# AX CA ESSENTIAL RECORDS

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| **DIVISION:** (Required Field) | Program and Policy |
| **DOCUMENT TYPE:** (Required Field) | Manual |
| **MEDIA:** | **Select Media** |
| **TOPIC:** (Required Field) | Manual Revision |
| **DOCUMENT TITLE:** | Manual G<br>Chapter: 26 |
| **DOCUMENT DATE/RANGE:** (Required Field) | |
| **DAN NUMBER:** | **Select DAN Number** |
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| **NOTES:** | |

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06/06/2017

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

NEW MANUAL G - REVISION 1

Revision of Chapter 26:

1. Section 26.12, B., clarifies when CPS service is appropriate and adds the WAC reference.

2. Section 26.13, R., 6., expands the circumstances under which the CPS service worker may provide transportation to a child. The former text provided for children in the "runaway" category. This revision allows transportation to any child taken into limited custody by a law enforcement official when that action is for purposes of providing CPS service.

3. Section 26.21, L., expands the requirements in transferring a case from CPS to foster care service. This addition to the text requires a case conference of those involved, notification to the juvenile court of the name of the new service worker, and completed case recording with attention given to the case plan and any relevant court orders.

4. Section 26.35, E., requires that a change in the current court order be obtained prior to placement of the child back in the home.

5. Section 26.35, I., requires continued casework supervision after a dependent child, who has been in an out-of-the-home placement, is returned to the home. The RCW is also cited.

Revision of Chapter 30:

Section 30.80 - Interstate Compact Directory is revised to reflect changes in names, titles and addresses.

| REMOVE | INSERT |
|---|---|
| Chapter 26, pp. 3-4, 7-16 | Chapter 26, pp. 3-4, 7-16, 16-a |
| Chapter 30, Interstate Compact Directory | Chapter 30, Interstate Compact Directory |
| | Revision Control Sheet |

On Revision Control Sheet note date Revision 1 was entered.

# CHAPTER 26
# CHILD PROTECTIVE SERVICES

## 26.00 PROGRAM AUTHORITY

Federal: Public Law 93-247 and 45 Code of Federal Regulations, Part 1340; 45, CFR, 228.65, 228.46, and 220.

State: Chapter 74.13 RCW, Chapter 26.44 RCW, WAC 388-15-130 through 388-15-139, WAC 388-70-095, and WAC 388-15-010 (1) (c).

## 26.10 POLICY

### 26.11 Purpose of Service

There are two general purposes of the Child Protective Services (CPS) program:

A. To discharge community/agency responsibility for safeguarding the rights and welfare of children whose parents or caretakers are unable to or unwilling to do so in cases of abuse or neglect.

B. To make all reasonable efforts to assure the abused/neglected/exploited child protection from further experiences and conditions detrimental to healthy growth and development, and assure care in his/her own home which will provide the essentials for well-being and development, or appropriate substitute care.

### 26.12 Service Description

A. Child Protective Service staff perform the following activities: investigate community complaints/referrals concerning child abuse/neglect (CAN); provide counseling service to parents and children related to the CPS or contributing problems; arrange for supportive services; prepare and submit court petitions for appropriate cases; and file Central Registry reports on substantiated cases.

B. These activities regarding a child's circumstances are performed with the following definitions of abuse, neglect, and exploitation. The following list, which is not inclusive, is presented as general types of cases appropriate for CPS service and as an aid for substantiation of CAN. Service is appropriate if the child is alleged to be harmed, endangered, or threatened with harm. (See WAC 388-15-132(2).)

1. Death - That death was nonaccidental and caused by physical abuse or neglect shall be determined by a coroner, medical examiner, or law enforcement official at an inquest, hearing or court process. CPS probably will not provide service in cases of death unless there are other children in the same home or service is requested by the parent or surrogate. The CPS service worker will perform the administrative task of storing the central registry information.

2. Abuse - (Usually thought of as an act of commission.) A physically abused child is one who has sustained physical injury resulting from a nonaccidental physical act or acts. The opinion of a physician or other expert is often required. The medical examination, admission by the alleged abuser, statement of the child, unbiased report by an eyewitness, or a court hearing may substantiate whether such injury was inflicted nonaccidentally.

