DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO: T-5
Issued: August 3, 1984

FROM: Gerald Thomas, Assistant Secretary
Health and Rehabilitation Services

SECTIONS REVISED: None

EFFECTIVE: Immediately
FOR INFORMATION CALL:
Diana Larsen-Mills
SCAN 234-0432 or
non-SCAN 753-0432

IF NOT DELIVERABLE, RETURN TO: MANUAL PRODUCTION UNIT MS OB-16

SUBJECT: DCFS MANUAL, CHAPTER 24, FAMILY RECONCILIATION SERVICES (FRS)

Place this notice in front of Chapter 24, DCFS Manual, and note on Tan Notice Control Sheet the date Notice No. T-5 was entered.

BACKGROUND

Notice No. G-100, "Reduction of Family Reconciliation Services (FRS)," Chapter 24, was inadvertently included when the DCFS Manual was issued. G-100 was removed by instructions in G-157, issued June 29, 1983.

Also, G-114, "Tracking Ineligible Family Reconciliation Service Applicants," is no longer in effect.

ACTION REQUIRED

Remove G-100 and G-114 from your DCFS Manual.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO.: T-12
ISSUED: 02/08/85

FROM: DIVISION OF CHILDREN/FAMILY SERVICES
Shirley Goins, Director

SECTIONS REVISED:
None

EFFECTIVE: On Receipt
FOR INFORMATION CALL:
Barry Fibel
Non-SCAN 753-0204 or
SCAN 234-0204

IF NOT DELIVERABLE, RETURN TO: MANUAL PRODUCTION UNIT MS OB-16

SUBJECT: CRIMINAL HISTORY AND CENTRAL REGISTRY (RECORD)

Insert this notice in front of Chapter 24, DCFS Manual, and note on the Tan Notice Control Sheet the date Notice No. T-12 was entered.

BACKGROUND

A. The Washington State Patrol's Criminal Identification Section has informed us that the form which we have been using to request checks is no longer acceptable to them and that they need an updated listing of persons authorized to request and receive criminal history information.

B. House Bill 1526, with its provisions for criminal history/arrest record and Central Registry checks has a potential impact on most programs currently provided through the Division of Children and Family Services (DCFS), i.e. Adoption, Adoption Support, Child Protective Services, Day Care, Family Reconciliation Services, Crisis Residential Center's, Group Care, Indian Child Welfare, and Foster Care. The legislation requires these checks to be done when a placement is "authorized" by the department. DCFS with concurrence of the Assistant Attorney General has interpreted "authorizing a placement" as any situation where DCFS staff are called upon to make a recommendation about the suitability of a placement resource for a child. The legislation is divided into two groups: all applicants for licensure/relicensure and their employees and those not required to be licensed. When a record check is initiated, a separate check will be done for each adult member of the household.

POLICY

A. LICENSEES

Policy:

Criminal History/Arrest Record and Central Registry (Child Abuse and Neglect Register) Checks will be done by DCFS on all applicants seeking licensure/relicensure and their employees and for all new employees hired during the period of licensure.

B. THOSE NOT REQUIRED TO BE LICENSED: RELATIVES/OTHER RESPONSIBLE ADULTS/ADOPTIVE PARENT(S)

Policy:

DCFS staff will request a criminal history/arrest record and central registry check when the role of the department becomes one of making a placement or making a recommendation about the suitability of a proposed or existing placement resource. Some program specific clarifications are listed as follows:

1. Indian Children

A record check will be done prior to placement by DCFS of an Indian child in any unlicensed placement resource.

2. Family Reconcilation Services (FRS)

A record check will NOT be done when the role of DCFS staff is to facilitate a discussion regarding temporary respite care of the child(ren). When the child is or will be residing outside the parental home pursuant to an agreement between the parent(s) and the child, the "placement" decision is actually made by the parents rather than the department.

If the placement agreement between the parent(s) and child breaks down, thereby necessitating the filing of an Alternative Residential Placement (ARP) petition with the court to continue the out of home placement, the child would be required by the court to remain in a DSHS approved placement pending resolution of the ARP.

If the DSHS plan is for the child to continue residing in the unlicensed home, previously agreed to by the parent(s), there is no need to move the child, but a record check should commence immediately. If record check reveals questionable information,

the worker shall initiate a supervisory consultation immediately, noting in the case record the reason for the decision to leave the child in the present home or move the child to a licensed placement.

3. Child Protective Services, (CPS)

When the child(ren) has been "placed" with a relative by the parent(s) prior to CPS involvement, do not move the child(ren) but assess the risk to the child(ren) and the ability of the caretaker(s) to protect the child(ren) from further abuse and neglect. A record check should be initiated immediately.

If record check reveals questionable information about the placement resource, the worker will initiate a supervisory consultation. The reasons for the decision to leave child(ren) in the present placement or move the child(ren) to a licensed home will be clearly noted in the case record.

Once CPS is involved, a record check must be done prior to placement with a relative.

4. Adoption

While adoptive families are approved they are not licensed. A record check would not be done as part of the approval, but would be completed prior to placement by DCFS or voluntary agencies of a child in an approved home.

5. Voluntary Foster Care Agencies

Unless DCFS is asked to make a recommendation about the suitability of the home as a placement resource, placements made by voluntary agencies in unlicensed homes will not require a record check.

6. Group Care

For the child ready to leave group care, where DCFS has established dependency and/or is currently making payment for the group home placement, DCFS will initiate a record check prior to making placement in unlicensed relative homes.

7. Crisis Residential Centers (CRC)

A record check will NOT be done when the role of DCFS staff is to facilitate a discussion regarding placement alternatives. When the child leaves the CRC and goes to reside outside the parental home pursuant to an agreement between the parent(s) and the child, the "placement" decision was made by the parent(s).

8. Day Care

A record check will be initiated whenever the department authorizes care by an in-home caretaker or by a relative.

HOME STUDY

This legislation also requires that the Department assess the character, suitability, and competence of persons authorized to care for children. When DCFS initiates a record check, a home study will also be completed, except for adoptive families where a home study is part of the approval. Guidelines for the areas to be covered are found in the Interstate Compact Materials, DCFS Manual Section 30.99, Suggested Outline for Summary of Prospective Family. This information will be filed in the child's case record. Part of the home study must also include a check of DCFS records.

PROCEDURE

A. All criminal history check requests should be on DSHS 14-239(X), WSP Identification Section Request for Criminal History Record Information (see attached). The form is to include, as a minimum, the name, birthdate, and social security number of the adult. A separate form is to be completed for each adult in the household. Forms from each office should be batched whenever possible.

B. All requests for information from the Washington State Patrol's Criminal Identification Section must bear the name of a person designated to request and receive such information (see attached listing).

C. The designee will authorize all DCFS requests to the State Patrol.

D. Because of gaps in the Washington State Patrol's files and the Central Registry, staff doing criminal history checks are encouraged to check with local law enforcement agencies, where possible. Children and Family Service Centers should explore with local law enforcement agencies methods of obtaining information from them.

E. Information obtained from the Washington State Patrol or another law enforcement agency shall be safeguarded in the same manner as the information in the child abuse central registry established in RCW 26.44.070.

F. A check of the central registry of child abuse and local DCFS office CPS files shall also be made for those persons for whom a criminal history record check is required. A central registry check shall be made either by telephoning SCAN 234-3453 or writing to:

Division of Children and Family Services
OB-41
Olympia, WA 98504
Attention: Central Registry

Children's Services Personnel Authorized to Request and Receive Criminal History Information

	Primary Contact Person	Back Up
Spokane Center Office S. 121 Arthur, Suite A Spokane, WA 99202 MS: B32-6	Dave Perkins SCAN 584-1249	Frankie McBroom SCAN 584-1546
Colfax/Pullman CSO P.O. Box 149 300 S. Main Colfax, WA 99111 MS: B38-1	Freda Posey SCAN 545-5050	Barbara Sanborn SCAN 545-5050
Davenport CSO P.O. Box 640 8th and Park Davenport, WA 99122 MS: B22-1	Will Berry SCAN 545-6116	Judy Krupke SCAN 545-6116
Moses Lake CSO P.O. Box 1399 1620 S. Pioneer Way Moses Lake, WA 98837 MS: B13-2	Carol Billesbach SCAN 282-2250	Loretta Lucas SCAN 282-2265
Wenatchee CSO P.O. Box 3088 325 N. Chelan Wenatchee, WA 98801 MS: B4-1	Gloria Eakles SCAN 565-0488	Judy Cain SCAN 565-0596
Okanogan CSO Rt. 1, Box 1234 S. 2nd Okanogan, WA 98840 MS: B24-1	Vivian Rooks SCAN 336-1011	Vicky Bergstrom SCAN 336-1011
Spokane North CSO P.O. Box TAF C-41 E.232 Lyons Spokane, WA 99220 MS: B32-4	John Dean SCAN 249-5600	Carmen Farley 249-5600

	Primary Contact Person	Back Up
Spokane East CSO P.O. Box TAF C-40 S. 121 Arthur Spokane, WA 99220 MS: B32-1	Elaine Tyrie SCAN 584-1219	Brian Barbour SCAN 584-1212
Spokane Southeast CSO P.O. Box TAF C-42 N. 1425 Washington 2nd Floor Spokane, WA 99220 MS: B32-2	Bob Doty SCAN 545-2195	Bob Biondi 545-2188
Spokane Central Support CSO P.O. Box TAF C-37 N. 1425 Washington Spokane, WA 99220 MS: B32-3	Kay Porta SCAN 545-2146	Joyce Wright SCAN 545-2090
Colville CSO 1100 S. Main Colville, WA 99114 MS: B33-1	Greg Colburn SCAN 574-1011	Barbara Pacerelli SCAN 574-1202
Newport CSO P.O. Box 570 4th and Warren Newport, WA 99156 MS: B26-1	Harry Sedies SCAN 545-3043	Janet Thomas SCAN 545-2290
Yakima Center Office P.O. Box 9428 2515 Main Street, Valley Mall Yakima, WA 98909 MS: B39-6	Celeste Sunderland SCAN 558-2826	Betty Coles SCAN 558-2290
Ellensburg CSO P.O. Box 1183 525 Mountain View Ellensburg, WA 98926 MS: B19-1	Karla Smith SCAN 686-1111	Dave Gruber SCAN 686-1111
Yakima CSO P.O. Box 9788 2515 Main Street, Valley Mall Yakima, WA 98909 MS: B39-1	Janet Dahlin SCAN 558-2150	Bob Asbury 558-2207

