or loss and to protect themselves and their household members from injury.
 4. SEXUAL ABUSE - The alleged or actual sexual abuse, or licentious, immoral, or other sexual behavior of a foster/respice care child(ren).
2. The following are also excluded from reimbursement under the plan:
1. FOLLOW-UP MEDICAL TREATMENT EXPENSES - Follow-up medical treatment expenses incurred by foster parents or their household member for a personal bodily injury sustained as a result of an action of the foster/respice care child(ren). Only emergency medical treatment costs not payable elsewhere are reimbursable under the PLAN.
 2. FOSTER/RESPITE CARE CHILDREN ITEMS - For items which belong to foster/respice care child(ren).
 3. JURISDICTION - For acts of foster children that occur while temporarily assigned outside the jurisdiction of their foster parent (includes visits to parents and guardians).
 4. MOTOR VEHICLES, AIRCRAFT, WATERCRAFT - For property damages, losses, and emergency medical treatment costs arising out of an act of the foster/respice care child(ren), with or without the permission of the foster parent, which is related to the ownership, operation, or maintenance of any owned motor vehicle, or owned aircraft/water craft.
 5. RUNAWAYS - For occurrences after a foster child has voluntarily left the foster home. For purposes of the Plan, a foster child is considered to be in runaway status if it has been more than 24 hours since the foster child left the residence. The Foster Parent Handbook instructs that, if a foster child runs away or is otherwise unaccounted for, the foster parent is to notify the agency and law enforcement. Foster parents should immediately take the necessary precautions to safeguard against any occurrences.
 6. THIRD PARTY CLAIMS - For property damages, losses, or personal injuries sustained by any person other than the foster parent or their household member. Third party claims are to be filed under the Liability Plan.
 7. UNSUBSTANTIATED - For property damages or losses resulting from occurrences which are alleged but not substantiated to have been caused by the foster/respice care child(ren). A copy of the police department report or fire department report, along with any follow-up investigative findings, must be submitted for claims relating to theft, assault, vandalism, or fire.
 8. UNTIMELY FILING - For property damages, losses, or emergency medical treatment costs for which a claim was not received in the RMSS within a year after the date of occurrence, regardless of the reason for the delay in filing the claim.
 9. VALUABLE ITEMS - For property damages or losses of items that are valued or for items that do not depreciate which include, but are not limited to, antiques, heirlooms, jewelry, figurines, and coin collections. Foster parents should take special precautions to secure/guard against the loss of these items.

91170. Claim Filing Procedures

91171. Foster Parent Procedure

Foster parents who incur property damages, losses, or emergency medical treatment expenses as a result of an action of their foster/respice care child(ren) shall:

1. Request from their social worker a Foster Parent Reimbursement Plan Claim form, DSHS 18-400A(X) to file a claim under the Plan.
2. Submit the completed claim to their social worker within 30 days of an occurrence. All requested information is to be provided on the claim form with the required substantiating documentation attached.
3. Documentation on claims filed more than 30 days after an occurrence must include a statement to their social worker from the foster parent indicating the reason for the delay in filing the claim.

91172. Social Worker Procedure

Social workers who receive a claim from a foster parent:

1. Review the claim for accuracy, completeness, and timeliness. Claims are to be returned to the foster parent if:
 1. An outdated claim form was received;
 2. All the requested information was not provided on the claim form;
 3. All the required substantiating documents were not attached to the claim; or
 4. The claim form was not signed/dated by the foster parent.
2. Complete the social worker section on the claim form. Failure to provide all the required information will cause a delay in reimbursement to the foster parent.
3. Social workers must indicate on the claim form the reason for the delay in submitting claims to RMSS more than 90 days after an occurrence.

91180. Misrepresentation of Claims

1. DSHS shall deny any claim in which any material fact or circumstance of a property damage, loss, or personal injury is misrepresented or willfully concealed by the foster parent and shall be entitled to recover any payments made under the Plan.
2. Claims found to be fraudulent involving theft or collusion are subject to criminal investigation.

91190. Investigation of Claims

DSHS shall be permitted upon request to inspect the damaged property and retains the right to have an inspector of its choice make a damage estimate when, and as often as, DSHS may require.