3. Physical Neglect - (Usually thought of as an act of omission.) A neglected child is a child who has sustained physical or material deprivation. Any determination of physical neglect should reflect reasonable and prudent expectations of the parents which are consistent with community standards and known needs of children. The consequences of inadequate parental behavior or conditions in the home, such as those listed below, are often observable in the child. A statement from the child may be relevant.

   a. Caretaker failure to provide the necessary standard of care is ordinarily assumed if there is inadequacy/omission (unless there is evidence to the contrary). An expert's opinion may be necessary.

   b. Types of physical neglect are:

      1. An inadequate, irregular, or non-nutritious provision of food and meals.

      2. Clothing which is inadequate to meet the needs of climate, unlaundered or unrepaired, grossly misfitting, or does not meet requirements of personal modesty.

      3. Housing that is physically unsafe, inadequate in space, unsanitary to the extent that it presents a health hazard, or does not have necessary adequate utilities or equipment.

      4. A yard that constitutes a play area hazard.

      5. Medical or dental care when it is a serious threat to a child's well-being, when the parent is not responsive to the child's needs for preventive care, does not provide for current medical/dental related needs associated with illness or poor health, provides inappropriate medical/dental care, or fails to provide continuity in treatment and supervision for medical/dental care.

      6. Failure to provide supervision for the child that is necessary in relation to his/her level of development. Such improper supervision may result in abandonment, extended periods of time without supervision, supervision by an unqualified person, or supervision which exposes the child to dangerous conditions.

for the other service. This review must be documented in the case recording by the worker providing the service. The CPS service worker has responsibility for the investigation and ongoing phases of service related to the CPS concerns in all cases. The service is to be opened as CPS on the DSHS 14-154(X), Social Services Authorization. (No additional action on the open DSHS 14-139(X), Social Services Application, is necessary.) The service worker for the other service has responsibility for the non-CPS aspects of the case. All service aspects of the case are to be coordinated by the supervisors and service workers.

F. DSHS employees and volunteers are mandated by state law and by rules and regulations to report child abuse and neglect. Employees will be expected, in most cases, to discuss the matter with the parent(s) prior to making a referral. DSHS volunteers will ordinarily not be expected to discuss their report with the parents directly.

G. Military families living off military reservations are subject to general community CPS jurisdiction. Guidelines for the provision of CPS services to on-post families must be resolved administratively with the base commander or his/her designee and the DSHS Regional Director (RD) or designee. Mutually developed written guidelines and procedures are necessary.

H. The State of Washington has civil and criminal jurisdiction on Indian reservations. Requirements for reporting and provision of CPS case services apply on all Indian reservations. The policy of the department is to deliver CPS services to Indian clients in a manner designed, where possible, to utilize Indian resources, to keep Indian families together, and avoid separating the Indian child from his parents, relatives, tribe or cultural heritage as per WAC 388-15-131. (See WAC 388-70-095.)

I. The CSO CPS unit will establish procedures for providing program information to the community and for receiving reports from community sources and from within the CSO.

J. A mutual written agreement will be established between the CSO CPS unit and local law enforcement agencies to ensure the transmittal of child abuse and neglect incident reports and reports of the result of investigations from law enforcement to the CSO and to ensure appropriate referrals from the CSO to law enforcement.

K. The department maintains a Central Registry which is a centralized storage and retrieval system of required case information about all substantiated reports of nonaccidentally inflicted death, physical injury or injuries (abuse), physical neglect, sexual abuse or mental injury (emotional abuse and/or neglect) of a child or developmentally disabled persons of any age.

L. In response to all referrals, the service worker acts as a client advocate for both parent and child and seeks the most appropriate and effective resource possible. When the interests of the parents and the child conflict, the child's interests/rights should prevail.

M. CPS does not provide service to adults or to developmentally disabled persons 18 years of age or older. Such services are provided by the Adult Protective Services (APS) section. (See Chapter 44, Adult Protective Services).

N. CPS does not provide service in the case of third-party abuse unless the parent or surrogate parents are unable or unwilling to protect the child or have contributed to the problem.

O. CPS does not provide studies to determine if a marriage is irretrievably broken or to make recommendations regarding custody of the children.

P. CPS does not investigate possible criminal violations for criminal prosecution.

Q. CPS does not investigate possible violations per se of the school system's Statutory Code, Administrative Code or other statements regarding discipline for the purpose of determining whether a violation has occurred.

