# AX CA ESSENTIAL RECORDS

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| **DOCUMENT TYPE:** (Required Field) | Manual |
| **MEDIA:** | **Select Media** |
| **TOPIC:** (Required Field) | Manual Revision |
| **DOCUMENT TITLE:** | Manual G<br>Chapter: 18 |
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# CHAPTER 18 - GENERAL SERVICE PROCEDURES

## 18.10 TELEPHONE CALLS

Requests for services may be received by telephone. These should be handled as follows:

1. If the request is for financial assistance, a referral is made to the financial section according to established ESSO procedures, which may include mailing an application packet to the client and making an appointment for either an office or home visit as appropriate.

2. If the request is for one of the services offered under the Title XX plan, a referral is made to intake according to established ESSO procedures, except in cases of special services indicated in Chapter 14.00, 2 (b).

3. If the request is for information concerning services of the Department or the community, a referral may be made to Intake if an assessment is needed to assure an appropriate referral. If information and referral can be easily provided by telephone without further assessment, the service provided is recorded on the "Daily Information Log Sheet". The type of I & R service request is identified under "Service Requested", and the appropriate resource checked. For example, a request for referral for alcoholism would be recorded "alcoholism", and "available community" checked if the referral is to a non-DSHS resource in the community.

## 18.12 CORRESPONDENCE

Request for services or information may be received by mail. These will be handled similarly to telephone requests (See 18.00). The worker receiving such correspondence shall reply as thoroughly and promptly as possible, giving appropriate information or referring to other resources.

## 18.16 CONTROLS

1. Service control is the combinatin of persons, materials and procedures which the ESSO finds necessary to control the documents, assignments and referral processes and the workloads of service workers.

2. Service records may be initiated at the point of intake or by a member of a specialty unit, and routed through service control, so that a record of assignment can be kept according to ESSO procedures, and so that necessary statistical reporting can be accomplished. For special procedures for handling and routing the Social Service Reporting System Documents (DSHS 14-139(X), 14-140(X)). See Chapter 99.

3. Each ESSO will provide intake control with forms for movement of documents according to the needs of the ESSO.

## 18.20 SERVICE RECORD

The service record consists of three elements:

1. The basic statistical data file. This consists of copies of the DSHS 14-139(X) Social Services Application; the DSHS 14-140(X) Primary Recipient - SSRS form; the DSHS 14-141(X) Social Services Record, and the DSHS 14-142(X) Social Service Eligibility Verification Record, and the DSHS 14-145(X) Notice of Social Service Action, and all revisions. See Chapter 99 for instructions on the use of all these forms.)

2. Recording forms (DSHS 15-139(X) and DSHS 5-40(X)); including background information concerning the client and his social situation, a case plan and progress notes, and any other forms necessary to implement the services provided.

3. Correspondence, which includes copies of all letters and memoranda received and sent concerning the client's service situation. This section should also include copies of signed releases of information where appropriate.

## 18.24 RELATIONSHIP WITH FINANCIAL SECTION

1. Refer to financial section client's who have been receiving service only, but who wish to apply for financial assistance, non-grant medical care, or food stamps.

2. Receipt of financial information by service workers should be handled as follows:

   a. Explain to the client how to contact the financial section and advise him to do so; or

   b. If the client cannot or will not take the recommended action, the service worker shall use himself as role model in showing the client exactly how this is done. This may include going with him to the office or helping him to complete the DSHS 14-76 (Change of Circumstance form); or

   c. Inform the client that it is a responsibility of the worker to report this information if the client will not, and that he will send a memo to the financial section with the appropriate information.

## 18.30 REDETERMINATION OF SERVICE ELIGIBILITY (WAC 388-15-500)

Eligibility for services shall be redetermined:

1. When the ESSO has received information about anticipated changes in the individual's situation.

2. No more than thirty (30) days after the ESSO has received information that a change has occurred in the individual's circumstances which may make him ineligible.

3. Periodically, but no less frequently than every six months.

4. Income must be verified when service eligibility is redetermined. A new DSHS 14-139(X) Social Services Application is made out and signed by the client or his surrogate (see Chapter 99 for instructions).

## 18.34 COMPLAINTS

Complaints may be received by telephone, letter or by the complainant coming into the ESSO. They must always be acted on promptly. Various types of complaints are handled as follows:

1. Complaints regarding financial matters: Pertinent financial information will be forwarded to the Verification and Overpayment Control system or any other appropriate person in financial services via the RFIS-13, according to established ESSO procedure.

2. Except for childrens' protective services, complaints on cases assigned to a service worker will be referred to the worker.

3. Protective service complaints:

   a. Alleged neglect or abuse of children. The complaint will be transferred directly to the Child Protective Services Section or worker. See Chapter 54.

   b. Mentally Retarded Adult. Complaints regarding the alleged neglect, abuse or exploitation of a mentally retarded adult will be referred to a service worker, who will make a decision whether:

      (1) A report should be sent to the Central Registry (See Chapter 30.30).

