



CONTRACTED SERVICES IN A RESIDENTIAL FACILITY JR – Handbook For Contractors



Washington State Department of
CHILDREN, YOUTH & FAMILIES

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INTRODUCTION

This handbook will serve as a guide and may answer many of your questions as you begin your role as a contractor with DCYF-JR. Best practices in juvenile justice include collaborating with youth and families and building strong partnerships with community service providers to provide services to the young people in our system. We want you to feel confident in knowing the policies and procedures for providing services in a JR facility.

Contractors are integral partners in the delivery of programs and services offered in Juvenile Rehabilitation. Your involvement represents a significant contribution of skill and expertise, which increases the opportunities and enriches the lives of the young people we serve.

We have designed this guide to provide you with an overview of what to expect when contracting with Juvenile Rehabilitation. This guide includes policy, procedures, and program information related to the delivery of contracted activities and services provided onsite at a JR facility. Each JR site might have additional requirements that will be shared with you to ensure you have as much information as possible. We hope this guide will answer many of the questions you may have as a new contractor. It may also serve as a reference throughout your contract with us.

DCYF Mission

DCYF's mission is to protect children and youth and strengthen families so they flourish. Our vision is that all Washington's children and youth grow up safe and healthy, thriving physically, emotionally, and educationally, nurtured by family and community.

DCYF will promote the education, economic security, and behavioral health of young people exiting incarceration to ensure successful transition to adulthood.

Racial Equity and Social Justice

DCYF has set several outcome goals for children, youth, and families. Overarching all of these is the goal to eliminate disparities so that race and family income are no longer predictors of well-being. We want to invite contractors to join us in considering the guiding principle below as we strive to eliminate disparities for the young people we serve.

DCYF Guiding Principles provide a broad lens for how we engage in this work

- **Racially Equitable:** Advancing deep equity means recognizing and healing the wounds and injustices of oppression and transforming people, institutions, and systems. We interrupt policies and practices that maintain structural racial inequities, racial discrimination, and bias.
- **Intersectional:** We lead equity efforts with an explicit focus on racism while also addressing the many ways groups experience oppression and marginalization in our systems.
- **Collaborative and Inclusive:** We form and sustain authentic partnerships, listen with humility and respect, and meaningfully respond to those most impacted and closest to the pain. We recognize differences in power and identity and do “with” instead of “for.”
- **Self-aware and Relationship-based:** We move forward individually and collectively by centering our inner work and supporting one another's well-being. We intentionally invest in relationships, especially across differences.



- **Strengths-Focused and Cultivating Leadership:** We nurture leaderful efforts by valuing every individual and community's strengths and assets. We intentionally build leadership at all levels that reflect the racial and cultural diversity of our state.
- **Proactive and Strategic/Targeted Universal Approaches:** We focus upstream on root causes, power differentials, and sustainable, high-impact solutions. Race-neutral or color-blind policies have failed to address the needs of marginalized communities and have exacerbated racial disparities and disproportionality.
- **Responsive and Adaptive:** We ensure that our programs and service delivery are culturally affirming and responsive. Services are contoured to the needs of children, youth, and young adults in the context of their family and community.
- **Transparent and Accountable:** We build trust and common understanding by being transparent and accountable in our actions and processes.



JUVENILE REHABILITATION (JR) FACILITIES AND CONTINUUM OF CARE

JR serves Washington State's highest-risk young people who are committed to JR custody. The courts follow prescribed sentencing guidelines to determine which young people will be committed to JR. Once they arrive at JR, they are served by JR's continuum of care, which includes secure facilities and community support for all youth.

Upon admission, young people enter into one of JR's secure facilities: Green Hill School (www.dcyf.wa.gov/services/juvenile-rehabilitation/green-hill) or Echo Glen Children's Center (www.dcyf.wa.gov/services/juvenile-rehabilitation/echo-glen). Upon intake, there is an assessment process to determine the treatment needs of the young person while residing in JR. The treatment plan is implemented to meet the identified needs of everyone.

Each facility provides various services, including housing support, education, employment, leisure wellness, vocation, safety, physical health, behavioral health, family support, and life skills.

Young people can access services available through Community Support for All Youth (CSAY). These community-based services provide support for youth success as they reenter the community.