R. A CPS worker may transport a child only under one or more of the following conditions:

1. There is a court order directing CPS to take a child into custody.

2. The department has custody of the child through previous court order.

3. The worker has current written permission for transportation signed by the parent or those legally responsible for the child and signed by a witness.

4. The child is accompanied by the parent or one who is legally responsible for the child(ren).

5. The parent signs a consent to place or gives the department temporary custody by the use of DSHS 9-04(X), Placement Authorization and Acknowledgment, and the DSHS 14-05(X), Application for Foster Care and Support Enforcement Services.

6. When a law enforcement officer has taken the child into limited custody for purposes of Chapter 13.30.20 RCW, Chapter 74.13.031(4) RCW, and Chapter 26.44.050 RCW, the service worker may accept the child from the law enforcement officer to provide transportation to a designated temporary nonsecure residential facility licensed by the department. If not previously notified by the law enforcement officer, the service worker must notify the parent(s), legal guardian, or custodian of this action as soon as possible. The service worker must also ensure the completion of the petition process through the juvenile court and must receive the order for continued shelter care within 72 hours if shelter care is to continue past that time limit. (See Chapter 13.34.060(1) and Chapter 74.13.031 RCW.)

S. All reports of alleged child abuse in family foster homes, day care, group homes and institutions are to be treated as incident reports. Copies of the reports are to be sent immediately to the CSO administrator. In addition to the initial report, a report of follow-up actions or dispositions is also to be provided to the CSO administrator.

26.14 Priorities Related to this Service

A. Generally, more severe situations (emergent/acute situations) of abuse/neglect (the greater the danger to the child) have greater priority than less severe (less emergent) situations. Priority of action is not to be based only on the type of abuse or neglect. Careful consideration and attention must be given to each referral for all factors of the referral and collateral or client information.

B. The primary responsibility of CPS staff is to respond to reports of CAN as soon as possible. In emergent situations (on new cases or new referrals on current cases) the response must be as soon as possible or within 24 hours after the report of the emergent condition or situation. The most serious cases are those in which death or permanent damage may be the result. Those cases generally of a more emergent nature are:

1. The child who is thought to be in immediate danger of having physical damage inflicted on him/her;

2. The child who is abandoned or unsupervised and who is judged not old enough to care for self until parents or other responsible persons return;

3. The child who is thought to be in need of immediate medical attention;

4. The child who has been assaulted;

5. The child who is thought to have been neglected to the extent that physical harm may soon be the result.

C. In less emergent situations, an investigation must be initiated as soon as possible or within 48 hours after the initial referral. It is the intent that during this 48 hours the worker will gather enough information to determine the emergent or less emergent nature of the situation. With supervisor concurrence, the investigation of a less emergent situation may be temporarily set aside but should be resumed as soon as possible. In all instances of a less emergent case, the investigative process should be resumed as soon as possible but must be resumed within 10 working days. For activities related to the investigation phase, see 26.36. Those cases that may be of a less emergent nature are:

1. The child who is thought to be in a situation of incest or molestation when the case does not meet the criteria listed above;

2. The child who suffers from unusual punishment but is not in immediate danger;

3. The child who does not meet the criteria above but is endangered by physical and emotional neglect that retards the child's physical or emotional growth and development;

4. The child who meets the criteria for other types of abuse/neglect as listed in section 26.12 B.

## 26.15 Eligibility

A. For complete eligibility requirements, see Chapter 03, Social Service Eligibility.

B. Program: A child and his/her parent(s) or surrogate parents are eligible for service upon the receipt by CPS of a report or complaint alleging child abuse/neglect and they remain eligible until it is determined that the child is not suffering from maltreatment or the threat of maltreatment or is no longer in jeopardy. The child ceases to be eligible for CPS when:

1. The circumstances have changed or been corrected which brought about the report or complaint and it can be determined with a fair degree of certainty that the change will be maintained when the case is transferred to another service or terminated; or

2. The parent(s) or parent surrogate(s) have demonstrated that they do not have the capacity or desire to use CPS and that the maltreatment is of such a nature that the court cannot become involved and there are no further actions that can be taken to protect the child(ren).

C. Financial: CPS is provided without regard to income. Homemaker services, day care, foster care, and chore services which are provided in support of and as a part of the CPS plan can be given without regard to income. Runaways who are in clear and present danger of abuse, neglect or exploitation are eligible for receiving home care paid for as a protective service. Office of Support Enforcement (OSE) may ask the family to provide financial participation for foster or receiving care.