	Primary Contact Person	Back Up
Toppenish CSO P.O. Box 470 306 Bolin Dr. Toppenish, WA 98948 MS: B50-1	Nancy Frenchette-Bagley SCAN 263-0100	Marilyn McGree SCAN 263-0100
Sunnyside CSO P.O. Box 818 208 S. 8th Street Sunnyside, WA 98944 MS: B54-1	Anita Schmidt SCAN 263-0100	Bill Rheinschmidt SCAN 263-0100
Pasco CSO P.O. Box 931 800 W. Court Pasco, WA 99301 MS: B11-1	Dwayne Upp SCAN 526-0100	Barbara Pepin SCAN 526-0100
Walla Walla CSO P.O. Box 517 206 W. Poplar Walla Walla, WA 99362 MS: B36-1	Vi Scott SCAN 629-4371	Ron Lindquist SCAN 629-4371
Clarkston CSO 720 - 6th Street Clarkston, WA 99403 MS: B2-1	Connie Murphy SCAN 545-5037	Dallas Hohnsbehn SCAN 545-5037
Everett Center Office 416 Central Building 1719 Hewitt Avenue Everett, WA 98201 MS: N31-9	John Troutner SCAN 265-5722	
Mountlake Terrace CSO 21309 - 44th Ave. West Mountlake Terrace, WA 98043 MS: N52-1	Carol Landeas SCAN 544-1011	Carol Northrup SCAN 544-1213
Mount Vernon CSO P.O. Box 310 1800 Continental Place Mount Vernon, WA 98273 MS: 29-1	Barbara Thompson SCAN 542-1400	Yvonne Messick SCAN 542-1438
Smokey Point CSO MS: B65-1 Route via N31-1	Helen Gamet	

	Primary Contact Person	Back Up
Oak Harbor CSO P.O. Box 909 2415 - 20th NW Oak Harbor, WA 98277 MS: B15-1	Dwayne Berg SCAN 542-1505	Phil Anderson SCAN 542-1505
Bellingham CSO P.O. Box 639 4101 Meridian Street Bellingham, WA 98226 MS: B37-1	Millie Mangels SCAN 738-2570	Dena Burton SCAN 738-2570
Everett CSO P.O. Box 527 2809 Grand Everett, WA 98206 MS: N31-1	Frank Coburn SCAN 265-8484	Karlen Carle 265-8484
Seattle Center Office Child Care Agency, Licensing Unit 2809 - 26th Avenue S. Seattle, WA 98144 MS: N56-1	Larry Levine SCAN 339-4080	Bettye Scott 339-4080
King Eastside CSO 15821 NE 8th Street Bellevue, WA 98008 MS: N40-1	Betty Cabaniss SCAN 658-7072	Pat Barnhart SCAN 658-7101
King South CSO P.O. Box 848 21851 - 84th Avenue So. Kent, WA 98031 MS: N43-1	Sophie Tersiisky SCAN 376-2663	Sue Browning SCAN 376-2653
Centralized Children's Services Office 2809 - 26th Ave. S. Seattle, WA 98144 MS: N56-6	Rosie Oreskovich SCAN 339-4224	Arlene Miletich SCAN 338-4224
King North CSO 907 NW Ballard Way Seattle, WA 98107 MS: N42-1	Blanche Simmons SCAN 428-7763	Eloise Valdez-Heald SCAN 428-7753

	Primary Contact Person	Back Up
Rainier CSO 3600 S. Graham Seattle, WA 98118 MS: N41-1	Gwenn McElland SCAN 339-4654	Rose Wentz SCAN 339-5702
Burien CSO 15811 Ambaum Blvd. S. Seattle, WA 98166 MS: N44-1	Betsy Pierce SCAN 381-1300	
Capitol Hill CSO 1700 Cherry Seattle, WA 98122 MS: N46-1	Sharon Kleinhen SCAN 576-7407	
Tacoma Center Office 1305 Tacoma Ave. S. Tacoma, WA 98402 MS: N27-5	Joan Rutherford SCAN 462-2761	Kristy Galt SCAN 462-2922
Pierce Centralized Services 1301 Tacoma Ave. S. Room 114 Tacoma, WA 98402 MS: N27-1	Louise Peele SCAN 462-2566	Robert Harris 462-2298
Bremerton CSO 4810 Auto Center Way Bremerton, WA 98312 MS: B18-1	James Van Houton SCAN 356-4690	Nancy Carter SCAN 356-4690
Olympia Center Office P.O. Box 7489 Olympia, WA 98504 MS: KR-23	Steve Ennett SCAN 234-4148	
Aberdeen CSO P.O. Box 189 405 W. Wishkah Aberdeen, WA 98520 MS: B14-1	Gary Anderson SCAN 325-1263	Richard Englund SCAN 325-1280
Chehalis CSO P.O. Box 359 Chehalis, WA 98532 MS: S21-1	Gordon Sincock SCAN 332-1011	Jim O'Neal 332-1202

	Primary Contact Person	Back Up
Kelso CSO P.O. Box 330 711 Vine Kelso, WA 98626 MS: S8-1	Carol Sande SCAN 239-2194	Ann Watkins SCAN 239-2160
Olympia CSO P.O. Box 1816 5000 Capitol Blvd. Olympia, WA 98504 MS: KR-11	Mariam Madison SCAN 234-5981	Jean Lott 234-5981
Port Angeles CSO 716 South Chase Port Angeles, WA 98362 MS: B5-1	Eileen Gatlin SCAN 632-1223	Betty Warder SCAN 632-1236
Port Townsend CSO P.O. Box 554 802 Sheridan Port Townsend, WA 98368 MS: B 14-1	Dennis Kelley SCAN 632-1254	
Shelton CSO P.O. Box 1127 110 W. "K" Street Shelton, WA 98584 MS: B23-1	Lu Nichols SCAN 745-1136	Tom Wingard 745-1155
South Bend CSO P.O. Box 87 South Bend, WA 98586 MS: B25-1	Jack Gray SCAN 325-1236	Brandon Harnisch SCAN 325-1236
Vancouver CSO P.O. Box 751 Vancouver, WA 98666 MS: S6-1	Marian Gilmore SCAN 476-6167	Ken Nichols SCAN 476-6188
White Salmon CSO P.O. Box 129 White Salmon, WA 98672 MS: B20-1	Marcie Danielson SCAN 476-6583	Jeff Schriner (Stevenson Office) SCAN 476-6522 Mary Lou Orthman (Goldendale Office) SCAN 476-6636

DSHS 14-239(X) (07/84), WASHINGTON STATE PATROL IDENTIFICATION SECTION
REQUEST FOR CRIMINAL HISTORY RECORD INFORMATION

WASHINGTON STATE PATROL

IDENTIFICATION SECTION

REQUEST FOR CRIMINAL HISTORY RECORD INFORMATION

PLEASE TYPE OR CLEARLY STAMP THE ADDRESS TO WHICH OUR RESPONSE IS TO BE MAILED. (A RETURN ENVELOPE WOULD BE APPRECIATED.)

_____
_____
_____

USE THIS FORM WHEN REQUESTING CRIMINAL HISTORY RECORD INFORMATION FROM THE WASHINGTON STATE PATROL IDENTIFICATION SECTION. MAIL YOUR REQUEST TO P.O. BOX 2527, OLYMPIA, WA 98504.

FOR OUR SEARCH PURPOSES, PLEASE PROVIDE AS MUCH INFORMATION AS POSSIBLE IN THE SPACE BELOW:

WA STATE IDENTIFICATION NUMBER (SID): WA1 _____

NAME: _____
LAST FIRST MIDDLE

ALIAS/MAIDEN NAME: _____

DOB: _____ SEX: _____ RACE: _____ EYES: _____ HAIR: _____

SOCIAL SECURITY NUMBER: _____

FBI NUMBER: _____

_____ _____
NAME AND TITLE OF PERSON MAKING REQUEST DATE

DSHS 14-239(X) 7/84 (Formerly DSHS 0-36) QX A-198

DSHS 14-239(X) (07/84), WASHINGTON STATE PATROL IDENTIFICATION SECTION REQUEST FOR CRIMINAL HISTORY RECORD INFORMATION (cont.)

CRIMINAL/ARREST HISTORY REQUEST FORM

Instructions

General

This form is used to request computer file information from the State Patrol Identification Section regarding both the arrest and conviction histories of alleged perpetrators of CA/N applicants for a child care license, or persons with whom a child will be placed.

Future plans are for this information to be requested via local law enforcement computer terminal. Since information requests must be hand processed for the present, it is important that they be batched where possible and that the name and address of the person designated to receive the information be clearly printed.

Items

Washington State Identification Number: Optional item. This is the number assigned to each name in the file. If know, it can save search time.

Name: Include name of subject.

Alias/Maiden Name: Provide, if possible.

Date of Birth: Should be provided.

Physical Descriptions: Include if possible.

Social Security Number: Provide.

FBI Number: Include if known.

Address: Hand processing of these requests makes a correct return address essential.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO: T-5
Issued: August 3, 1984

FROM: Gerald Thomas, Assistant Secretary
Health and Rehabilitation Services

SECTIONS REVISED: None

EFFECTIVE: Immediately
FOR INFORMATION CALL:
Diana Larsen-Mills
SCAN 234-0432 or
non-SCAN 753-0432

IF NOT DELIVERABLE, RETURN TO: MANUAL PRODUCTION UNIT MS OB-16

SUBJECT: DCFS MANUAL, CHAPTER 24, FAMILY RECONCILIATION SERVICES (FRS)

Place this notice in front of Chapter 24, DCFS Manual, and note on Tan Notice Control Sheet the date Notice No. T-5 was entered.