911100. Reconsideration of Claim Determinations

1. Reconsideration of a claim determination made must be submitted by the foster parent in writing within 30 days of the determination to the Claims Program Manager, Office of Risk Management, Department of Social and Health Services, P. O. Box 45844, Olympia, WA 98504-5844.
2. The request must include substantiating new factors or additional information/documentation not previously provided for reconsideration of the claim determination. All determinations made by the Claims Program Manager are final and do not constitute a basis for requesting or obtaining an administrative fair hearing.

911110. Exception Requests

Written requests for exceptions to the terms, limitations, and exclusions specified in the Plan must be made through the Children's Administration Director of Management Services, P. O. Box 45710, Olympia, WA 98504-5710, to the Claims Program Manager, DSHS-ORM, Mail Stop 45844, Olympia, WA 98504-5844, and must include the justification for the request and alternatives explored.

11500. Placement With Relatives of Specified Degree

11510. Payment Of Foster Care Funds To Parents

Natural, adoptive, and step-parents shall not be authorized to receive foster care payments. While a termination-of-parental rights order severs the relationship between parent and child, federal regulations specifically prohibit the payment of Title IV-E funds to that parent should the child be subsequently replaced with the parent.

11520. Temporary Assistance For Needy Families Maintenance Payments

1. The social worker shall inform the relative of their option to apply for Temporary Assistance for Needy Families (TANF) or foster care maintenance payments. The TANF benefits may be greater or less than the foster care payments, depending on the child's age, any special needs, and the number in the assistance unit.
2. A relative may be eligible to receive TANF maintenance payments for a child placed with them. The relative must apply for TANF benefits at the local CSO for a determination of eligibility.
3. The relative home need not be certified or approved as meeting the minimum foster home licensing standards as a condition of receipt of TANF benefits.

11530. Foster Care Maintenance Payments

1. Relatives of specified degree have the option of choosing TANF or foster care maintenance payments for children placed with them by DCFS.
2. To receive foster care payments, the relative's home must be licensed as meeting minimum foster home licensing standards to receive foster care payments.
3. For the infant residing with the minor parent, the substitute care maintenance payment for the infant plus the maintenance payment for the minor parent, is totaled into one sum payment to the out-of-home care provider. This increased amount is authorized as part of the minor parent's maintenance payment. See chapter 13000, section 13230, for requirements relating to case records for infant children residing with their minor parents.

11900. Financial Revenue Record Archiving or Storage

See chapter 13000, section 13920, for information regarding archiving and storage of Financial Revenue Files.

111000. Financial Revenue File Transfer

See chapter 13000, section 13831, for information regarding transfer of Financial Revenue Files.

111100. Random Moment Time Study

111110. Purpose

1. The Random Moment Time Study (RMTS) is used to generate statistically valid statewide estimates of various activities performed by CA staff.
2. The sampling procedure is designed to satisfy federal financial participation requirements for claiming matching funds for social service staff salaries and benefits and to provide audit documentation for state and federal review.

111120. Participants

1. All CA service and FFS workers participate in the time study.
 1. The RMTS contacts all service workers and eligibility specialists.
 2. Excluded from the sample, although their salaries and benefits are included in federal reimbursement, are students, interns, Home Support Specialists, support staff, intermittent staff, after-hours staff, Community Resource Program Managers, Social Workers 4, Social and Health Program Managers, and other management staff.