D. The parent(s) or surrogates are to be notified when services are to be provided by CPS and when services provided by CPS cease.

## 26.20 PROGRAM STANDARDS

## 26.21 Program Expectations

All program expectations will be documentable from the information contained in the case record, if appropriate for the specific case.

The CPS worker will:

A. Respond to all CPS emergent situations within 24 hours (see 26.14, B.).

B. Respond to less emergent situations within 48 hours (see 26.14, C.).

C. Contact collateral sources if/as appropriate during the intake and ongoing phase (see 26.36 and 26.37).

D. Coordinate investigation and service delivery if the case is already active with the agency or any other service agency/professional.

E. Follow the requirements of WAC 388-15-131 and WAC 388-70-095 upon determination that the reported child(ren) is Indian. (See Chapter 01.04, Indian Policy Statement). Document in the case record the steps taken. (See Chapter 32, Child Foster Family Care, regarding the placement of Indian children in foster care, the special requirements, and working with the CSO Indian Child Welfare Advisory Committee.)

F. Complete the investigation phase of the case process within 30 calendar days.

G. At the completion of the investigation phase, notify, if appropriate, the referring person/complainant that the CPS case is valid/not valid and that service will/will not be provided the client. (When the referrant is a professional, mutual case planning may be appropriate.)

H. Review the service plan and the service provided with the supervisor and with the client before the end of the first 90 days after receiving the referral and at least one time each 90 days thereafter as long as CPS is open. Review will be for the purposes of determining if the case record is complete, the service is appropriate and effective and if the service should continue.

I. Within five working days after substantiating a report or receiving a substantiated report, complete DSHS 2-142(X), Child Abuse Register Report, in typed duplicate and submit to Administrative Services. (Place a photocopy or facsimile of the DSHS 2-142(X) in the case service record.)

J. Respond to all Central Registry requests for information within one working day or as otherwise negotiated with the requestor.

K. Report to law enforcement as soon as possible, but at least within one day of making the determination, all situations in which a crime may have been committed.

L. Transfer the case to foster care service if foster care is to continue longer than 90 calendar days unless the CPS supervisor agrees to continue the case in CPS or there is a conflicting court order that mandates CPS to continue with the case. The decision to continue CPS longer than the 90 calendar days after foster care placement must be recorded. Prior to transfer, the CPS case recording must be complete with particular attention given to the case plan and any relevant court orders. The transfer process requires a case conference among the service workers and supervisors. Notification must be given to the juvenile court of the change in service workers and the name of the new service worker.

M. Complete all paperwork within ten working days after termination of the CPS case.

N. All reports of alleged child abuse/neglect in family foster homes, group homes, group child care facilities, family day care homes, adoptive homes, and institutions or other facilities operated, licensed or certified as meeting licensing requirements, or financed by DSHS are to be reported to administration as "Incident Reports" (See 26.36 D. 2.). In addition to the initial oral and follow-up written notification to the CSO-CPS supervisor for the CSO administrator, reports of follow-up actions or dispositions are also to be made.

26.22 Program Outcomes

The following are possible program outcomes of service in a CPS case:

A. Complaint received but not investigated.

B. Incomplete investigation.

C. Completed investigation; complaint not valid.

D. Complaint not valid but referred to another service.

E. Complaint valid but referred to another service, monitored by CPS.

F. Completed investigation; complaint valid; no further action.

G. Complaint valid but family non-cooperative and court action not possible.

H. Family/case terminated; child still open in placement.

I. Abuse/neglect eliminated by placing child out of home.

J. Living arrangement for the child was improved and is now satisfactory.

K. Parental rights terminated.

L. Offending parent out of home; no further action.

26.30 SERVICE PROCEDURES

26.31 Law Enforcement

A. If a crime against a child is being committed or may have been committed (nonaccidentally inflicted death, injury, neglect or sexual abuse), the worker must make an oral and written report to the appropriate law enforcement agency and to the prosecutor. The method, format, and content of the report may vary according to local agreements, but the requirements of RCW 26.44.030 must be met. The prosecutor decides whether a case should be prosecuted.

B. In addition to reporting possible crimes against children, staff must report to the prosecutor any child who is reported to the Central Registry as a substantiated victim of nonaccidentally inflicted death, physical injury, physical neglect, or sexual abuse (RCW 26.44.030 (3) and WAC 388-15-135 (5)) whether or not staff knows anything about the alleged perpetrator. The difference between reporting possible crimes and substantiated victims of CAN may only be reporting at a different point in DSHS case processing.