      (2) The case should be referred to Bureau of Developmental Disabilities case services.

4. Examples of common complaints are, behavior of children or animals, housekeeping standards, use of grant money and persons with whom the client is associating.

5. Complaints concerning a person not served by DSHS.

   General community complaints not concerning a recipient of protective services will be verbally referred to the appropriate community resource; e.g., police department, bar association, health department, etc. by the receiving worker. Great care must be taken, however, in not revealing any confidential material about the client.

## 18.36 ACTION ON SERVICE COMPLAINTS

1. The following actions may be taken on service complaints:

   a. The case record may contain sufficient information to establish whether the complaint is valid or unfounded.

   b. Where the case record does not provide sufficient information, a contact with the client shall be made. The client has a right to know the substance of the complaint, but not necessarily the source.

   c. If the complaint appears to be justified, contact may be made with such collateral resources as schools and other agencies. Those contacts should preferably be made with the client's consent, but if the client refuses consent, he must be advised if the service worker plans to make any collateral contacts without his consent.

   d. Where the complaint is found to be justified, the service worker shall offer whatever Title XX serivces are appropriate to ameliorate the situation.

2. A contact shall be made with the complainant subsequent to the investigation of the complaint. He shall be advised either:

   a. That the complaint was unfounded, or,

   b. That services are being given to remedy the situation.

   c. That client refuses to accept service offered.

   Great care must be taken, however, in not revealing any confidential material about the client.

## 18.40 REQUEST FOR CASE EXCEPTION

A request for an exception to a rule shall be made on Form DSHS 5-10, Policy Exception Request. Statement of Income and Resources shall be included with a request for exception to a Medical Care rule.

Before requesting a case exception the service worker will explore all resource possibilities within the community, such as:

1. Family

2. Relatives

3. Friends

4. Community Resources - Service Clubs, Churches, PTA, etc.

If none of these resources are productive, the service worker will complete Form DSHS 5-10 to request the exception to policy. (See forms instruction for completion and routing of this form.) Care should be taken to include sufficient facts and information to enable a person unfamiliar with the case to make a decision on the request without requesting further information. The results of contacts with potential resources listed above will be noted under Item 4 of the Form DSHS 5-10.

## 18.44 ADDITIONAL REQUIREMENTS

The basic requirements provide the majority of eligible persons with all essential items of maintenance. Some persons, however, have particular needs of an essential nature which cannot be met within the basic requirements. Only recipients of financial assistance (AFDC, SSI or State Supplementation) are eligible to these additional requirements.

In determining whether an additional requirement exists, the service worker shall take into account the total case situation; i.e., the changes which have occurred in health or living conditions and, if the problem is not new, how it was met in the past.

The reasons for including an additional item, i.e., factual findings supporting the need (or continuing need) for the requirement consistent with the criteria described below, shall be recorded in the service record. The service worker fills out Form DSHS 14-03(F), including resume of pertinent facts that relate to the requested additional requirement, and routes it to Financial Services for action.

A plan for periodic review of continued need for an additinal requirement shall be established in each case, taking into account the change in the individual's living arrangements, health, and any other factor which has a bearing on the need for the item. This shall be as often as the case plan indicates, but at least semiannually. A tickler system is established as a control for the next review date.

Additional requirements which may be approved for a continuing financial assistance applicant or recipient by the service worker are:

1. Board - Board only shall be an additional requirement when the applicant is physically or mentally unable to prepare any of his meals.

2. Restaurant Meals - Restaurant meals shall be an additional requirement only when:

   a. The individual is physically or mentally unable to prepare any of his meals, and

   b. Board, or board and room is not available, or the use of such facilities is not feasible for an individual.

3. Daily Restaurant Meals - Daily restaurant meals shall be approved only when such assistance is required pending full determination of eligibility, or for temporary assistance of a week or less.

4. Home Delivered Meals (Meals on Wheels) - For some financial recipients who cannot be expected to prepare all of their own meals, prepared and home delivered meals may be available.

   Where an ESSO approved home-delivery service of prepared meals is available, recipients who need and would benefit from such service should be encouraged and assisted, when necessary, to obtain it.

   Criteria used to approve the service are as follows:

   a. The recipient requires help in preparation of some of his meals and would benefit nutritionally or otherwise from home delivered meals;

   b. Such help is not reasonably available without cost to the recipient;

   c. Board (or board and room) is not feasible or possible for the recipient.

   When a plan for use of this service is approved by an ESSO, the cost standard to be used for the total food requirement of the recipient using the service shall be established by the Office of Program Analysis at ESSO request.

5. Transportation to State of Legal Residence - The cost of transporation is an additional requirement for a GA nonresident who is being returned to his state of legal residence.

   The cost standard shall be the least expensive common carrier rate for fare and other necessary expenses enroute unless other means of transportation are advisable because of circumstances in the case.