Community Support for All Youth offers:

- 1. Community Facility Placement** - This allows for a step-down opportunity for young people to engage in an array of learning, growth, employment, and reentry activities in a community setting, guided by staff support, prior to their release. JR offers services at eight Community Facilities, including (information for each facility found at www.dcyf.wa.gov/services/juvenile-rehabilitation/residential-facilities):
 - Canyonview Community Facility
 - Oakridge Community Facility
 - Parke Creek Community Facility
 - Ridgeview Community Facility
 - Sunrise Community Facility
 - Touchstone Community Facility
 - Twin Rivers Community Facility
 - Woodinville Community Facility
- 2. Community Transition Services** - The least restrictive option to residential confinement for eligible JR young people by offering therapeutic supports and connections to services along with electronic monitoring in the community while completing their legal court sentence obligation.
- 3. Parole Aftercare** – for individuals assigned to a mandatory parole obligation. Services are offered through a strengths-based youth and family engagement model.
- 4. Reentry** – for individuals who do not have an obligation to parole, Department of Corrections or a juvenile court. Services are available on a voluntary basis for up to 12 months after release from a residential sentence.

Below are the JR need areas outlining services provided in partnership with contractors:

JR Service Need Areas				
HOUSING SUPPORTS <ul style="list-style-type: none"> Rental Assistance Basic Housing Essentials Access to safe and stable housing Independent living services 	EDUCATION <ul style="list-style-type: none"> K-12 Special Education GED Post-Secondary Re-enrollment Secure Internet Secure books 	EMPLOYMENT <ul style="list-style-type: none"> Job certifications Job placement Job readiness training Work-based learning Internships 	LEISURE/WELLNESS <ul style="list-style-type: none"> Faith-Based Stress Management Mentoring Peer Mentoring Community Engagement Cultural programs LGBTQIA+ 	VOCATION <ul style="list-style-type: none"> Vocational assessments Vocational Education Pre-Apprenticeship
SAFETY <ul style="list-style-type: none"> Partner Violence Sexual Assault Prevention CSEC prevention and intervention Gun Violence Prevention Gang intervention 	PHYSICAL HEALTH <ul style="list-style-type: none"> Access to medical Insurance Health Education Nutrition Education Sexual Health Recreation 	BEHAVIORAL HEALTH <ul style="list-style-type: none"> Trauma Treatment Substance Use Tx Substance Use Education and Prevention YSO Tx Specialized treatment Suicide/self-harm prevention 	FAMILY SUPPORT <ul style="list-style-type: none"> Pregnant/ Parenting Services Family Counseling Marriage Counseling Family preservation Family reunification Fatherhood services 	LIFE SKILLS <ul style="list-style-type: none"> Financial Literacy Driver's Ed Legal Advocacy Dispute resolution services Leadership Development



PREPARING TO PROVIDE CONTRACTED SERVICES AT A JR FACILITY

Contracts are set up through multiple processes, which might include requests for application, requests for qualifications, requests for quotations and qualifications, or individual requests. There are some foundational requirements that we request be discussed in the process of establishing the contract.

Background Check and Fingerprint Requirements

- In accordance with Chapters 110-700 WAC (JR-Practices & Procedures) and 72.05 RCW (Children and Youth Services) and by the terms of your contract, the Contractor and each of its employees, subcontractors, and/or volunteers who may or will have regular access to any client/juvenile must be cleared through a JR-approved criminal history and background check. Background checks will also be reviewed under the guidance of the DSHS Secretary's List of disqualifying crimes and illegal actions.
- As a Contractor, you are asked to affirm that you and each of your employees, subcontractors, and/or volunteers, who may or will have regular access, have not been convicted of any of the following:
 - Any felony sex offense as defined in 9.94A.030 RCW (Sentencing Reform Act-Definitions) and 9A.44.130 RCW (Sex Offenses);
 - Any crime specified in Chapter 9A.44 RCW (Sex Offenses) when the victim was a juvenile in the custody of or under the jurisdiction of JR; or
 - Any violent offense as defined in 9.94A.030 RCW (Sentencing Reform Act-Definitions).
- Contractors must require that current employees, volunteers, and contracted service providers who are authorized for regular access to JR clients report any guilty plea or conviction of any of the above offenses. The report must be made to the person's supervisor within seven days of conviction, and any person who has reported a guilty plea or conviction for one or more of these offenses must not have regular access to any youth.
- Contractors are required to document background checks/criminal history clearances for monitoring purposes.