C. All other alleged crimes must also be reported to law enforcement. There are also established DSHS procedures which must be followed if the alleged violation has taken place in the person's dealings with DSHS, e.g., fraudulent receipt of money, violation of probation or parole, etc. The appropriate DSHS section must be notified by the service worker.

D. A service worker may request the assistance/accompaniment of a law enforcement officer in making field contacts in situations that may be dangerous to the service worker or a family member.

26.32 Juvenile Court Legal Base

A. The legal base for juvenile court activity with regard to dependent children is Chapter 13.34 RCW. The service worker must be familiar with the requirements of this statute.

B. In working with the juvenile court, the service worker should be familiar with the requirements of Chapter 13.34 RCW in relation to the class of county in which the family lives. The service worker should also be familiar with the local juvenile court's policies and procedures and should keep these requirements in mind when recording a CPS case (see 26.80 for instructions on the use of the DSHS 2-305(X), Service Episode Record).

C. The juvenile court law and court rules may supersede the following guidelines (26.33 through 26.35) for juvenile court proceedings alleging a child to be dependent.

26.33 Filing a Petition with the Juvenile Court

A. A petition is filed after all other reasonably possible attempts to help correct the problem have been exhausted and if the child is in imminent danger or the parents refuse or are unable to immediately make changes adequate to protect the child.

B. A petition to the juvenile court by a service worker to remove a child from abusing/neglecting parents or those legally responsible for the child is made in accordance with RCW 13.34.030 and 13.34.040 when:

1. A child is abandoned: that is left by his/her parents, guardian, or other custodian without parental care and support; or

2. Who is abused or neglected as defined in Chapter 26.44 RCW; or

3. Who has no parent, guardian, or custodian, i.e., an orphan without anyone legally responsible for his/her care and custody.

C. The service worker will provide the juvenile probation worker with a statement of the facts supporting the allegation that a child is dependent at the time the petition is to be filed. A probation counselor will determine if the petition is reasonably justified.

D. If a child is alleged to be dependent and if a child's health, safety and welfare will be seriously endangered if he/she is not taken into custody, a service worker should file a petition alleging a child to be dependent (as described above) and request a court order that the child be taken into custody. If the court grants an order of custody, the court may direct a law enforcement officer, a probation counselor, or a child protective services official to take the child into custody. (RCW 13.34.040).

E. The report of a possible crime to the juvenile court is not fulfilling DSHS's duty under law to report to a law enforcement agency or the county prosecutor in accordance with RCW 26.44.020 and 26.44.040.

F. When it is necessary to refer to and/or petition the juvenile court, the family should be informed of the reasons for the referral and helped to understand and participate in the court process. This would include helping the family to understand the need for and right of legal representation and assistance in obtaining legal counsel. (RCW 13.34.090).

G. Any time an alleged dependent child is placed in receiving care the service worker must inform the child's parent, guardian, or custodian of his/her right to a preliminary shelter care hearing. (RCW 13.34.060).

## 26.34 Juvenile Court Hearings and Reports

The service worker may be required to submit written reports, attend, and present testimony at the following hearings:

A. Shelter Care Hearing

1. (RCW 13.34.060 (5)). The initial shelter care hearing is held within 72 hours after the child has been taken into custody. In Class A and AA counties the service worker must submit a written recommendation to the juvenile court as to the need for continued shelter care. In other counties the service worker may be asked to assist the court worker in the preparation of the recommendation as to the need for continued shelter care.

2. An order for shelter care may not continue for more than 30 days unless renewed. A service worker may request modification of the order to continue shelter care past 30 days. (RCW 13.34.060 (8)).

3. A child taken into custody by a service worker is to be placed in a receiving home/foster home licensed by the department. (See RCW 13.34.060(1).)

B. Fact Finding Hearing

(RCW 13.34.110). This hearing is to determine the facts related to the petition. The service worker in Class A and AA counties must be present and present testimony. The service worker in other counties may be required to present testimony.

C. Disposition Hearing

(RCW 13.34.110, 13.34.120, and 13.34.130). The service worker will be required to attend and may be required to present testimony. In Class A and AA counties the service worker must prepare the following reports for the court. In other counties reports will be prepared/provided to juvenile probation staff according to CSO/Juvenile Court agreements.