111130. Headquarters Responsibilities

1. The RMTS Headquarters staff is responsible for the following actions:
 1. Generate each quarter an RMTS contact list for each work day of the quarter. The contact list has three variables: Random Starting Time; Random Interval Time; and Random Employee List.
 2. Complete the telephone samples at the random moments.
 3. Gather through telephone contact or FAX mail the following information from the social service or financial revenue worker or the local RMTS coordinator.
 1. Status of the worker: on the job; on work break; position vacant; on job rotation or temporary assignment elsewhere.
 2. If on the job, the Headquarters staff informs the worker that an RMTS sample is being made.
 3. The Headquarters staff asks the worker for the code that best describes the worker activity at that moment. If a case specific activity is reported, the staff asks the worker for the following information: Case number; case name; SSPS primary placement payment code; legally free status of the child; and specific activity.
 4. The Headquarters staff completes the contact log with the information reported by the worker, enters it into the data base, and mails a copy to the RMTS coordinator.
 5. If a worker is unavailable for telephone contact, the Headquarters staff FAXes a contact log to the RMTS coordinator for completion by the worker. The worker completes the contact log in a timely manner so that the RMTS coordinator is able to FAX it back to Headquarters with 72 hours of the sample time.
 6. The Headquarters staff logs uncompleted contacts and follows up with the RMTS coordinator to ensure that contact logs are returned in a timely manner.
 7. On a monthly and quarterly basis, the Headquarters staff generates a survey data summary.
 8. The Headquarters staff updates the service worker list as worker employment status changes are reported by the worker's supervisor or RMTS coordinator.

111140. Local Office Responsibilities

1. The clerical supervisor is responsible for designating an RMTS coordinator and trained back-up coordinator.
2. Social work supervisors are responsible for training social workers on the RMTS system and the code definitions, with Headquarters RMTS staff available to provide consultation and training to workers upon the supervisor's request.
3. The social service or FFS worker is responsible for the following actions:
 1. Upon contact:
 1. Report the appropriate code from the social worker activity code descriptions. See Random Moment Time Study Codes.
 2. Report the case number, case name, specific activity, primary SSPS placement payment code if the activity is case specific, and if the child is legally free for adoption.
 2. If unavailable when a RMTS call was attempted, the social service or FFS worker, upon return to the work station, completes the contact log and promptly returns it to the local RMTS coordinator for return to the Headquarters staff within 72 hours of the sample time.
4. The local RMTS coordinator:
 1. Updates the participating employee list quarterly, as requested by Headquarters RMTS staff.
 2. Uses the following procedures:
 1. Receives the Headquarters staff phone contacts for workers and distributes for completion.
 2. Follows through to ensure that the workers' complete the contact and FAX it back to Headquarters within 72 hours of the sample time.
 3. Maintains a file for all completed RMTS contact logs. Files the RMTS contact logs in chronological order by date and time of contact. Retains the present and two previous quarters' completed contact logs.

111150. Regional Administrator Responsibilities

1. The Regional Administrator ensures that the clerical supervisor appoints a RMTS coordinator for each of the region's field offices. Social workers or any other DCFS staff person who may be sampled as part of the time study cannot be a coordinator.
2. The Regional Administrator ensures that any change in RMTS coordinator is reported to the RMTS Headquarters staff by the responsible field staff person.

111160. RMTS Codes and Definitions

1. When an RMTS observation contact is requested, social workers and FSS report to the Headquarters staff the activity code which best describes their activities at the moment of contact. If the activity is not specific to a child, the workers choose from Codes A, D, H, K, or L. If the activity is specific to a child, the workers choose from Codes B, C, E, F, G, I, or J, based on the definitions for the codes and the child's status.
2. Social workers and FFS use the RMTS codes and definitions contained in the RMTS Codes and Definitions publication when identifying activity.

12900. Public Disclosure

For public disclosure requirements relative to licensing records, see Chapter 13000, section 137112.

13000. Record/Paperwork Management

13101. Case Management Responsibilities

TASK/PROCEDURE	JOB CLASS TO BE ASSIGNED CAMIS DATA ENTRY
1. Searching statewide for information on clients/providers	All
2. Document all information received by the department	Intake Staff
3. Assign case numbers	Intake Supervisor
4. Assign cases	Masterfiles Clerk or Other Clerical
5. Update case status	Supervisors & clerical

6. Enter record location status	Masterfiles Clerk & clerical
7. Maintain current data regarding ethnicity, language, name, social security number (for children in placement), and legal residential address	Social Worker
8. Complete SSI eligibility records	SSI Facilitators, program managers, support staff
9. Complete Title IV-E records	Eligibility Specialists
10. Complete Title XIX records	Eligibility Specialist
11. Create and update provider cases	

13232. Definitions

For definitions relating to case file make-up, see [Appendix A, DEFINITIONS](#).