Business Related Requirements

The following forms will be required BEFORE the contract is finalized with JR.

- DCYF Provider Registration Form <https://dcyf.wa.gov/sites/default/files/forms/ProviderRegistrationForm.pdf>
- Background Check Authorization Form and Fingerprints www.dcyf.wa.gov/sites/default/files/forms/09-131.docx
- DCYF Direct Deposit Authorization Form www.dcyf.wa.gov/sites/default/files/forms/ProviderDirectDeposit.pdf
- Copy of Certificate of Insurance (not required until the background check has been approved)
- Copy of State ID
- Copy of Business License
- Copy of DOH credentials (if applicable)



Program Related Requirements

The following information will be helpful information as you begin to set up a contract with JR. This information is used by JR contract monitors to seek approval for the program.

A written proposal of services intended to be provided.

This can be in the form of a proposal or outline.

The content of your proposal should include:

- ✓ Purpose/overview
- ✓ Specifics of the program (including location, program duration, equipment/space needed)
- ✓ Core Elements (outlined in a manual or written protocol)
- ✓ Program Goals
- ✓ Deliverables or outcomes (certificates, credentials, etc.)
- ✓ Reporting mechanisms (data reporting client level)
- ✓ Program Costs

Once your written proposal is received, a review and approval process will take place. Once the program proposal is approved, a Statement of Work will be drafted and sent to the contractor for review. Once mutually approved, the Statement of Work is submitted along with all other contract paperwork.

Finalizing the Contract

Once the Statement of Work, General terms, and Special terms are agreed upon by all parties and all required paperwork is submitted, the contract is sent for electronic signature through DocuSign.

The contract is finalized, and the start date has been set.

Training, Orientation, and Onboarding

Before services are initiated, a plan for training, orientation, and onboarding must be set. Items include a discussion of site logistics, including client service days of the week, time of day, space availability, equipment needs, safety and security protocols, point of contact, and communication plan.

Orientation and Onboarding

As you get started, please follow the below steps for orientation and onboarding:

1. Review the Statement of Work with the contract manager and/or site.
2. Complete the JR Contractor Onboarding Checklist (www.dcyf.wa.gov/forms?field_number_value=20-272&title=) with the contract manager or site, which will guide you through required training and documents that need to be filled out **PRIOR TO** providing services at a JR facility. The goals of the checklist are to assist you, as the contractor, with:
 - becoming familiar with the site logistics of the facility and your role in delivering services,
 - determining the days of the week, time of day, space, and equipment needs
 - knowing who to contact to get your questions answered and issues resolved,
 - feeling welcome and part of the JR and DCYF Team and
 - learning the expectations, protocols, and practices of our JR programs.
3. Attend an introduction meeting with the contracted site to provide formal introductions. It is recommended that all members of the management team at the site be aware of the new contractor providing services.
4. Provide a flyer or email that can be sent to all staff onsite with information about the new services. Include the start date, program information, any eligibility requirements, and any other relevant information.
5. Receive A-19 from the contract manager for billing – request training on A-19 if this is a new process for you.
6. Ensure there is a process for receiving relevant data information from JR for reporting. This information is often provided to contractors by an identified point of contact at the site to include items such as name, JR number, race/ethnicity, age, gender, etc.).
7. Request information from JR's contract manager about relevant information regarding JR's treatment model and philosophy (trauma-informed, healing-centered approaches, strengths-based, community lens, etc.).

PROVIDING SERVICES AT A DCYF JR FACILITY

Once you have completed the training and onboarding above, you are ready to provide services at the facility. At each facility, you will identify a point of contact to help you with questions that will arise.

Make sure you are made aware of the following:

- procedures for youth movement.
- procedures for lockdowns.
- requirements in the event you need to report an incident.

When providing services, please make sure that you are adhering to all local policies, including:

- signing in upon entering the facility.
- signing out upon exiting the facility.