1. Predisposition Study (RCW 13.34.120(2)). The service worker must be familiar with specific requirements of this report. This report relates to the specific issue of whether or not the child should remain in the home and shall contain:

   a. A statement of the specific harm that intervention is designed to alleviate;

   b. A description of the specific programs for the parent(s) and child - including how they will be useful, their availability, and their delivery;

   c. Why the child cannot be protected in the home - including past efforts to work with the parent and the parents' attitude;

   d. The harms the child will suffer as a result of removal and the parent-child attachment;

   d. Steps to be taken to minimize harm to the child that may result because of separation, and

   f. Behavior that will be expected before determination that supervision of the family or placement is no longer necessary.

2. Social Study (RCW 13.34.120 (1)). The service worker must give close attention to the requirements of this report and the needed information. This report is a written evaluation of matters relevant to the disposition of the case. The study and all social records shall be made available to the court.

3. Agency Placement Plan (RCW 13.34.130(2)). This report is required of the agency placing the child and includes where the child will be placed, steps to eventually return the child to the home, actions to maintain child-parent ties, and services the parents will receive to enable the parents to resume custody. The agency charged with supervising a child in placement shall be responsible for assuming that all services are provided. It shall report to the court if it is unable to provide such services.

D. Six Month Review Hearings

(RCW 13.34.130(3)). The service worker may be required to give testimony and enter a report outlining what services have been given, cooperation and visitation of the parents, any needed additional services for the parents, and any planned date for the child's return to the home.

E. Termination of Parental Rights Hearing

1. (RCW 13.34.180 and 13.34.210). The service worker may be required to prepare a written report, attend and present testimony at the termination hearing. When the service worker is the petitioner, he/she shall be present.

2. (RCW 13.34.030 (2) (a) or (b)). A petition to terminate a parent/child relationship may be filed in the juvenile court when a child has been removed from the custody of a parent for a period of at least six months pursuant to a finding of dependency. A petition may be filed for the purpose of terminating only one of the parent's rights to the child. (See 36.31, Adoption Services.)

## 26.35 Other Juvenile Court Related Responsibilities

The service worker may be asked to or decide to perform other duties in relation to working with the juvenile court:

A. A "DSHS Social Worker" may be required by the court to serve summons (RCW 13.34.070) to any person the court determines to be a proper or necessary person to the proceedings.

B. The juvenile court judge may enter an order directing a CPS service worker to take a child into custody (RCW 13.34.050) if a petition is filed and the court finds reasonable grounds.

C. The juvenile court may require the service worker to bring a child in department physical or temporary custody to a shelter care hearing (RCW 13.34.070(7)).

D. A service worker may ask the court to appoint a guardian ad litem for a child who is alleged to be subject to child abuse/neglect (RCW 26.44.053(1) and RCW 13.34.100).

E. In all cases, when there is an existing court order for placement of the child outside of the home, a change in the court order must be obtained prior to placing the child back in the home. An order of the court may be changed, modified, or set aside only by the juvenile court judge (RCW 13.34.150). A service worker may request modification of a court order at any time.

F. In Class A and AA counties the service worker should contact the Attorney General's Office regarding all petitions alleging a child to be a dependent or seeking the termination of a child/parent relationship where the facts are contested. The Attorney General's Office has legal responsibility for presenting evidence at the fact finding hearing in contested cases in these counties. In other counties the service worker should contact the county prosecuting attorney's office (RCW 13.04.093).

G. The service worker may give written information to the juvenile court in cases where a petition or request for a court order is not appropriate.

H. The service worker is responsible for making progress reports to the juvenile court in a timely fashion.

I. When a child has been declared to be dependent, placed out of the home, and then is returned to the home after an out-of-the-home placement, the supervision by the service worker shall continue for a period of six months at which time there shall be a hearing on the need for continued intervention. (See Chapter 13.34.130 RCW.) The service worker must provide for the continued supervision or arrange for and/or monitor that service. The intensity of that service is to be determined by the service worker and/or juvenile court order.