13500. Aces, Birth Certificates and Social Security Cards

13501. ACES

When a case is opened or re-opened, clients are screened for eligibility or existing service through the Economic and Services Division, using their Automated Client Eligibility System (ACES).

1. Clerical support staff check the eligibility status of clients who are the subject of intakes or requests, using the Automated Client Eligibility System (ACES).
2. A "Name Inquiry" in ACES must be performed. ACES will show the most current TANF eligibility status for a family. Assigned staff takes the following steps:
 1. Select the desired name, and if the person is "HOH" (Head of Household) the first screen that comes up will be the "ADDR" (address) screen.
 2. To see which CSO is handling the case, place cursor on first digit of CSO # in upper left corner of screen and press [F1] for a list of all CSOs and their corresponding numbers.
 3. Access the DEM1 (Demographic 1) screen to verify client's social security number, birth date, and ethnicity.
 4. Use the [F1] key to access additional screens explaining Race Code and Living Arrangement Code indicated on this screen.
 5. To get this information for the other members of the Case Unit, first press the [F11] key to display the Client Pointer associated with each client in the Case Unit.

13502. Birth Certificates and Social Security Cards

1. All records must have a copy of the dependent child's birth certificate and the dependent child's social security number.
2. Birth certificates may be requested by logging on to the Public Health website at <http://chsvitalsweb.doh.wa.gov/login.htm>
3. Social security cards may be obtained through the Social Security Administration at <http://www.ssa.gov/>

13602. Search in FamLink for Open Cases - New Employees

If a person is hired by Children's Administration or ESA/DEL, a person search through FamLink must be made. If the employee or a family member is currently in the FamLink system and falls under the criteria of section II, or is associated with a DLR or DEL license, the hiring supervisor must inform the employee that a file exists and has been secured.

13603. Responsibility for Designating Employees in FamLink

All Children's Administration employees must be designated as such in the person file of the FamLink database for purposes of possible creation of Restricted Files. Other DSHS employees may contact the DCFS Regional Administrator to request that their names be entered into the person file of the FamLink database and designated as CA employees. Appointing authorities must identify the person responsible for data entry.

13606. Access to Closed Restricted Records

Requests for information on closed restricted records may be obtained through a designated Security Group member listed above in 13604, with permission from the employee's supervisor or a CA manager/administrator in the employee's chain of command.

13607. Specific Denial of Access To Restricted Records

An individual may be denied access to a specific record on a case by case basis, based on Appointing Authority, DEL or DLR director approval. The individual may or may not have been associated with the

license/case itself but the appointing authority, or director of DLR or DEL has determined there is a real, apparent, or potential conflict of interest per Administrative Policy 18.64 - Standards of Ethical Conduct for Employees.

13608. Physical Location of Restricted Records

Open restricted paper records are to be kept in a locked drawer with the assigned social worker. *Closed* restricted paper records are to be kept in a locked file in the Master Files room.

13610. Justification for Restricting/Unrestricting Records

The following information must be documented immediately in a memo and filed in the record before the family face sheet, which includes:

1. the name of the employee,
2. where the employee works, and
3. the justification for the need to restrict or unrestrict a record.

The file must be physically labeled "Restricted Record."

13611. Current List and Review of Restricted Records

A DCFS Regional Administrator, CA HQ Appointing Authority, DEL Field Manager or DLR Regional Administrator has final authority to resolve any disputes regarding administrative files.

13612. Ongoing Review of Qualifying Circumstances

If the qualifying circumstances no longer exist, restricted file status may be discontinued.

Regions/division must develop and implement procedures to conduct periodic review and discontinued at least once annually.

13795. Exchanging Confidential Information

13796. Background

1. Two new forms have been developed to allow the sharing of confidential client information within and outside DSHS: the "Consent" to exchange confidential information (DSHS 14-012 Rev. 2/2003) and the "Authorization" to disclose records (DSHS 17-063 Rev. 2/2003). Children's Administration (CA) will use these forms and not require any additional forms.
2. These forms meet the legal requirements applying to use of confidential client information for all agency programs.

13798. Procedure

1. All staff shall make the conversion and begin using these forms as they are the best available to meet current confidentiality restrictions across DSHS.
2. Both are available electronically by scrolling down to and clicking on the form numbers at Electronic DSHS Forms.