BACKGROUND

Notice No. G-100, "Reduction of Family Reconciliation Services (FRS)," Chapter 24, was inadvertently included when the DCFS Manual was issued. G-100 was removed by instructions in G-157, issued June 29, 1983.

Also, G-114, "Tracking Ineligible Family Reconciliation Service Applicants," is no longer in effect.

ACTION REQUIRED

Remove G-100 and G-114 from your DCFS Manual.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO.: T-45
ISSUED: 04/29/86

FROM: DIVISION OF CHILDREN/FAMILY SERVICES
Shirley Goins, Director

SECTIONS REVISED:
24.37

EFFECTIVE: 05/01/86
FOR INFORMATION CALL:
Diana Larsen-Mills
Non-SCAN 753-0432 or
SCAN 234-0432

IF NOT DELIVERABLE, RETURN TO: MANUAL PRODUCTION UNIT, MS OB-16

SUBJECT: FAMILY RECONCILIATION SERVICES I&R TIME REQUIREMENT

Place this notice in front of the DCFS Manual, Chapter 24, and note on the Tan Notice Control Sheet the date Notice No. 45 was entered.

Summary of Change

The Family Reconciliation Services time requirement for an information and referral contact is being changed to make it consistent with the information and referral expectations of Child Protective Services.

24.37 FRS Recording Requirements

A. Some FRS service episodes will last less than one half hour.

In all situations which are resolved or referred outside (i.e. no continuing support or intake/assessment activity required) within the first half hour by the CSO service worker doing intake, the information required for monitoring (see 24.23) will be recorded on an intake log.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO.: T-70
Issued: 07/11/88

FROM: CHILDREN, YOUTH, AND FAMILY SERVICES
Katharine Briar, Assistant Secretary

SECTIONS REVISED:
32.13 K, 32.41

EFFECTIVE: Immediately
FOR INFORMATION CALL:
Dan Gadman
Non-SCAN 753-0561 or
SCAN 234-0561

IF NOT DELIVERABLE, RETURN TO: DSHS STOCKROOM MS FB-11
FOR MANUAL DISTRIBUTION CHANGES, PLEASE NOTIFY: OFFICE OF STAFF SERVICES AT MS OB-22

SUBJECT: 1. EXTENSION OF VOLUNTARY PLACEMENT LIMITATION TO 180 DAYS

2. PROCEDURES FOR USE OF THE DSHS 9-04B, VOLUNTARY PLACEMENT AGREEMENT

Place this notice in front of DCFS Manual, Chapter 24, and note on the Tan Notice Control Sheet the date Notice No. T-70 was entered.

A. BACKGROUND

DSHS originally placed limitations on the length of voluntary placements as a means to reduce risk of foster care drift and delayed permanency planning. In implementing P.L. 96-272, DSHS restricted voluntary placements to three months in order to ensure timeliness of court reviews. In addition, because Washington State did not have authority to claim Title IV-E funds on voluntary placements, this restriction also reduced expenditures in the state-funded foster program.

With the development of the Administrative Review system for P.L. 96-272 and amendment of the state's Title IV-E plan to allow IV-E payments on certain voluntary placements, it is now possible to expand the use of voluntary placements.

This material describes those placement situations which are appropriate to authorize under a voluntary agreement between DSHS and the parent. Procedures for completing DSHS 9-04B Voluntary Placement Agreement which meets the requirements of P.L. 96-272 are also given. An agreement format, rather than the consent to place format, is used. This emphasizes the responsibilities which both the parent and state have to ensure that activities occur which will result in the child's return home or movement toward an alternate permanent placement. This material

also implements procedures for obtaining signatures under the state of Washington Parenting Act of 1987.

Until further notice, private placement agencies will continue to use the DSHS 9-04(X) Placement Authorization and Acknowledgement form for children placed under their supervision. DCFS staff should continue to use the DSHS 9-04(X) for court-ordered placements for parents to acknowledge, if appropriate, their responsibility to make payments to the Office of Support Enforcement.

In addition, and until further notice, DCFS staff and private placement agencies shall continue to accept voluntary placement consents relative to Indian Children only when validated by the juvenile court.

B. ACTION REQUIRED

Delete the text of Section 32.13 K of the DCFS Manual and replace the text with the following:

K. Use of Voluntary Placement

Voluntary placements are limited to 180 days, unless an extension is approved by the regional administrator or area manager and an administrative review has occurred.

DCFS may not extend a voluntary placement if the extension will result in the child being in continuous out-of-home care for longer than eighteen months without a court review hearing.

DCFS shall not use voluntary placements in those cases where the return of a child to his/her parents would pose a risk of imminent harm to the child or in situations where the family is not working cooperatively with the department.

DCFS shall not enter into a voluntary placement agreement unless DCFS is reasonably assured that the parent agreeing to placement has the legal authority to do so. In all voluntary placements, DSHS staff shall work diligently to involve both parents in case planning.

C. PROCEDURES

Delete the text of Section 32.41 of the DCFS Manual and replace it with the following:

32.41 Voluntary Consent Placement Requesting DSHS Financial Support

A. When assessing the appropriateness of placement on a voluntary

basis versus a court ordered one, DCFS service worker should evaluate the following factors:

1. Would the child be at risk of imminent harm if the parents withdrew their support from the voluntary agreement?

2. Are the parents entering into the agreement willingly? Do they comprehend their responsibilities under the agreement and the responsibilities they have given to DCFS?

3. Does the plan for out-of-home care have a short term focus limited to 180 days or less and is the permanent plan to return the child to his/her parents?

4. Will a lack of early court involvement delay achieving a permanent placement?

5. Are the child's placement needs such that it is appropriate to provide placement services on a trial basis, rather than having them ordered by the court?

6. Does the child need the protection of the court in order to ensure he/she receives services or does DCFS need the authority of the court in order to deliver services?

B. The DCFS service worker shall complete the Voluntary Placement Agreement (DSHS 9-04 B, copy attached) by:

1. Involving both parents in the discussion and the decision to place the child in care. If one parent is not immediately available, the case worker should work with the other parent to involve the absent parent, and hold preliminary discussions with the signing parent as to what actions will occur if the absent parent should request visits or termination of the voluntary placement.

2. Reviewing and discussing the contents of the agreement with the parents including the activities which they will engage in and the activities DCFS will engage in, in order to meet the terms of the agreement.

3. Establishing and recording the time period, both begin and <u>end</u> dates, for the voluntary placement on the form. Projecting the <u>end</u> date of the placement is critical in maintaining the short term focus of the placement.

4. Advising parents of the need to request termination of an agreement in writing and with 72 hours notice if they wish to end the placement prior to its agreed termination.

C. The DCFS service worker shall obtain the parent(s) signature on the placement agreement. For legal and case planning reasons, efforts should be made to secure both parent's signatures on the placement agreement. <u>If only one parent is available, a voluntary placement agreement should not be negotiated unless</u>:

1. The parent who signs is a single parent, or by divorce or legal separation is the custodial parent; or

2. The parent has authority pursuant to a parenting plan to sign the agreement, or is the parent with whom the child resides the majority of the time as specified in the parenting plan, or has been designated custodian of the child in the parenting plan.

If only one parent signs the voluntary placement agreement, that parent must also certify under penalty of perjury that they have the authority to sign the agreement. If DCFS staff doubts the authenticity of the parent's statement, the worker shall obtain consultation with the Assistant Attorney General, or reevaluate the plan for a voluntary placement.

D. The DCFS service worker must also sign the voluntary placement agreement for it to be valid.

E. The DCFS service worker is responsible for monitoring the Voluntary Placement Agreement. If at any point the DCFS service worker determines that the parent(s) are not complying with the voluntary placement agreement, or if the child's needs are not being met through the voluntary placement, the service worker may exercise the options of either terminating the placement or taking steps to have the placement become court-ordered.

F. The DCFS service worker may request an exception to the 180 day limit. Regional Administrators or Area Managers have the authority to grant exceptions to the 180 day limit on voluntary placements if:

1. An <u>administrative review has occurred</u> and has recommended that placement continue on a voluntary basis, <u>and</u>

2. The extension will not cause the child to remain in out-of-home care for a period of eighteen months without a court review hearing being held that meets the requirements of P.L. 96-272, <u>and</u>

3. Continued voluntary placement is appropriate in that one of the following exists:

   a. The return of the child to his own home or other permanent placement is imminent; or

   b. The child is seventeen years of age or older.

G. Child placement agencies will continue to use the DSHS 9-04(X), Placement Authorization and Acknowledgement form for children whose voluntary placement is supervised by them. NOTE: If DCFS is supervising the placement but "borrowing" a Child Placement Agency home, the Voluntary Placement Agreement, rather than the Placement Authorization and Acknowledgement form is to be used.

H. The DCFS service worker should continue to use the DSHS 9-04(X) for court-ordered placements for parents to acknowledge, when appropriate, their responsibility to make payments to the Office of Support Enforcement.

I. Until further notice, the procedures outlined in the DCFS policy memo dated July 17, 1987 on the subject "Indian Child Welfare Bill," will be followed relative to the voluntary placement of Indian Children in foster care. DCFS will not make or approve voluntary placement of Indian children into foster care unless the consent is executed in writing before the court and appropriately validated by the court.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF DCFS MANUAL

NOTICE NO.: T-79
Issued: 09/12/88

FROM: Katharine Briar, Assistant Secretary
Children, Youth and Family Services

SECTIONS REVISED: 32.61
(Also add to Chapters 24, 26, and 34)

EFFECTIVE: July 1, 1988
FOR INFORMATION CALL:
Dick Anderson
SCAN: 234-0240
Non-SCAN: 753-0240

IF NOT DELIVERABLE, RETURN TO: DSHS STOCKROOM MS FB-11
FOR MANUAL DISTRIBUTION CHANGES, PLEASE NOTIFY OFFICE OF STAFF SERVICES AT MS OB-22.