(Text continues on page 17)

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-159
Issued: July 15, 1983

FROM: Bruce Ferguson, Assistant Secretary
Community Services

For Information Call:
Larry Pederson SCAN
234-0253 or Non-SCAN
753-0253

| IF NOT DELIVERABLE, RETURN TO: WP/MANUAL SECTION - MS OB-45 |
|---|

SUBJECT: DELETION OF DSHS 14-139(X), SOCIAL SERVICES APPLICATION FOR CHILD PROTECTIVE SERVICES; REVISION OF DSHS 14-114(X)

Insert this notice in front of Chapter 26, Manual G, and note on the Green Notice Control Sheet the date Notice G-159 was entered.

A. It is no longer necessary for the DSHS 14-139(X) (Rev. 12/79) form to be completed for Children's Protective Services cases since this program is provided without regard to income. Program eligibility is now documented on the DSHS 4-114(X) Social Services Intake form.

B. The DSHS 4-114(X) is being revised and printed on NCR paper to facilitate its use with DSHS 2-128(X) DSHS Application, Registration and Control form. The revised DSHS 4-114(X) will be distributed to CSOs in August 1983.

C. Application, eligibility requirements and forms for child placement cases are not changed by this notice.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-150
Issued: March 1983

FROM: Bruce Ferguson, Assistant Secretary
Community Services

For Information Call:
Jon Halvorson, SCAN 234-4652
or Non-SCAN 753-4652

IF NOT DELIVERABLE, RETURN TO: WP/MANUAL SECTION - MS OB-45

SUBJECT: AVAILABILITY OF THE DSHS 2-128A(X) SOCIAL SERVICE REGISTRATION AND CONTROL FORM

Insert this notice in front of Chapter 26, Manual G, and note on the Green Notice Control Sheet the date Notice G-150 was entered.

A. The "General Instructions" for the DSHS 4-114 Social Service Intake Form found in Manual G, Chatper 26, Revision 60 (1/83) directed you to use the DSHS 4-114 together with a DSHS 2-128A Social Service Registration and Control Form.

B. The DSHS 2-128A is not available at this time and will be replaced by a DSHS 2-128 designed for use by both social and financial services.

C. Continue to use the existing method estabished in your CSO for Masterfile clearance and record make-up. When the new 2-128 is issued, you will receive instructions in its use.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-159
Issued: July 15, 1983

FROM: Bruce Ferguson, Assistant Secretary
Community Services

For Information Call:
Larry Pederson SCAN
234-0253 or Non-SCAN
753-0253

| IF NOT DELIVERABLE, RETURN TO: WP/MANUAL SECTION - MS OB-45 |
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SUBJECT: DELETION OF DSHS 14-139(X), SOCIAL SERVICES APPLICATION FOR CHILD PROTECTIVE SERVICES; REVISION OF DSHS 14-114(X)

Insert this notice in front of Chapter 26, Manual G, and note on the Green Notice Control Sheet the date Notice G-159 was entered.

A. It is no longer necessary for the DSHS 14-139(X) (Rev. 12/79) form to be completed for Children's Protective Services cases since this program is provided without regard to income. Program eligibility is now documented on the DSHS 4-114(X) Social Services Intake form.

B. The DSHS 4-114(X) is being revised and printed on NCR paper to facilitate its use with DSHS 2-128(X) DSHS Application, Registration and Control form. The revised DSHS 4-114(X) will be distributed to CSOs in August 1983.

C. Application, eligibility requirements and forms for child placement cases are not changed by this notice.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-150
Issued: March 1983

FROM: Bruce Ferguson, Assistant Secretary
Community Services

For Information Call:
Jon Halvorson, SCAN 234-4652
or Non-SCAN 753-4652

IF NOT DELIVERABLE, RETURN TO: WP/MANUAL SECTION - MS OB-45

SUBJECT: AVAILABILITY OF THE DSHS 2-128A(X) SOCIAL SERVICE REGISTRATION AND CONTROL FORM

Insert this notice in front of Chapter 26, Manual G, and note on the Green Notice Control Sheet the date Notice G-150 was entered.

A. The "General Instructions" for the DSHS 4-114 Social Service Intake Form found in Manual G, Chatper 26, Revision 60 (1/83) directed you to use the DSHS 4-114 together with a DSHS 2-128A Social Service Registration and Control Form.

B. The DSHS 2-128A is not available at this time and will be replaced by a DSHS 2-128 designed for use by both social and financial services.