137114. Information Subject to Challenge

1. The social worker is to make reasonable efforts to review information about CA/N that is reported to DCFS and investigative findings which are challenged by parents or other parties to a case. The social worker:
 1. Pursues new information or leads which might resolve the conflict.
 2. Interviews additional persons identified as having relevant and direct knowledge about an incident.
2. A parent or other party to a case may provide a written statement about contested information. The social worker files the written statement in the record in a proximate location to the contested information.

13800. Case Transfer, Closure, and Preparation for Archiving Records

13810. Active Cases

An active case, in FamLink, is one in which the division is providing services to the family and/or child. Active cases have a social worker assignment coded to match the definitions for Service Codes contained in this chapter. All required work on a case must be completed prior to case closure.

13820. Case Numbers

Case numbers are automatically generated by FamLink during the intake process when a new case is created.

13850. Case Closure/Preparation for Archiving

1. All requests received from subjects of Children's Administration (CA) files by CA for destruction of electronic and hard copy records will be destroyed in accordance with CA's approved record retention schedule.
2. This does not apply to records that have already been placed in archives for local office and record retention center archiving and destruction periods.

13852. Federal Revenue Records

1. Prior to any case being sent to adoption archives or the Record Retention Center, the child's social file shall be consolidated with the Federal Revenue File.
2. Any Title IV-E, Title XIX, or SSI documentation shall be reviewed by the FFS and/or SSIF and shall be sent to Master File to be consolidated with the child's social service file.

13900. Record Retention and Destruction

13901. Purpose and Scope

RCW 26.44.031 requires CA to destroy information related to unfounded referrals in files or reports of child abuse or neglect after six years, unless an additional intake has been received in the intervening period. If this occurs, the six year period begins after the last case has been closed.

Children's Administration (CA) will destroy both electronic and hard copy records in accordance with CA's currently approved record retention schedule. Complete retention and destruction schedules for all file types can be found in the DSHS Records Retention Schedule.

13902. Case Record Retention in Local Offices

1. When DCFS cases are closed, they are sent to the local office Master Files. The Master Files Clerk is responsible for removing the case record binder contents and attaching them to manila file folders for local office storage for one year and subsequent retention at the Records Retention Center.
2. Closed DCFS files are to be labeled with the client's name, case number and a notation on the outside of the folder if the client has Limited English Proficiency (LEP), is an Indian Child Welfare client or speaks American Sign Language (ASL).
3. In HQ, the Records Retention Coordinator is to develop procedures for various HQ records retention and retain accordingly.
4. In DLR, Records are retained in their original case files, stored in the local office for one year (with the exception of revocation or denial of license files, see below.)

Note: As of December 2008, DCFS will no longer be using color coded folders in Master files.

13903. DLR Revocation or Denial of License Files

Licensing files that were closed due to a revocation or denial of a license will be retained for 35 years in the local office.

13904. Redacted Discovery Files

Redacted discovery files must be retained until the youth's 21st birthday.

13905. Washington State Archives

CA records are sent to the **Washington State Archives** for historical preservation or research.

1. RCW 26.33.330 and 26.33.340 provide for the sealing of all adoption files and for the limited release of information from those files. Archiving ensures a permanent record of the child's past involvement with the agency. RCW 26.33.343 provides procedures for accessing of adoption records.
2. Records for legally free children are to be archived upon the child's adoption even if a private agency completed the adoption and has a duplicate file. Prior to any case being sent to adoption archives, the child's social file is consolidated with the Federal Revenue File (Siblings are not to be archived together.)
3. Records for legally free children are to be archived upon closure of a case, even if the child is not adopted.
4. Instructions for sending records to the State Archives can be found at:
http://www.sos.wa.gov/archives/RecordsManagement/records_center.aspx

13906. Records Retention Center

CA records are sent to the **Records Retention Center** for low-cost off site storage.

1. With the exception of adoption records and the records of legally free children, all records are to be sent to the State Records and Retention center.
2. Records sent to the Records Retention Center (RRC) or State Archives must be packed in designated cardboard boxes in the manner described on their respective websites

3. Records that are in an agency name and have no barcode number will be stored with the **Secretary of State Record Center**.