SUBJECT:
1. SOCIAL WORKERS ROLE IN DETERMINING ELIGIBILITY FOR FEDERAL FUNDING FOR CHILDREN IN OUT-OF-HOME CARE
2. REVISED APPLICATION PROCEDURES FOR OTHER FINANCIAL BENEFITS ON BEHALF OF CHILDREN IN OUT-OF-HOME CARE
3. USE OF ELIGIBILITY ACTION REFERRAL, DSHS 14-279
4. USE OF FAMILY FACE SHEET, DSHS 14-24
5. USE OF FINANCIAL RESOURCES DATA SHEET, DSHS 14-281
6. USE OF FINANCIAL RESOURCES REDETERMINATION DATA SHEET, DSHS 14-280

Place this notice in front of DCFS Manual Chapters 24, 26, 32, 34, and note on the Tan Notice Control Sheet the date Notice T-79 was entered.

A. BACKGROUND

Recent federal audits have identified problems in the current methods of determining eligibility for federal financial participation in the state's foster care program. In order to assure that the state makes maximum use of federal resources in financing its program of providing foster care and adoption support, new procedures are being introduced.

These policies and procedural changes meet the following objectives:

1. Enhance federal financial participation in the foster care program.

2. Ensure that all other benefits for which children are eligible are claimed on their behalf.

3. Streamline the role of the Social Worker in accomplishing such tasks as data collection, eligibility determination, referral for other financial benefits, and enumeration procedures.

4. Specialize the function of eligibility determination by placing responsibility for this activity with staff trained in this function.

The revised eligibility process and accompanying forms were developed in conjunction with recommendations received from State IV-B/IV-E Coordinators, Work Environment Action Committee (WEAC), and numerous social services staff in DCFS offices.

In the past, Title IV-E eligibility determinations have been made by social workers who completed the DSHS 14-140(X) forms. With the development of these new procedures, the social worker's primary role is to collect data from the child's family regarding their available financial resources. In addition, the revised procedures are designed to identify other financial resources for which the child and/or parents may be eligible.

B. POLICY STATEMENT

DCFS shall review the circumstances of every child placed in foster care to determine the child's eligibility for Title IV-E and/or other financial benefits.

The DCFS Social Worker shall review each case when the child first enters care and every six months thereafter if necessary. The role of the Social Worker is to collect data regarding the family's social and financial circumstances.

The Eligibility Specialist shall analyze the data, make eligibility determinations, apply for other financial benefits, and notify appropriate parties of the results of these actions.

C. ELIGIBILITY PROCEDURES FOR CHILDREN WHOSE PLACEMENT IS SUPERVISED BY DSHS

1. The DCFS Social Worker shall take the following actions on each initial placement:

a. Authorize payment within five working days of placement. Indicate state funds (code 5) as the initial source of funds on the SSPS Social Services Authorization, DSHS 14-154(X).

b. Complete/obtain the following items within thirty (30) days of placement.

(1) Family Face Sheet, DSHS 14-24(X);

(2) Financial Resources Data Sheet, DSHS 14-281, on all children whose placement is supervised by DSHS, including those in private agency care if DSHS is the supervising agency;

(3) The Child Placement and Legal History, DSHS 15-192;

(4) Social Services Authorization, DSHS 14-154(X);

(5) ITIS Clearance (if already available);

(6) Notification to Financial Services, DSHS 14-226(X); and

(7) The Voluntary Placement Agreement or petition and court order leading to the initial removal from the home.

c. Transmit a copy of the above items to the Eligibility Specialist using the Eligibility Action Referral, DSHS 14-279, as a cover memo. The Social Worker completes Part I of this form indicating which of the above listed items are attached.

d. Request the Eligibility Specialist determine the child's IV-E eligibility. Complete Part II of the Eligibility Action Referral, DSHS 14-279.

e. Request the Eligibility Specialist assist in applying for benefits to which the child may be entitled. The application procedures for benefits which require efforts in addition to the completion of forms (such as personal office visits for SSI benefits), will continue to be conducted by the Social Worker. Since local office procedures vary throughout the state, the roles of the Eligibility Specialist and Social Worker in applying for other financial benefits may vary accordingly. It shall be the responsibility of each region to define these roles according to local practice.

f. Change the DSHS 15-159 to show the correct source of funds after notification is received from the Eligibility Specialist as described in the next section.

2. The Eligibility Specialist shall take the following action upon notification of each placement:

a. Receive the Eligibility Action Referral, DSHS 14-279, and accompanying packet of materials from the Social Worker.

b. Determine IV-E eligibility for the child.

c. Notify the Social Worker of the correct source of funds via the color coded forms; Notification of Funding Category for Placement, DSHS 2-501, 2-501A, and 2-501B.

NOTE: In addition to notifying the Social Worker of the correct source of funds, some regions may elect to have the Eligibility Specialist also enter the change on SSPS. The IV-E Coordinator in each region will determine this responsibility.

d. Assist the Social Worker in the application for other benefits such as SSI, SSA, Veteran's benefits, etc.

e. Make referrals to the Office of Support Enforcement and Provider Services if the child has other medical insurance.

3. Six-Month Eligibility Redetermination Process

Children who are eligible for Title IV-E funding must have their eligibility redetermined every six months.

a. Four weeks prior to the redetermination month, the Eligibility Specialist will notify the Social Worker by sending the Financial Resources Redetermination Data Sheet, DSHS 14-280.

b. The Social Worker completes the Redetermination Data Sheet and returns it to the Eligibility Specialist within 20 days. Include an updated copy of the DSHS 15-192, Child Placement and Legal History.

c. The Eligibility Specialist completes the review and advises the Social Worker via the color coded DSHS 2-501, 2-501A, or 2-501B if the child continues to be eligible for IV-E or if the source of funds should be changed.

4. Purpose of Forms

The Family Face Sheet, Financial Resources Data Sheet, and Financial Resources Redetermination Data Sheet are used to:

a. Function as a face sheet for all children receiving DSHS services.

b. Serve as a data collection instrument on the family and child(ren)'s social and financial circumstances.

c. Provide information for the Eligibility Specialist at the time of the Title IV-E semi-annual redetermination.

d. Provide information for referral to the Office of Support Enforcement.

e. Provide information for Provider Services in claiming third party liability medical insurance.

f. Provide information for WIN referral.

g. Provide information relative to other benefits for which the child might be entitled.

h. Provide information necessary to file a social security number application.

i. Serve as the source document to validate claims for Title IV-E federal funds in the foster care program.

D. PROCEDURES FOR CHILDREN WHOSE PLACEMENT IS SUPERVISED BY A CHILD PLACING AGENCY (CPA)

1. The CPA shall take following action:

a. Complete pages 1 and 2 of the Source of Funds Application, DSHS 14-140(X). This form serves as the face sheet instead of the DSHS 14-24(X).

b. Submit the DSHS 14-140(X) to the appropriate DCFS office along with the ISP and legal authority to place.

2. The DCFS Social Worker shall take the following action:

a. Authorize payment within five working days for children whose placement they have approved. Indicate source of funds as state (code 5).

b. Submit copies of the following items to the Eligibility Specialist within 30 days of placement.

(1) Eligibility Action Referral Form;

(2) DSHS 14-140(X);

(3) Social Services Authorization, DSHS 14-154(X);

(4) Notification to Financial Services, DSHS 14-226(X); and

(5) Placement Authorization and Acknowledgement, DSHS 9-04(X), or court order authorizing placement.

3. The Eligibility Specialist shall take the following action:

a. Refer the case to the Office of Support Enforcement or Provider Services, if appropriate.

b. Review for potential benefits from other sources such as SSI or SSA.

c. Inform the Social Worker if there are benefits to which the child may be entitled and assist in the application process.

E. PLACEMENTS NOT REQUIRING A IV-E DETERMINATION

The following types of placements do not require a referral to the Eligibility Specialist for a IV-E determination.

1. Placements lasting less than 72 hours (excluding weekends, holidays).

2. Relative placements where no foster care payment is made because the relative elects to receive AFDC benefits. A referral is required should the child be later removed and placed in a home where a foster care payment is made.

DCFS MANUAL: CHAPTER 24 -- FAMILY RECONCILIATION SERVICES

TO: Holders of DCFS Manuals

NOTICE NO.: T-93
ISSUED: 04/03/91

FROM: Colleen Waterhouse, Acting Director
Division of Children & Family Services

SECTIONS REVISED:
24

EFFECTIVE: Immediately
FOR INFORMATION CALL:
586-4465 or SCAN 321-4465

IF NOT DELIVERABLE, RETURN TO: MANUAL DISTRIBUTION CENTER, MG-13.
FOR DISTRIBUTION CHANGES, NOTIFY: MANUAL PRODUCTION, MS OB-16.

SUBJECT: PROCEDURES FOR AT-RISK YOUTH

Place this notice in front of DCFS Manual, Chapter 24, and note on the Tan Notice control Sheet the date Notice No. T-93 was entered.

A. BACKGROUND

The 1990 Legislative Session passed Engrossed Second Substitute Senate Bill 6610. This act relates to "At-Risk" youth and amends the old Family Reconciliation Act. The intent of the act is to allow for a process, that empowers parents to use court intervention to keep their children at home or in an alternative placement of their choice. Parents are financially responsible for all court ordered intervention or alternative placements.

The new law included a disclaimer for implementation if resources were unavailable. Funding for court intervention was provided to the Department of Community Development (DCD). Courts access the funds through DCD and are reimbursed through a fee for service schedule. The Division of Children and Family Services (DCFS) did not receive additional funding to implement the new law. DCFS is not required to provide services beyond Family Reconciliation Services (FRS) intake and assessment, crisis counseling and/or Homebuilders. Parents are fully responsible for accessing the DCFS system, for filing petitions, obtaining attorneys, providing the court with plans, and monitoring court orders.