Contractor Responsibilities

DO:

- Be dependable and let identified points of contact or other staff know when you will be late or unable to make your scheduled session.
- Follow through.
- Be flexible.
- Follow policies and procedures.
- Report unusual, suspicious, or any behavior that makes you feel uncomfortable.
- Notify your point of contact if you know a JR youth or young adult from the community.
- Always maintain client confidentiality. Contractors are subject to the same confidentiality rules as JR staff. Contractors are not to release any information concerning a resident outside JR staff.
- Share information about problems or concerns so they can be resolved.
- Bring only “allowed items” into the facility.

DO NOT:

- Promise personal favors, snacks, phone calls, or letters.
- Allow use of your cell phone, including showing pictures to a youth.
- Share personal information unless relevant.
- Agree to transport anything in or out of the facility for a youth and/or their family.

BILLING:

- Keep accurate records of the services you provide.
- When providing sessions onsite, have youth sign in on a sign-in sheet to track and report youth services provided.
- Provide billing on approved A-19 form.
- Submit written reports and signed A-19 within 30 days of the contract billing period to the contract manager.

REPORTING:

- Written reports of the services provided as outlined in the contract.
- Verbal reports when communicating with facility staff, supervisors, or contract monitors. This communication can often resolve problems, address questions, and assist with service delivery.
- Follow mandatory reporting requirements for suspected child abuse and neglect Mandatory Reporting of Child Abuse and Neglect | Washington State Department of Children, Youth, and Families; RCW 26.44.030 (www.dcyf.wa.gov/safety/mandated-reporter)

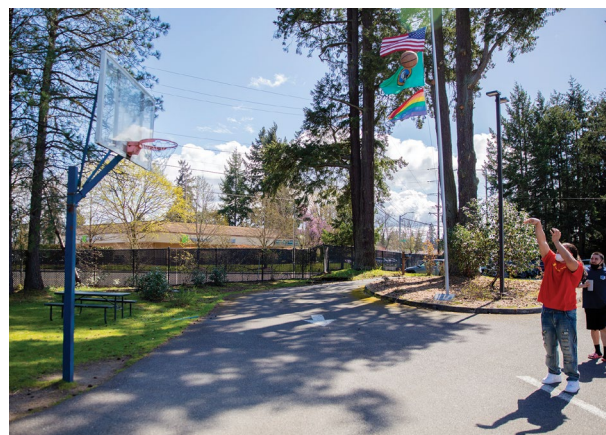
DEFINITIONS

Some commonly used terms are found in this handbook. If you find yourself wondering about a topic that is not covered here, please reach out to your designated contract monitor.

- **Client Service Contracts:** are contracts for services provided directly to DCYF clients per RCW 39.26.010
- **Contractors:** are any persons, businesses, non-profits, or government entities who provide goods and services when requested by DCYF under a contractual agreement and not as an employee of DCYF.
- **Contracts:** are legally binding written agreements between DCYF and other entities, public or private, for the provision of goods or services. Memorandum of Understanding (MOU) or Service Level Agreements (SLAs) may also be used to refer to contracts.
- **Contract Management:** means activities performed by DCYF employees on a day-to-day basis related to contracting for services. Such activities include, but are not limited to, decisions related to contracted services, selection of contractors and screening, and contract preparation, coordination, and monitoring.
- **DCYF Contract Manager:** the contracts office person who is identified as establishing contracts for JR and has the authority to sign contracts.
- **DCYF Contract Monitor:** JR program employee responsible for managing and monitoring the contract.
- **DCYF Contracts Office:** is the contracting authority for DCYF. The DCYF Administrative Contracting Policy Chapter 4.1 charges the Contracts office with the responsibility for establishing and maintaining statewide department policies and procedures covering all contracts for DCYF.
- **JR Facility:** Any residential facility that is part of the Juvenile rehabilitation continuum.
- **Local Site Point of Contact:** the person at the facility who acts as the point of contact for the contractor. A local site of contact is needed for statewide contracts where the provider is going to multiple locations and needs to know who to contact with questions and site access.
- **Statement of Work (SOW):** This is the outline of required tasks and sets the expectations for the contract, including purpose, objective, scope, program core elements, contractor obligations, deliverables, timelines, reporting, and funding.

WE ARE HERE TO HELP!

Please reach out to your DCYF Contract Manager, or email Adriel.Hilton@dcyf.wa.gov if you need support, a review, or feedback on your contract documents.



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