14000. Administrative Support

14100. Reception

14110. Introduction

1. Each Children's Administration (CA) office is to set aside a designated area for people who come into the office.
2. Support staff provide services to people coming into the reception area
3. This section outlines the procedures receptionists or other CA staff follow when receiving, screening, and referring people who come into an office.

14111. Definitions

See [Appendix A](#), Definitions.

14120. Receiving Clients

14121. Expectations

1. All people entering an office are entitled to fair and timely treatment. Receptionists and other CA staff shall:
 1. Treat people with dignity and courtesy;
 2. Give people sufficient opportunity to make their needs known;
 3. Not discriminate against anyone on the basis of their political beliefs, race, color, national origin, creed, language, sexual orientation, religion, marital status, age, Vietnam era or veteran status, presence of any sensory, mental, or physical handicap, or illness.
 4. Assist people and process their requests as quickly as possible.

14122. Procedure

1. Everyone coming into a CA office will complete a Reception Slip, DSHS 2-13(X), or for those offices that do not use Reception Slips, contact the receptionist to be logged in.
2. Those offices using Reception Slips must maintain supplies of the DSHS 2-13(X) printed in Cambodian, Chinese, Laotian, Spanish, and Vietnamese.
3. The receptionist:
 1. Determines why the person is in the office.
 2. Seeks clarification from the person if additional information is necessary.
 3. Takes appropriate action depending on the person's needs.

14130. Requests for General Information

14131. Expectations

1. Normally, receptionists only answer questions of a very general nature. They do not answer any questions about clients or program eligibility. If there is doubt about what information can be released, the receptionist checks with his or her supervisor.
2. Types of questions answered by receptionists include, but are not necessarily limited to:
 1. Directions to the office and other agencies;
 2. Office hours;
 3. Verification of appointment times;
 4. FamLink verification for assigned social worker as needed.

14132. Procedure

1. If someone contacts the office and requests information, the receptionist:
 1. Provides the information, if disclosable;
 2. Refers the person to someone who can provide the requested information.
2. If someone delivers documents to reception, the receptionist:
 1. Accepts and date stamps all documents received on an ongoing basis.
 1. The receptionist will not date stamp original or notarized documents, such as birth certificates, but will date stamp a copy of the original and return the original to client.
 2. The receptionist will not date stamp checks received over the counter, but will forward/give the document to the appropriate worker. See section 14140, below.
 2. Releases forms, pamphlets, or documents held at reception for pick-up as requested by staff.
 3. If requested, photo copies documents and returns originals to clients.

14140. Receipt of Negotiable Items

1. For those offices that do not receive cash, all payments must be received by check or money order or sent directly by the client to the Office of Financial Recovery, P. O. Box 45862, Olympia, WA 98504-5862.
2. If the office accepts checks or money orders, the receptionist prepares a pre-numbered receipt and gives the original receipt to the person who brought in the check or money order.
3. All cash receipts, checks, money orders, or other negotiable items must be transferred to the central office by direct deposit to a bank account or to the Office of Financial Recovery, as applicable, within 24 hours of receipt.
4. The receptionist makes a copy of the check or money order for the worker and then the check is added to the Daily Cash Items Mail Log, DSHS 19-048(X). Support staff sends notice to the assigned social worker of receipt of negotiable items.
5. Assigned support staff prepares a Funds Transmittal to OFR and receives a Notice of Transmittal Received from OFR in return.
6. Each Regional Administrator/designee will determine the region's own policy on receipt of cash in compliance with accounting rules.

14300. Records Management

14310. Case Record Transfers

1. See chapter 13000, section 13800, and chapter 15000, section 15202, for procedures.
2. Clerical staff are to read CAMIS mail at least once a day for statewide record requests.

14320. Case Record Management

See Chapter 13000, section 13600, for general record maintenance and section 13900 for procedures regarding record retention and archiving.

14330. CAMIS Trainer

The FamLink trainer is responsible for alerting clerical staff to all FamLink policy/procedures changes to maintain this chapter.