DCFS agreed to cooperate with the law's intent, allowing time to assess the impact on the current FRS program. Social Workers were asked to record the number of families and the time required to follow the cases through December 1990. The information was submitted to the FRS Program Manager for evaluation.

At-Risk workloads varied from county to county. Some counties received few inquiries and no families requesting further services or court intervention. Other counties received numerous requests and many families petitioning the court system to gain control of their child. In some cases, the court ordered DCFS to provide "intensive monitoring." These inequities, no funding for additional staff, and increasing number of families requesting service for at-risk youth, led to a need for "At-Risk" limitations.

B. ACTION REQUIRED

DCFS Social Workers will provide services to families through the Family Reconciliation Services (FRS) as outlined in Chapter 13.32 A. RCW.

Families with children who are "Dependent" or who have an open case with Child Protection Services (CPS) are not eligible for "At-Risk" Youth services. When a parent files an "At-Risk Petition" and an Alternative Residential Placement (ARP) is also filed, the court will hear them together. DCFS staff are responsible for completing required court work for the ARP, but not responsible for "At-Risk."

Parents requesting court intervention through an "At-Risk Petition" retain legal custody. They are responsible for pursuing any service and assistance from the court to keep their children in their own home or in an alternative placement. If the court grants an out of home placement, the family will arrange for that placement (i.e., drug treatment, relative placement, group care). The family is financially responsible for all court ordered intervention or placement costs. DCFS Social Workers are not required to assist the family in finding placements or filling out applications.

Families meeting the financial criteria for public pay, drug or alcohol treatment, will apply through income assistance at Community Services Offices. DCFS Social Workers are not expected to assist in the location of public funded beds or in filling out applications for the families.

C. PROCEDURES

All families requesting services will receive an intake and assessment completed by FRS Social Worker. At completion of the intake and assessment the FRS Social Worker will refer appropriate families for Phase II and/or Homebuilders to resolve conflict or prevent out of home placement. FRS services are provided without cost to the families.

Families wishing to file an "At-Risk Petition" will receive the petition from the FRS Social Worker. The FRS Social Worker will attach to the "At-Risk Petition" a copy of the intake and assessment or another similar form developed by the region. Documents accompanying the "At-Risk Petition" must include: a form that verifies DCFS did complete an intake and assessment; documents Phase II services were offered; and, recommends acceptance or rejection of an "At-Risk Petition." Extraordinary reasons may exempt the family from completing Phase II counseling. (Example: family is currently in counseling, counselor is recommending an "At-Risk Petition," and will continue working with the family after petition is filed.)

The family will proceed to the court clerk to file the petition and schedule hearings.

Social Workers are not responsible for attending "At-Risk" court hearings, monitoring compliance of court orders, or arranging or supervising placements. If ordered to do so by the court, they will comply. In such case, administration will communicate to the court that the law does not require DCFS involvement and DCFS was not funded to provide "At-Risk" services.

Families initiating or utilizing "At-Risk" court intervention are responsible for all planning for their child. The child remains in the custody of the parent and is not the legal responsibility of DCFS.

DCFS MANUAL: CHAPTER 24 -- FAMILY RECONCILIATION SERVICES

RECEIVED
JAN 14 1994
DIVISION OF CHILDREN AND FAMILY SERVICES

TO: Holders of DCFS Manuals

NOTICE NO.: T-109
ISSUED: 12/30/93

FROM: Gerard Sidorowicz, Director
Division of Children & Family Services
MS 45710

SECTIONS REVISED:
Chapter 24

EFFECTIVE: Upon Receipt
FOR INFORMATION CALL:
SCAN 234-6761 or 753-6761

IF NOT DELIVERABLE, RETURN TO: MANUAL DISTRIBUTION CENTER, MS 45807.
FOR DISTRIBUTION CHANGES, NOTIFY: MANUAL PRODUCTION, MS 45806.

SUBJECT: UNIFORM PROGRAM STANDARDS FOR FAMILY RECONCILIATION SERVICES AND CRISIS RESIDENTIAL CENTERS

Place this notice in front of Chapter 24 of the DCFS Manual and note on the Tan Notice Control Sheet the date Notice No. T-109 is entered.

A. BACKGROUND

The 1991 Legislature created the Juvenile Issues Task Force which reviewed, among other issues, the programs serving at-risk youth. The Task Force evaluated the Family Reconciliation Services Programs and the use of Crisis Residential Centers, resulting in a wide range of recommendations both for new legislation and for Division policy to strengthen these programs.

DCFS responded to these recommendations, in part, by establishing these Uniform Program Standards for Family Reconciliation Services and Crisis Residential Centers. The objectives of these standards are to meet legislative mandate and intent, to strengthen good social work practices, and to provide quality assurance for these programs.

B. ACTION REQUIRED

Add the following in Chapter 24 under the new section 24.50:

Uniform Program Standards for Family Reconciliation Services and Crisis Residential Centers.

All offices of the Division of Children and Family Services shall provide, at a minimum, the following services:

A. OUTREACH SERVICES

1. Each local office or the regional office annually informs by mail all law enforcement agencies, courts and school districts (including private schools) in its catchment area about Family Reconciliation Services and how to contact the DCFS office in their area for services or further information.

2. The phone number for "Family Reconciliation Services" is published in the phone directories serving each local office catchment area.

3. The brochure "We Want to Help" is provided to all parents and children requesting information about FRS services. The information contained in the brochure is provided verbally in the case of telephone inquiries.

4. Local offices provide speakers about FRS when requested by community groups, schools, etc., as staff time allows.

B. FAMILY RECONCILIATION SERVICES

1. The region has written agreements or a letter of understanding with all tribes in the region regarding availability of 24-hour Family Reconciliation Services within boundaries of reservations.

2. Split-coded FRS FTEs are found only in generic intake staff, after-hours staff and to ensure backup FRS coverage.

3. All FRS FTEs allotted to the region are carrying FRS cases and are not carrying cases beyond 90 days.

4. FRS Phase I counseling services are face-to-face, include the whole family (whenever possible) and are provided at a location convenient to the client as staff time allows. Clients who are disabled or clients without transportation are offered services in their homes.

5. Designated (in-house) Phase II DCFS staff shall meet the same time lines and service expectations, including termination summaries, as contracted Phase II counselors. All FRS Phase II services are provided at a time and location convenient to the client.

6. Families in conflict and runaways are offered Phase II FRS Services, and they are informed about the availability of Phase II FRS counseling and of their legal rights under ARP and ARY petitions.

7. All FRS workers know how to access interpreters for clients with limited English proficiency and clients who are hearing impaired.

8. All FRS social workers have been trained according to Department policies in working with culturally diverse clients and agencies.

9. All offices provide 24-hour, seven days a week telephone intake.

10. Contracted FRS Phase II services are available in each county.

C. CRISIS RESIDENTIAL CENTER SERVICES

1. CRC services are available within an hour's drive of the client's home for 90 percent of the regional population.

2. A CRC policy has been developed with each facility (contracted and non-contracted) which provides CRC services. This policy

   - defines service eligibility,
   - describes the placement process,
   - ensures social workers contact with the youth and family,
   - ensures that parents are notified of whereabouts of the child, and
   - describes the case staffing process as required by extension authorizations.

3. An FRS supervisor serves as "gatekeeper" of each contracted and non-contracted CRC facility. Gatekeeper responsibilities include:

   - ensuring that the brochure "We Want to Help" is provided to CRCs and law enforcement for distribution,
   - prioritizing placements,
   - authorizing and monitoring placements of more than five days, and
   - keeping law enforcement updated annually, or more often if necessary, concerning the location of CRC procedures for accessing CRC beds, and the name of the CRC gatekeeper.

D. QUALITY ASSURANCE

1. Providers of FRS or CRC services shall be given an opportunity to meet formally every biennium with DCFS staff for the purpose of ensuring understanding of and compliance with the FRS and CRC statements of work and the CRC policy and procedure.

2. Contractors providing FRS or CRC services are monitored for program and fiscal compliance every biennium.

3. Copies or synopses of the FRS Phase II, CRC and Homebuilders contract statements of work are provided to DCFS social workers providing FRS services.

4. One DCFS staff in each region shall be designated to coordinate the FRS/CRC program. Duties of the FRS/CRC coordinator shall include:

   - approval of billings,
   - interpretation of FRS and CRC contracts for providers and DCFS staff,
   - maintaining the CRC policy and procedure,
   - allocation of FRS Phase II funds,
   - preparation of an annual report on FRS and CRCs for the Division director to submit to the legislature to fulfill reporting requirements of RCW 74.13.036.

CHAPTER 24

FAMILY RECONCILIATION SERVICES (FRS)

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CHAPTER 24
FAMILY RECONCILIATION SERVICES (FRS)

24.00 PROGRAM AUTHORITY

Federal: Title 45, Code of Federal Regulations. Title IV, Part B, Child Welfare Services, 220.40 (b) (2).

State: RCW 13.32A.040, RCW 13.32A.090, RCW 13.32A.100, RCW 74.13.020(3)(4), RCW 74.13.031(1)(4)(7), WAC 388-15-010(1)(c), WAC 388-15-570.

24.10 POLICY

24.11 Purpose of Service

The purpose of the service is to reunite, maintain and strengthen families and to prevent out-of-home placement. Families who are in conflict may request family reconciliation services from the department. Such services shall be provided to alleviate personal or family situations which present a serious and imminent threat to the health or stability of the child or family and to maintain families intact wherever possible.

24.12 Service Description

A. Family reconciliation services shall be designed to develop skills and supports within families to resolve family conflicts and may include but are not limited to:

1. Referral to services for suicide prevention, legal, psychological, psychiatric or other medical care, or

2. Provision of counseling and/or information (i.e., about welfare, education, or other social services), as appropriate to the needs of the child and the family.