C. Continue to use the existing method estabished in your CSO for Masterfile clearance and record make-up. When the new 2-128 is issued, you will receive instructions in its use.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Olympia, Washington

TO: HOLDERS OF MANUAL G

NOTICE NO: G-150
Issued: March 1983

FROM: Bruce Ferguson, Assistant Secretary
Community Services

For Information Call:
Jon Halvorson, SCAN 234-4652
or Non-SCAN 753-4652

IF NOT DELIVERABLE, RETURN TO: WP/MANUAL SECTION - MS OB-45

SUBJECT: AVAILABILITY OF THE DSHS 2-128A(X) SOCIAL SERVICE REGISTRATION AND CONTROL FORM

Insert this notice in front of Chapter 26, Manual G, and note on the Green Notice Control Sheet the date Notice G-150 was entered.

A. The "General Instructions" for the DSHS 4-114 Social Service Intake Form found in Manual G, Chatper 26, Revision 60 (1/83) directed you to use the DSHS 4-114 together with a DSHS 2-128A Social Service Registration and Control Form.

B. The DSHS 2-128A is not available at this time and will be replaced by a DSHS 2-128 designed for use by both social and financial services.

C. Continue to use the existing method estabished in your CSO for Masterfile clearance and record make-up. When the new 2-128 is issued, you will receive instructions in its use.

# CHAPTER 26 - INFORMATION AND REFERRAL

26.10 DEFINITION

26.14 ELIGIBILITY

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26.18 RESPONSIBILITY FOR PROVISIONS OF I&R

26.22 SOURCES OF I&R REQUESTS

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# CHAPTER 26 - INFORMATION AND REFERRAL
0800 - Program Code From SSRS

## 26.10 DEFINITION (WAC 388-15-110)

Information and referral services are information about services provided under Title XX or by community resources. They include a brief assessment of service need in order to make an appropriate referral and follow up services to learn the results of the referral and assess its effectiveness. The service is provided to individuals or those acting on their behalf who call or come into the office seeking information regarding resources in the community. Referrals may be made to the Social Security Administration, veterans organizations, church organizations, County Extension Agents, Public Libraries, Better Business Bureaus, Senior Citizen Centers, Mental Health Clinics, marriage counselors, the Employment Security Office or Labor and Industries, among other places.

## 26.14 ELIGIBILITY

Any individual who needs this service to meet the goals of the Title XX service plan may receive information and referral services (I&R) regardless of recipient status or the level of his gross income.

## 26.16 GOALS

I&R may be provided to accomplish any one of the service goals described in Chapter 10.04.

## 26.18 RESPONSIBILITY FOR PROVISION OF I&R

If the ESSO does not have a service worker or service workers specifically assigned to provide I&R services, the responsibility for the provision of the service must be identified within the job description of the service worker furnishing the service.

## 26.22 SOURCES OF I&R REQUESTS

There are three possible sources of requests for I&R services:

1. An inquiry may be made by mail, or

2. By a telephone request, or

3. By the client or individuals acting on his behalf calling at the ESSO.

## 26.26 SERVICE WORKER ACTIONS

All I&R requests shall be referred to a service worker to whom the responsibility for this service has been assigned, except that requests made by active service recipients shall be referred to the worker in charge of the case.

1. Mail requests.

   a. The service worker will make a determination according to his best judgment of the resource best suited to respond to the individual's request and send a written reply as promptly as possible. The reply shall contain an invitation to the client to contact the ESSO again if his request has been misunderstood or he needs further information.

   b. If the ESSO service worker does not hear from the individual again, follow up requirements may be met by a phone call to the resource to whom the individual was referred.

2. Telephone requests.

   a. It is anticipated that the majority of requests for information and referral will be by telephone. These will be referred to the service worker responsible either for I&R or the individual's active service case, if he has one. If the request is not from an active service recipient, the service worker shall secure sufficient information from the caller to make as accurate an assessment as possible of what services the recipient requires in order to furnish information about available services or referral to an appropriate provider.

   b. Follow up requirements may be met by a one-time contact to the agency to which the individual was referred. The purpose of follow up is to determine if the recipient contacted the referral agency and received service. In the event that follow up reveals that alternative services are required, a subsequent referral is allowable.

3. Office visit requests.

   Requests for I&R made by an individual or a person acting on his behalf shall in all cases be handled by personal interview with a service worker. This will usually be the service worker assigned to the I&R function, except that if the request concerns an active service case, the individual will be referred to the service worker in charge of the case. Personal requests for I&R services will be handled in the same manner as telephone requests. The service worker may choose to arrange for volunteer escort service when available and necessary.