14400. Random Moment Time Study

For expectations regarding Random Moment Time Study (RMTS), see chapter 11000, section 111200.

15204. Teleworking (6/16/06)

152041. Purpose

1. To provide a standard for CA regarding the use of state-owned computer hardware and software in a teleworking scenario.

152042. Applicability (This policy applies to anyone who uses CA equipment.)

152043. Standard

1. In accordance with DSHS Admin Policy No. 18.80, CA employees may use state-owned equipment for teleworking with the prior approval of the DCFS Regional Administrators, DLR Regional Managers, Division Directors, or Office Chiefs, as applicable.
2. As always, State owned equipment must only be used for CA business.

152044. Procedure

1. CA offices must establish procedures that include:
 1. If the equipment is to be used consistently at the employee's home more than two weeks, documentation to justify why the employee needs to have this equipment at home.
 2. A sign in/sign out sheet that includes a description of the item, state tag number, and a product serial number.
 3. A check in procedure, when the equipment is returned, which includes checking the hardware and software for computer viruses that may have been introduced while the equipment was outside the office.
 4. Employees must follow standard security procedures while the equipment is in their possession; e.g., locking doors, locating equipment away from windows, and securing the terminal while unattended. Confidential data may not be retained at an employee's home or shared with family members or other visitors to the home.

15205. Use of Electronic Messaging Systems and the Internet (06/15/06)

152051. Purpose

1. The purpose is to provide a policy for CA regarding the use of the Internet for state business purposes.

152052. Applicability

1. This standard applies to anyone using CA state resources for Internet access while working in or away from CA offices.

152053. Standard

Electronic Messaging and the Internet shall be used in accordance with DSHS Admin Policy No. 15.15.

15402. Interoffice Referral Transfer (3/1/99)

154021. Purpose

To establish a consistent statewide policy for handling intake referrals taken in one office that need to be referred for disposition to another office.

154022. Standard/Procedure

1. The office first contacted will take referrals from the person with the Child Protective Services (CPS) or Family Reconciliation Services (FRS) complaint or concern. If technically feasible, the intake worker may transfer the referrer to an intake worker in the office where the referral would be assigned while keeping the caller on the phone.
2. The intake worker must complete a CAMIS Intake Referral, including completion of a statewide person search.
3. The intake worker must make an immediate decision to refer directly to another office or to the worker's supervisor. Central Intake (CI) will assign the referral to the CI supervisor who will assign it a regional straw ID.
4. If the original office decides to refer to another office, the sending office must:
 1. Call an intake worker in the office to which the referral is being referred. Upon confirming the names of the intake worker and supervisor and their worker ID numbers, the original intake worker or supervisor will advise the receiving office of the referral number and any other pertinent information regarding the referral.
 2. Record the receiving supervisor's ID on the GUI referral in CAMIS.
 3. Change the assigned worker to the receiving office's intake worker and close the original intake worker's assignment.
 4. Do not FAX the referral to a non-secure fax machine in the receiving office nor print the referral to a printer in the receiving office.
5. The receiving office intake worker will initiate the appropriate response.
6. The receiving office supervisor will review all Child Protective Services (CPS), Family Reconciliation Services (FRS), and Child Welfare Services (CWS) referrals and assign them accordingly.

154061. Purpose

1. To ensure consistency in the CAMIS system for documenting the whereabouts of children who are in the custody of Children's Administration (CA).