B. Family Reconciliation Services consist of the following components:

1. Intake/Assessment Services (IAS)

   Short-term counseling directed toward defusing the immediate potential for violence, assessing problems and exploring options leading to problem resolution. (See 24.31)

2. Crisis Counseling Services (CCS)

   Provision is made for time-limited counseling, for developing of skills and supports within family to resolve conflicts or for referring to other resources when appropriate. (See 24.34)

24.13 General Policies Related to this Service

A. The department offers Family Reconciliation Services on a voluntary basis to families in conflict or with runaway children.

B. Department policy is to keep families intact and strengthen and support the family units so as to prevent out-of-home placement.

C. The department will operate a single 24-hour, 7 day-a-week intake system for emergent situations including families in conflict, runaway children, and child abuse/neglect cases.

D. Each Community Service Office (CSO) will establish and maintain agreements and procedures with local law enforcement agencies to facilitate provision of 24-hour FRS by the CSO.

E. Each CSO shall establish and maintain agreements with Indian tribal social service agencies and staff and tribal law enforcement agencies regarding 24-hour FRS availability within the boundaries of Indian reservations. Such agreements may include BIA and Indian health services program availability.

F. CSOs may establish agreements with other local agencies such as Crisis Line and/or the community mental health center to provide a 24-hour a day, 7 day-a-week answering service for FRS. The answering service will not screen cases, but will refer all families in conflict and runaway children to the CSO.

G. The intake system will provide, at a minimum, a telephone consultation between a service worker and the client(s).

H. Prior to placement of a child, every attempt shall be made, through the provision of family reconciliation services, to prevent the removal of a child from the family unit. For placement services, see Chapters 31 - Crisis Residential Center, 32 - Child Foster Family Care, and 34 - Private Agency/Child Group Care.

I. In placement of American Indian children, except for emergency receiving home placements for protective purposes, procedures of Chapters 32.33 and 34.35 shall be followed.

J. After intake/assessment and when further counseling is needed (to prevent out-of-home placement, etc.) the counseling time will be at least 60 percent face-to-face. There shall also be flexible scheduling of appointments to meet the family's needs and to provide counseling in the family's home or a neutral community setting.

K. After having entered FRS and while a child is in receiving home or family crisis residential care, the contractor or CSO will continue to provide CCS. The contractor will coordinate with CSO staff who are responsible for filing petitions and completing other court-related functions. (See Chapter 23, Juvenile Court Process.)

L. When the CCS contracting funds allocated are completely expended and there are no funds available to contract for CCS, the CSO staff shall provide CCS or the client may be referred to another community social service agency or to the contracting agency for services to be paid for through the contracting agency's fee schedule without cost to the department.

M. Once a case record and all service authorizations have been closed, and another request is made to provide services to the same client(s) for a new crisis, the referral shall be deemed a re-referral. A crisis with a different child in the family is not a re-referral. (See 24.37.)

N. When services are provided to American Indian children/families, policies outlined in Chapter 01.04, American Indian Policy Statement, will be followed.

O. Service workers will complete all paperwork within five working days after termination of services.

24.14 Priorities Related to this Service

A. Priority 1 - Incidents of family conflict which present a serious and imminent threat to the health/stability of the child/family which involve violent or potentially violent behavior.

B. Priority 2 - Children who have run away from home.

C. Priority 3 - Incidents of family conflict which present a serious and imminent threat to the health/stability of the child/family which involve non-violent behavior.

24.15 Eligibility

A. Financial Eligibility: FRS services are provided without regard to income. See Chapter 03, Social Service Eligibility for forms and procedures.

B. Program Eligibility: A child and/or his/her parent(s)/guardian are eligible for service when referred to the CSO for services by law enforcement officers, juvenile courts, the parent(s) or the child, and the need is established according to the following criteria:

1. Families in Conflict:

   a. The family is experiencing child/parent problems (excluding custody disputes) to the extent that there is serious and imminent threat to the health/stability of the child/family; and

   b. Immediate intervention is necessary to prevent further breakdown; and

2. Actual runaways who:

   a. Request service or

   b. Are taken into custody (by a law enforcement agency) because they are:

      (1) Absent from their parent's home without consent and law enforcement has been contacted by the parent, legal guardian or custodian for the child, or

      (2) Found by law enforcement in circumstances which constitute a danger to their physical safety. (For child abuse/neglect incidents, see Chapter 26.)

C. Clients generally not eligible for Family Reconciliation Services:

   1. Families currently receiving counseling services from other DSHS Divisions or Bureaus or community agencies.

   2. Children who have been placed in group or regional crisis residential centers where crisis counseling services are provided as part of the CRC contract. (See Chapter 31, Crisis Residential Care.)

   3. Foster family care or group care cases in need of follow-up service. (See Chapter 32, Child Foster Family Care Services, or Chapter 34, Private Agency/Child Group Care.)

   4. Post-adoption cases still under supervision. (See Chapter 36, Adoption Services.)

24.16 Payment Rates

A. No payment is made for Intake/Assessment Services (IAS). For CCS, see vendor contract.

B. For specialized receiving care rates for a child who meets the criteria in 24.15, see Chapter 31 - Crisis Residential Care, and Chapter 32 - Child Family Foster Care.

24.21 Program Expectations/Response Time

A. A child's parents shall be immediately notified of the child's: Whereabouts; physical and emotional condition; and the circumstances surrounding his or her referral to the department.

B. A service worker shall initiate contact with a client within four hours after receiving a referral. Up to four hours of intake/assessment counseling, excluding service worker travel time, shall be completed within one working day of the initial request. Exceptions to these response time standards must be authorized in writing by supervisory staff and documented in the service record.

C. Child Protective Service (CPS) and Family Reconciliation Services (FRS) supervisors shall jointly decide the need for a CPS investigation and/or CPS services.

D. Crisis Counseling Services (CCS) are voluntary and are limited to fifteen hours per family. This 15 hour limit does not include the up to four hours of CSO provided intake/assessment. The up to 15 hours CCS must be delivered within 30 calendar days of the request/ referral.

E. Crisis Counseling Services provided to a child placed in receiving care or a family crisis residential center must be delivered immediately to endeavor to return the child to his/her home within the first 72 hours of placement.

F. For clients referred to CCS (contract) vendors, if the 24-hour or less response is not required, service workers shall advise the provider by an entry on the delivery order or on the DSHS 154/159 to see (face-to-face contact) the client/family within 72 hours (with the family's agreement).

24.22 Appropriate Program/Service Outcomes

The following are possible and appropriate program or service outcomes in order of preference:

A. Child and family receive FRS counseling and the child remains at home.

B. Child and family receive FRS counseling, the child is placed in temporary out-of-home placement, the family ability to cope is strengthened and the child is then returned home to reunite the family.

C. Child and family receive FRS counseling and the child is placed out-of-home in the best interests of the family.

D. Child and family are referred for CCS and they chose not to return and/or contact is lost.

24.23 Monitoring Requirements

Regional and state office will monitor the CSOs' practices and procedures, FRS intake logs and client service records relating to the following categories:

A. Procedures to publicize the FRS telephone numbers, compliance with availability of 24-hour a day, seven day-a-week IAS coverage.

B. Agreements and procedures with local law enforcement agencies, including discovering how many service workers and law enforcement officers are familiar with the agreements and procedures.

C. Performance in meeting program expectations of FRS (see 24.21) including time frames (i.e., 4 hour IAS limit, CCS face-to-face within 24 hours, etc.).

D. Compliance with re-referral policy (see 24.37).

E. Recording of information (see 24.38) and verification of authorizations made for provision of any additional CCS (beyond 15 hours).

F. Compliance with procedures for referring families to CCS contractors.

G. Opportunities for CCS contractors to participate in program planning and service coordination including development of local agreements.

24.30 SERVICE PROCEDURES

24.31 Provision of Intake/Assessment Services (IAS)

A. Contact shall be initiated with the client within four hours after receiving referral. Up to four hours of intake assessment shall be completed within one working day of the initial request. (The four hours of service does not include travel time of service workers.) Any exceptions will be documented as to the reason for not initiating contact and completing the service within the time requirements and will be approved by supervisory staff in writing and noted on an intake log or DSHS 2-305(X), Service Episode Record (SER).

B. During working hours, clients shall be referred to the appropriate service worker/unit, (i.e., situations of child abuse/neglect will be referred directly to Child Protective Services (CPS), and families in conflict or with runaway children will be referred to the Family and Children's Services Unit, see Chapter 02). After working hours, service requests from law enforcement, parent(s) and/or child will be handled through the 24-hour, 7 day-a-week intake system according to local agreements and CSO procedures. (See 24.13.)

C. The child's parent(s) shall be immediately notified of the child's whereabouts, physical and emotional condition and circumstances surrounding his/her referral to the department.

D. The service worker shall inform the parent that it is the paramount concern of the family reconciliation service personnel to achieve a reconciliation between parent and child and to reunify the family. The service worker shall also inform the parent of the program expectations (time frames and procedures) to be followed under the FRS law.

E. Intake/Assessment Tasks:

1. The Intake/Assessment Services (IAS) should include, but not be limited to:

   a. An exploration of the seriousness of the situation that triggered the crisis;

   b. A determination of whether or not the family can recover its coping capabilities in one to three concentrated counseling sessions (i.e., under four hours direct contact).

   c. If the family's strengths are adequate, the concentrated therapy should be provided. If the family strengths are not adequate, an immediate referral or transfer to the longer term (continuing) crisis counseling services should be made.

2. During intake assessment, the service worker shall:

   a. Assess and attempt to defuse any potential for violence;

   b. Gather information and organize material for assessing the family's needs;

   c. Assist the family in defining the problem and identifying options for resolving the situation;

   d. Assess the need for CPS services:

      (1) Report all cases of suspected child physical abuse, sexual abuse, or neglect to CPS.

      (2) CPS and FRS supervisors shall jointly decide the need for a CPS investigation and/or CPS services to be provided either concurrent with or instead of FRS services. It is essential that the continuity of service provision to the family in conflict is not interrupted. CPS shall provide services as outlined in Chapter 26.