6. Food for Guide Dog - The cost of food for a guide dog shall be an additional requirement when an AB applicant/recipient has a guide dog assigned to him by an accredited guide dog organization.

7. Telephone - Telephone service is an additional requirement only when the lack of a telephone would endanger life or make a more expensive type of care necessary.

8. Laundry - Laundry is an additional requirement when:

   a. The applicant or recipient is physically unable to do his laundry, and

   b. He has no one able to perform this service for him.

9. For procedures for providing Chore Services to Families with Children or Adults, see Chapte 72.

## 18.50 MINORS (WAC 388-24-550)

When a decision is needed as to whether a child is still a member of a family or emancipated for purposes of a service application, the following guidelines are used:

1. Age of Majority - The age of majority in the state of Washington is 18. Any person 18 years or older is considered to be an adult and has all the rights and responsibilities thereof, unless otherwise determined by court action or by the legislature.

2. Age of Competence - A child under 6 is conclusively considered incompetent to govern his own affairs. A child age 6 - 14 is generally presumed incompetent, unless circumstances show otherwise. A child 14 years or above is generally presumed capable of handling his or her affairs, unless otherwise demonstrated.

3. Emancipation and Minor Children - Emancipation is defined as the extinguishment of parental rights and responsibilities, freeing the child from the control and authority of the parent and terminating the parent(s)' legal obligation to support the child. A child under 18, who is emancipated, has the same rights and responsibilities as an adult, unless otherwise specified by law. Emancipation is <u>not</u> a factor of eligibility for financial assistance nor for social services. The determination of emancipation is necessary only to clarify the extent of financial need such as if there is parental responsibility for support.

   A minor child can be considered emancipated if one or more of the following criteria is met:

   a. Marriage - When a minor child marries, he is then considered to be emancipated. This status continues unless and until the marriage is legally dissolved, at which time, if the child is still under 18, another determination of whether the child is emancipated would be needed. The second determination would have to be based upon the other criteria (see b and c).

   b. Military Service - When a minor enters the military service, he is considered emancipated. However, if the minor leaves the military before the age of 18, another determination of whether or not the child is emancipated, based upon other criteria, would be needed.

   c. Court Action - When the child has been declared emancipated by a court of competent jurisdiction prior to the application for services or financial assistance, or both.

4. Responsibility of Social Services.

Information and referral social services are available to any individual, regardless of age. Any person may apply for social services without applying for financial assistance. In the instance where a minor does apply for some type of medical or financial assistance, the service worker has the responsibility for the determination of emancipation, unless emancipation is clear, such as with marriage or military service. In those cases the determination may be made by financial. If the minor is in need of any of the Title XX services, a Services Application may be taken either as a result of the service interview or by referral to services from financial.

a. Determination of Emancipation - Minors whose emancipation status in unclear are to be referred from Financial to Social Services in order to determine the minor's emancipation status.

A contact with the Juvenile Court shall be made at this time by telephone to determine if the minor is presently active with the Juvenile Court. If it is determined that the child is in financial need and is not emancipated, or the parents cannot be located and the child is in need, in addition to providing for the child's needs through financial and social services, a referral to Support Enforcement Section must be initiated.

b. Development of Service Plan - If the minor has applied for social services, the service worker has responsibility for developing a service plan with the minor, regardless of whether the minor is emancipated or unemancipated. The plan should be individualized and all alternatives should be considered.

The first action that should be taken by the service worker is to discuss the situation or problem with the minor. If the child is residing with his parent(s), is not in need of protection, or is not requesting medical or financial assistance or placement, the service worker may have one or more interviews before it may be necessary to involve the parent(s). However, if the child is not residing with the parent(s), is in danger, or is requesting financial or medical assistance or placement, the parent(s) should be contacted immediately (with the child's knowledge). This is necessary not only to determine emancipation, where applicable, but also to explore the situation and to involve the parent(s) in the planning and support of the unemancipated minor child and to determine income eligibility. If the parent(s) cannot be located or refuse to cooperate, it may be necessary to initiate a referral to Juvenile Court. If the minor is a ward of the Juvenile Court, the Court, as well as the minor and parents, must be involved in the development of the service plan.

Alternatives to be considered in the planning for the minor child include, but are not limited to, returning to or remaining in own home, referral to appropriate community agency, temporary placement in a receiving home with temporary court order, return to another state under Interstate Compact (if parent(s) are not residing in Washington), foster home or group facility placement with parent(s) voluntary agreement, referral to Juvenile Court, or an independent living arrangement (AFDC and GAU).

The service worker must notify Financial Services within 30 days of the date of the financial application of the emancipation status and of the service plan on a RFIS-13. The financial worker can then determine financial eligibility in relation to the plan and make Support Enforcement referrals as necessary. In some situations, if an appropriate service plan cannot be worked out immediately, it may be necessary to make a temporary emergency plan. Financial Services must be informed of the temporary plan so that eligibility for emergency assistance can be determined if necessary.