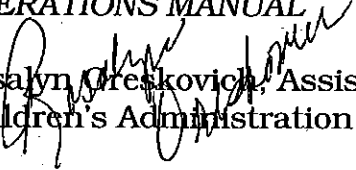




STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia WA 98504-5000

January 15, 1999

TO: Holders of Children's Administration
OPERATIONS MANUAL

FROM:  Rosalyn Greskovich, Assistant Secretary
Children's Administration

SUBJECT: **OPERATIONS MANUAL**
REVISION #5

Attached are revision pages to the above manual. Please replace the existing pages in your manual with these new pages. Sections with changes have been highlighted with vertical lines in the margin at the left of the text, with the revision date (1/15/99) following the revised paragraph or section. The revisions will also be incorporated into the on-line Manual when that becomes available to all Children's Administration (CA) staff through the CA Intranet home page.

If you have questions or comments about the revisions, please contact your representative on the Children's Administration Manual Committee:
The members are:

Carole Holland, Chair

Tammi Erickson
Tammy Cordova
Art Cantrall

Joe Bell
Celeste Carey

Division of Program & Policy
Development
Federal Funding
Management Services
Division of Program & Policy
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Bergith Kayyali	Union Representative, Region 4
Tom Tveit	Union Representative, Region 6
Shirley Moore	Program and Policy Development

Table #1, attached, identifies the nature of the change by page or pages. Changes that are merely corrections of errors or that reflect reformatting of pages and movement of text are identified as "EDIT." Substantive changes are identified by topic. Table #2 identifies the manual pages to be replaced, by chapter and by page numbers. Table #3 identifies any interim Children's Administration policies being replaced by this revision.

Attachments

OPERATIONS MANUAL

TABLE 1

REVISION #5 - January 15, 1999

CHAPTER	PAGE	NATURE OF REVISION
Chapter 13000 - Record/ Paperwork Management	4	Clarify retention requirement for handwritten notes for CA/N disclosure interviews.

TABLE 2

REVISION #5 - January 15, 1999

CHAPTER	REMOVE PAGE	INSERT PAGE
Chapter 13000 - Record/Paperwork Management	13000-3	13000-3
	13000-4	13000-4

- ii. **Who** - Full names of persons present along with a recording of their roles in the case (e. g., "child's mother, Mary Smith"; "child's therapist, Jane Dow"; "Mary Smith's boyfriend, John Doe"; etc.) at least once on each page of recording, with the exception of foster parents, who will be identified by first name or as "foster parent." The social worker must not identify the foster parent with the foster parent's full name.
 - iii. **Where** - A description of location of event/contact; e. g., "Mary Smith's home"; "DCFS Office meeting."
 - iv. **Why** - A description of the purpose of the event/contact.
 - v. **What** - Include a behaviorally specific description of what occurred during the event/contact; e. g., "Mary Smith's breath smelled of alcohol."
 - vi. **Assessment** of event/contact may be included, together with the supporting facts or evidence that led to the assessment.
- b. The social worker may enter SER into CAMIS either individually as each event occurs or may enter as a summary of events. If the social worker enters a summary of events, the worker must include the same elements, listed in C.1.a above, that would be included in an individual entry. For example:

"DCFS social worker Sally Jones called the child's mother, Mary Smith, four times this week on 4/1/97, 4/2/97, 4/3/97, and 4/4/97. No one answered the phone for any of the prior listed phone calls."

Revision #2 - 9/1/98

- c. The social worker must not make audio or video recordings of interviews. The social worker needs to refuse a request from another party to make an audio or video record of interviews, unless approved by the assigned Assistant Attorney General.
- d. To protect privileged communications between the social worker and the assigned Assistant Attorney General, the social worker must document in the SER only that a contact occurred with no indication of the substance of the contact.
- e. The social worker must convey respect for the subject(s) of interviews and events in the content of all SER. Language in SER describes events, sequence of events, and observations in a clear, objective, and behaviorally specific manner.
- f. The social worker uses CAMIS procedure "CASEACTN" to record SER until CA implements the procedure "DOCUMENT." At that time, the social worker will use the new procedure.
- g. The social worker does not have to print out forms and SER created in CAMIS and insert them into the service binder unless required to do so for purposes of public disclosure, legal discovery, archiving records, or when directed to do so by supervisory or administrative request, or regional procedure.
- h. If a social worker makes a hand written recording of an interview with a child regarding abuse or neglect or disclosure of abuse or neglect, the social worker must retain the handwritten notes in the official case file after entering the information into CAMIS. However, social workers, following the prompt and accurate transcription in CAMIS of handwritten notes of other types of contacts, must discard these handwritten notes.

Revision #2 - 9/1/98; Revision #5 - 1/15/99