3. FRS intake/assessment and/or crisis counseling shall continue for all situations where the family is in conflict and the suspected abuse is secondary to the conflict between the teenager and the parent. These situations shall be reported to CPS, and FRS shall continue unless a CPS investigation is indicated and agreed upon between the CPS and FRS supervisors. (See Chapter 02.)

F. Determine need for FRS according to the priorities in 24.14 and the criteria in 24.15, and either provide short term counseling or refer for continuing services (CSO or contractor provided).

G. Provide information and referral when further CSO services are not appropriate and child/family are better served by another agency. (Referrals may be made for services such as educational services, ongoing counseling, suicide prevention, alcoholism, drug abuse and mental health services.) (See Section 24.70.)

H. For intake assessment activities, use SSPS Code 2401 on authorization forms (DSHS 14-154/159).

24.32 Referrals From Other CSO Catchment Areas

A. When a child requests or is referred for FRS but resides in another catchment area; or is a resident, by parental consent or juvenile court order, of another catchment area; the CSO where the child requests service will contact the CSO of residence (i.e., where the child was residing) to determine if the child is an active case.

B. The following procedures will be followed:

1. If the child is not active with the CSO of residence, the CSO where the child appears or is referred will immediately advise the parents/guardian by telephone that the child has been located.

2. If the child is active with the CSO of residence, the latter will immediately notify the parents/guardian that the child has been located.

3. The CSO where the child requests service will:

   a. If necessary, provide receiving care or Crisis Residential Care for the child and make payment for that care.

   b. Arrange with parents to provide or pay for transportation or arrange to return that child to the CSO of residence catchment area. (See Chapter III of Disbursement Manual "Travel Other Than Employee A20s.")

   c. Return the child within the next working day following receiving care placement.

4. If the CSO of residence is providing services, they will be responsible for planning for the child once he or she is returned to the county of residence.

C. See Chapter 02.14, Case Transfer Policies for processing paperwork.

24.33 Referral for Continuing Services

A. An eligible (see 23.15) family in conflict or with a runaway child will be referred to:

1. A CCS vendor (service contractor) where available, or, if not available to

2. A CSO Family and Children Services Unit for continuing services as soon as it becomes apparent to the service worker doing the intake that the situation will not be resolved within four hours of the initial contact.

A child may also be referred for out-of-home placement services - see Chapter 31 - Crisis Residential Center, Chapter 32 - Foster Family Care, and Chapter 34 - Private Agency/Child Group Care.

B. The CSO service worker doing intake/assessment shall refer the client for continuing services (whether vendor or CSO provided) by completing the: DSHS 14-139(X), Social Services Application; DSHS 14-24(X), Face Sheet; and DSHS 14-154(X), Social Service Authorization using service code 2401.

It is important that the person receiving the referral have the following information:

1. Client's address and telephone number;

2. Names, address and telephone number of family members;

3. Reason for service (DSHS 14-154(X));

4. A brief summary of the situation; and

5. If available, a signed DSHS 14-139(X) with unexpired eligibility.

C. Referral to a Service Contractor

1. The service worker shall refer the client for contracted services with a DSHS 14-139, Social Services Application.

   a. Whenever possible, the DSHS 14-139(X) this form should be completed and signed by the client prior to referral.

   b. If the client's signature is not obtained prior to referral, the DSHS 14-139(X) may be completed by the service worker or through item 16 and sent to the CCS contractor with a stamped and addressed envelope. The contractor will be requested to return the signed (Items 17 and 24) DSHS 14-139(X) to the CSO service worker.

   c. Once returned, the service worker completes the DSHS 14-139(X) (Items 18-26), files the original in the service record and sends a copy to the client. (See Chapters 02 and 03).

2. The service worker shall send the vendor a copy of the DSHS 14-154(X) authorizing up to 15 hours of crisis counseling services using Service Codes 2442, 2443 or 2444 as appropriate.

3. When the face sheet is completed prior to referral, the service worker may also send a copy of the DSHS 14-24(X), Face Sheet, and/or relevant portions of the Individual Service Plan (DSHS 2-305(X), SER) to the vendor.

4. After the 30-day authorized service period has expired and an A-19, Invoice Voucher, with an itemized client listing and a closing summary (including the disposition) have been received from the contractor, the service worker shall terminate contracted services. The case closure will be accomplished within three (3) working days after the closing summary has been received.

D. Referral to a Family, Group or Regional Crisis Residential Center

1. A child from a family in conflict or a runaway child shall be referred to a family, group or a regional crisis residential center or appropriate CSO placement staff as soon as it becomes apparent to the service worker doing intake that the situation will not be resolved within four hours and the child requires placement in a crisis residential facility. (See Chapter 31, Crisis Residential Care.)

a. Family Crisis Residential Center

The service worker doing intake shall refer the child to the appropriate Family and Children's Service Unit for placement in a family crisis residential center and where available refer the child to a vendor for crisis counseling services. If vendor CCS is not available, CCS will be provided by CSO Family and Children's Services Unit staff (see Chapter 02).

b. Group or Regional Crisis Residential Center

The CSO service worker doing intake shall refer the child to appropriate CSO staff for placement in a group or regional crisis residential center which will provide all needed services, including CCS (see Chapter 31, Crisis Residential Care and vendor contracts).

2. The family, group or regional crisis residential center must provide the CSO with client status information as/when requested.

E. The service worker doing intake shall use the DSHS 14-159 to terminate intake/assessment (2401) services.

24.34 Provision of Crisis Counseling Services (CCS)

A. Crisis counseling services must be entered into voluntarily by parent and child and must be time-limited and goal oriented.

B. The CSO service worker shall respond to the CCS referral with a face-to-face contact with the child/family:

1. Immediately in emergent situations, and

2. Within 24 hours of referral in nonemergent situations unless the service worker doing intake specifically indicates on the social services referral that the face-to-face contact within 24 hours is not required.

3. Within 72 hours with the client's agreement when there are scheduling problems on the part of the client. The scheduling problems should be documented in client's service record (DSHS 2-305(X)).

C. There may be some situations in which the service worker will be unable to contact the client. In these situations, it is still the responsibility of the service worker to initiate efforts to contact the client and to document the unsuccessful efforts to reach the client in the service record. The documentation shall explain the procedures used by the service worker to reach the client. One of the procedures shall be a visit to the client's home or last known location.

D. Crisis Counseling Services (i.e., service workers), are expected to be available on a 24-hour, 7 day-a-week basis.

1. If a child is or must be placed in receiving care or a family crisis residential center (see Chapter 31, Crisis Residential Care), the contracting agency or the CSO will offer crisis counseling services in sufficient intensity for possible return of the child to his/her own home within the first 72 hours.

2. When time beyond the 72 hours of receiving care (excluding Sundays and holidays) or family crisis residential center care (excluding Saturdays, Sundays and holidays) is required, the contracting agency or CSO will:

a. Obtain a signed consent from the parents/legal guardian to place (DSHS 9-04(X), Placement Authorization and Acknowledgment); or,

b. Cooperate in preparing the petition (see Chapter 23, Juvenile Court Process); and

c. As requested, appear in Juvenile Court as an expert witness in the court hearing to support an appropriate order.

E. A maximum of 15 hours of concentrated crisis counseling services may be authorized and provided to alleviate personal/family situations which present a serious and imminent threat to the health stability of the child/family.

1. The 15 hours must be delivered within 30 calendar days of the request.

2. Requests for exceptions to this requirement must be made in writing to the local CSO administrator/designee. The approved request and authorization must be recorded in the client's service record (DSHS 2-305(X)).

F. The service worker should be flexible in scheduling sessions to meet the needs of the family in crisis.

1. When appropriate, service workers should contact the family and/or child in their home or a community (neutral) location. Such outreach is appropriate when face-to-face contact has not occurred as specified in 24.13 J. and when:

a. Prompt initiation of service is necessary to complete the service service within the time limit; or

b. Counseling would be more effective if performed in the home or community location.

2. An explanation for not providing services in client's home or community contact shall be part of the service worker's case evaluation (DSHS 2-305(X)).

G. Client eligibility and provision of service will be documented in the CSO service record using the forms described in 24.38. For CSO provided crisis counseling services, service workers shall use service code 2402 on the DSHS 14-154/159 authorization forms.

24.35 Termination of FR Services

A. FR Services are terminated when:

1. The crisis situation has been resolved or the family can no longer benefit from additional services.

2. The client/family refuses to cooperate, has moved or lost contact.

3. Client/family is referred to another program/agency for services.

4. Referral of the child to foster care services is necessary.

B. For termination procedure, see Chapter 04, Social Service Payment System.

C. Evaluation of service outcome and Individual Service Plan is recorded on on the DSHS 2-305(X), Service Episode Record (see Chapter 02.11).

24.36 Re-Referrals of FRS Cases

A. A referral of another child in the same family (not previously referred) is not a re-referral.

B. Re-referrals (i.e., all services previously terminated) will be provided up to four hours CSO counseling intake/assessment service during which the service worker shall review with the family what they learned from prior services and discuss the skills needed to handle the current family conflicts. An assessment shall be made as to whether the family can be effectively assisted before additional (beyond four hours) counseling/ continuing service is authorized.

C. The service worker shall review the case with the unit supervisor for possible extension of service beyond four hours. Any referral for continuing services resulting from such a conference will be referred only for the number of hours that are estimated necessary to resolve the problem. Re-referrals should in no case be for more than 8 additional hours of service unless the need for those additional hours is documented and approved by the supervisor.

D. The absolute maximum number of additonal service hours and service days a re-referral may receive is 15 hours within 30 days.

24.37 FRS Recording Requirements

A. Some FRS service episodes will last less than one hour and will not require the opening of a service record (i.e., face sheet, authorization forms, Service Episode Record).

In all situations which are resolved or referred outside (i.e., no further CSO action required) within the first hour by the CSO service worker doing intake, the information required for monitoring (see 24.23) will be recorded on an intake log.