154062. Standard/Procedure

1. All children for whom CA has responsibility through a court order, protective custody, or Voluntary Placement Agreement (VPA) must have their whereabouts documented within 3 calendar days.
 1. Requirements for Timeliness of Data Entry-Children, upon initial removal from their parent or guardian's physical custody, must have their placement documented within 3 calendar days of placement. All other placement changes must be documented within within 3 calendar days of the change or the SSPS deadline, whichever comes first.
 2. Documentation of Placement Episodes and Events:
 1. Each episode of out-of-home placement will be documented by the entry of the Original Placement Date (OPD). Closure of the placement episode will be generated automatically when a placement event with a birth/adoptive parent is documented or a dependency guardianship order (as to both parents) or adoption finalization is documented in legal actions. The social worker or designee must manually document any other episode closure.
 2. Each placement event will be documented in CAMIS. The moving of a child from one out-of-home placement to another out-of-home placement does not interrupt the placement episode.
 3. Temporary Placements:
 1. A temporary placement is one that is not intended to interrupt the current placement event.
 1. Examples include respite care; a child's hospitalization with intention to return to the prior placement; a child's running away with the intention of returning to the prior placement; a receiving care placement which may occur during a run if the intention is to return the child to the prior placement; or a detention placement with the intention to return to the prior placement.
 2. It is also possible to place a child at home in a trial home visit without the intention of interrupting the placement episode. For example, the child has been in placement and is returned home for a short period waiting for a group care bed to become available or a child visits in the home of the parents for a period of time to prepare for a return to the parent's home.
 3. Temporary" (TMP) placements are designated in CAMIS(All of these column for that placement. Continued(TMP(under the (Y(by marking a payment is allowed to both the placement from which the child was placed and to the temporary placement. Double payment is allowed for a period of up to 15 days without an exception to policy (DSHS 5-210).
 4. In-Home Dependencies:
 1. In-home dependencies will be documented in both the placement and legal modules.
 1. First, in the legal module, a permanency planning code of "N" (no plan: child placed with birth/adoptive parent) must be entered any time a child is placed with a birth/adoptive parent. This code must be used whether or not that parent has custody through a family court order.
 2. In placement, the worker must update the address and list the primary caretaker. This will not open an episode; it will document the whereabouts of the child. Events not indicating a placement may be

recorded here (they are not required), including respite, detention, hospital, Juvenile Rehabilitation Administration (JRA) placement, or runaway.

2. When a dependent child is returned home from a placement, the worker will document placement with a birth/adoptive parent (either custodial or non-custodial). The worker will need to then update the primary caretaker and address.
3. Any time the child is placed with a birth/adoptive parent ("BA" or "BN" codes) from an out-of-home placement, the child's episode will be closed with the reason defaulted as "returned to birth/adoptive parent."
5. Documentation of Family Structure-When placing a child with a relative or court-ordered unlicensed placement, the worker must document the family structure. This will be done through creation of a business ID for the family in which family structure, primary caretaker, and address will be identified.
6. Respite Care:
 1. Respite care from a birth/adoptive parent's home will not be opened as a placement episode as long as the department does not have custody of the child. If a voluntary placement consent has been taken, then placement episode must be opened as the department has assumed custody of the child.
 2. When a child is placed in respite from an out-of-home placement, there is no state-wide requirement to document these temporary placements in the placement module.
7. Situations When Payment Continues but the Episode Is Closed-There are three situations in which the permanent plan is completed but payment remains open. These are:
 1. Guardianship:
 1. Entry of a legal action of dependency guardianship as to both parents derives closure of the placement episode as the permanent plan is established. The placement event remains open allowing for continued payment to dependency guardians and for services to the child. Those in guardianship status over 18 years of age with open events will have those events automatically terminated annually unless a voluntary consent is documented in legal actions.
 2. When a superior court guardianship (chapter 11.88 RCW) is established, the episode and event must be closed upon the date of the guardianship order. Dependency dismissal is also required and must be documented in the legal actions.
 2. Adoption
 1. When an adoption finalization is documented in legal actions, this will derive the closure of the episode and event with the reason code of adoption.
 2. A dismissal of dependency must also be documented when entered in Juvenile Court. Payment may continue to the end of the month in which the adoption is finalized.
 3. Child(ren) in Tribal or Private Agency Custody Only
 1. The placement episode record of a non-CA custody child(ren) must be opened and closed on the date of placement with a reason code of "TR," Washington State Transfer to Other Authority.

2. The placement event remains open, and the appropriate entries are made in the legal module. See section 15221.

15410. Social Service Payment System (11/8/94)

154101. Purpose

1. To establish consistent statewide practice regarding use of the Social Service Payment System (SSPS), which is the automated system used to authorize delivery and purchase of social services, collect program and federal statistical and management data, and initiate the payment process for purchased services.

154102. Procedure

1. The procedures to be followed are contained in the CAMIS Users' Manual and Chapter 9000, section 9400, of this manual.