B. CSOs may develop a format but any intake log shall contain the following information for each person referred for intake/assessment:

1. Name of client(s).
2. Date and time of referral to CSO.
3. Date and time of service worker contact with client(s).
4. Type of contact (telephone or face-to-face).
5. Source of referral.
6. Brief description of presenting problem (i.e., family in conflict, runaway).
7. Service disposition (who did what).
8. Date and time of disposition.
9. Length of time of service provided by service worker.

C. The intake log information should be kept for two years following initial intake.

D. When a service record is opened, the DSHS 2-305(X), Service Episode Record should contain all the information listed in 24.37 A. plus:

1. Date, type and time of service worker contact with others (i.e., referral source, parent, collateral contacts, etc.).

2. Length of time spent with each contact.

3. Family's immediate presenting problem and needs.

4. Family's specific and immediate objectives.

5. How client(s) participated in determining the objectives.

6. Results of service (outcome).

E. For situations requiring one to four hours of direct service by the service worker doing intake or for situations where the decision is made within the first hour to refer the client to a contractor (either CCS or family/group or regional crisis residential center) for services, the following forms must be completed:

1.	DSHS 14-24(X)	Face Sheet
2.	DSHS 14-139(X)	Social Services Application
3.	DSHS 14-154(X)	Social Services Authorization
4.	DSHS 14-159	Change of Service Authorization
5.	DSHS 2-305(X)	Service Episode Record (SER) - note special information required in 24.23)

24.60 INTERFACE WITH OTHER DSHS SERVICES

The service worker has the responsibility to be aware of and when necessary and appropriate, use all available resources within the department. (See Chapter 02). Each CSO has the responsibility to develop referral procedures. The following services may be utilized:

A. Service workers to provide crisis counseling services to families/children referred within the CSO. (See Chapter 02)

B. CPS when child abuse/neglect is suspected/indicated. (See Chapter 26)

C. Crisis residential, child group care and foster care services when out-of-home placement is indicated. (See Chapters 31, 32 and 34.)

D. EPSDT for evaluation/determination of child's health status, when appropriate. (See Chapter 48)

E. Homemaker services to maintain children in their own home in lieu of out-of-home placement. (See Chapter 40)

F. Developmental Disabilities Case Services and Home Aid Resources for the developmentally disabled.

G. Day care services when appropriate. (See Chapter 28).

24.70 INTERFACE WITH NON-DSHS SERVICES

The service worker receives referrals from and makes referrals to community resources according to CSO agreements/procedures. Such resources include but are not limited to:

A. Law enforcement agencies within the community who will refer families in conflict and runaway children for FRS.

B. Juvenile courts who may refer families/children for FRS or may assist the CSO when court action is necessary.

C. Service contractors who FRS to families/children referred by the CSO.

D. Community Crisis Line agencies and community mental health centers.

24.80 REQUIRED FORMS AND INSTRUCTIONS

A. See Chapter 99, General Forms, for general instructions on these generic forms:

DSHS 2-305(X)	Service Episode Record (SER) (10/78)
DSHS 9-04(X)	Placement Authorization and Acknowledgment (Rev. 7/78)
DSHS 14-05(X)	Application for Foster Care and Support Enforcement Services (Rev. 11/78)
DSHS 14-24(X)	Face Sheet (Rev. 9/78)
DSHS 14-139(X)	Social Services Application (Rev. 12/79)
DSHS 14-154(X)	Social Services Authorization (Rev. 9/80)
DSHS 14-159	Change of Service Authorization (Rev. 1/81)

B. There are no forms specific to Family Reconciliation Services. CSOs are authorized to estabish their own format for intake logs.

UNIFORM FRS/CRC PROGRAM STANDARDS

All offices of the Division of Children and Family Services shall provide, at a minimum, the following services:

A. OUTREACH SERVICES

1. Each local office or the regional office annually informs by mail all law enforcement agencies, courts and school districts (including private schools) in its catchment area about Family Reconciliation Services and how to contact the DCFS office in their area for services or further information.

2. The phone number for "Family Reconciliation Services" is published in the phone directories serving each local office catchment area.

3. The brochure "We Want to Help" is provided to all parents and children requesting information about FRS services. The information contained in the brochure is provided verbally in the case of telephone inquiries.

4. Local Offices provide speakers about FRS when requested by community groups, schools, etc., as staff time allows.

B. FAMILY RECONCILIATION SERVICES

5. The Region has written agreements or a letter of understanding with all Tribes in the region regarding availability of 24 hour Family Reconciliation Services within boundaries of reservations.

6. Split-coded FRS FTE's are found only in generic intake staff, after-hours staff and to ensure backup FRS coverage.

7. All FRS FTE's allotted to the Region are carrying FRS cases and are not carrying cases beyond 90 days.

8. FRS Phase I counseling services are face-to-face, include the whole family (whenever possible) and are provided at a location convenient to the client as staff time allows. Disabled clients or clients without transportation are offered services in their homes.

9. Designated (in-house) Phase II DCFS staff shall meet the same time lines and service expectations, including termination summaries as contracted Phase II counselors. All FRS Phase II services are provided at a time and location convenient to the client.

10. Families in conflict and runaways are offered Phase I FRS Services and they are informed about the availability of Phase II FRS counseling and of their legal rights under ARP and ARY petitions.

11. All FRS workers know how to access interpreters for Limited English Proficiency and hearing impaired clients.

12. All FRS social workers have been trained according to department policies in working with culturally diverse clients and agencies.

13. All offices provide 24 hours seven day a week telephone intake.

14. Contracted FRS Phase II services are available in each county.

C. CRISIS RESIDENTIAL CENTER SERVICES

15. CRC services are available within an hour's drive of the client's home for 90% of the regional population.

16. A CRC policy has been developed with each facility (contracted and non-contracted) which provides CRC services. This policy

- defines services eligibility
- describes the placement process,
- ensures social worker contact with the youth and family,
- ensures that parents are notified of whereabouts of the child, and
- describes the case staffing process as required by extension authorizations.

17. An FRS supervisor serves as "gatekeeper" of each contracted and non-contracted CRC facility. Gatekeeper responsibilities include:

- ensuring that the brochure "We Want to Help" is provided to CRC's and law enforcement for distribution,
- prioritizing placements,
- authorizing and monitoring placements of more than five days, and
- keeping law enforcement updated annually, or more often if necessary, concerning the location of CRC's, procedures for accesssing CRC beds, and the name of the CRC gatekeeper.

D. QUALITY ASSURANCE

18. Providers of FRS or CRC services shall be be given an opportunity to meet formally every biennium with DCFS staff for the purpose of ensuring understanding of and compliance with the FRS and CRC statements of work and the CRC policy and procedure.

19. Contractors providing FRS or CRC services are monitored for program and fiscal compliance every biennium.

20. Copies or synopses of the FRS Phase II, CRC and Homebuilders contract Statement of Work are provided to DCFS social workers providing FRS services.

21. One DCFS staff in each region shall be designated to coordinate the FRS/CRC program. Duties of the FRS/CRC coordinator shall include:

- approval of billings
- interpretation of FRS and CRC contracts for providers and DCFS staff.
- maintaining the CRC policy and procedure
- allocation of FRS Phase II funds
- preparation of an annual report on FRS and CRC's for the Division Director to submit to the legislature to fulfill reporting requirements of RCW 74.13.036.

RICHARD J. THOMPSON
XXXXXXXXXXXXXXXX
Secretary

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

MEMORANDUM

TO: DCFS STAFF

DATE: December 19, 1989

FROM: John R. George JRG
Regional Administrator
Region 3 N31-9

SUBJECT: Policy on FRS/CPS Referrals

Attached is a recently completed central office policy statement intended to help sort out when cases should be handled as "FRS" or "CPS".

We have added a few "Region 3 addenda" to clarify our practice in this region.

JRG/bk
Attachment

POLICY: FRS/CPS REFERRALS 10/89

The purpose of this policy is to establish statewide guidelines to clarify case assignment and/or case transfer in cases involving violent family conflict and child abuse and neglect allegations.

AGE FRS

As a general policy FRS will provide services to youth 12 - 17 and the youth's family. FRS services for youth under 12 will be handled on a case by case basis where the youth demonstrates the ability to verbalize problems, thoughts, and feelings and follow through with behavioral contracts.

CPS

As a general policy CPS will be provided regardless of age of the youth.

REGION 3 ADDENDUM - CWS Intake will provide services to special needs children such as DDD under age 12. May also need FRS or CPS Services. Determined on case by case basis

INTAKE

Families referred to DCFS or who contact DCFS in which there is a current inflicted injury, serious medical neglect, or abandonment, regardless of that child's age, will be referred to CPS intake for assessment.

Any case in which there is a child disclosure of sexual abuse will be referred to CPS intake for assessment even though there may also be FRS issues.

Violent family conflict where the inflicted injury is to a parent will be FRS cases.

Families in conflict or with runaway issues who request FRS and where there is no current injury to a child will be FRS cases regardless of accompanying information regarding past abuse/neglect.

TRANSFER OF CASES

Cases of violent family conflict, initially assigned to a CPS unit, will be closed if the incident of abuse does not warrant further CPS intervention. These closed CPS cases will be immediately referred to FRS when the family indicates a willingness to accept the service. The parent and child will also be given general information by the initially assigned worker about voluntary FRS and told how to request these services. Such cases will not be transferred as open cases to FRS.

REGION 3 ADDENDUM - After a consultation with FRS, CPS may make referrals to Phase II. CPS maintains the open case for follow-up services.

Families initially assigned to FRS may be transferred to CPS if FRS determines the protection issues are a major issue in case planning.

CONFLICT RESOLUTION

If disagreements occur between CPS and FRS units, the disagreement shall be resolved in a conference involving the CPS and FRS supervisors, assigned workers, and if necessary, area manager(s).

REGION 3 ADDENDUM - Staff should determine joint FRS/CPS responsibilities on a case by case basis.

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