AX CA ESSENTIAL RECORDS

DIVISION: (Required Field)	Program and Policy
DOCUMENT TYPE: (Required Field)	Manual
MEDIA:	**Select Media**
TOPIC: (Required Field)	Manual Revision
DOCUMENT TITLE:	Manual G Chapter: 95
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CHAPTER 95 - GLOSSARY OF TERMS

GLOSSARY OF TERMS USED IN MANUALS G AND H

ACCOUNTABILITY

The obligation to be answerable for carrhing out assigned duties and responsibilities within the framework of Divisional goasl and objectives.

APPLICANT

Applicant shall mean any person or a "family unit" by whom or for whom a request for financial assistance, medical assistance, and/or social services has been made.

BANK CASE

Those cases which are open for financial service but are not assigned to an Ongoing caseworker.

BANK WAITING LIST

A list of those persons requesting services which the Division provides but for which there is no Ongoing service worker presently available. Each case shall have at least one visit by an Entry service worker to assess the urgency of the social problem. Requested services will be given as soon as possible based on chronological order of the request and/or priority of needs.

CLIENT

An individual who receives any service from the agency; financial assistance, medical assistance and/or social services.

COLLATERAL

An individual or agency other than the client contacted in regard to a case.

CONTRACT

A time-limited agreement arrived at jointly by the client and social service worker as to what specific problem as perceived by the client, will be dealt with, the manner in which it is to be handled, and the number of interviews and activities contracted for. The contract outlines both the client's tasks and those of the social service worker.

CONTROL

The verification, regulation and coordination of procedures.

CRISIS

A crucial state in which an individual finds himself as the result of an environmental problem or an inner stress or problem with which he is unable to cope.

CRISIS INTERVENTION

Use of agency staff and programs to help alleviate the causes of stress and the use of social service intervention to help the individual mobilize his inner resources to cope with the impact of his problems.

DECLARATION

The client's written statement of his resources which is the basis for determination of financial eligibility.

ELIGIBILITY

Determination that the applicant and/or recipient meets the Division's requirements to receive financial assistance, medical assistance and/or social services.

ELIGIBILITY DETERMINATION

As used in this Manual refers only to the process which results in a decision based in most instances, on the client's declaration and the Division's rules as to whether he may receive medical assistance and/or socia services.

EMERGENCY

A sudden or unforeseen situation that requires immediate action.

EMERGENCY ASSISTANCE PAYMENT SYSTEM (INSTANT CASH)

A system which permits the Local Offices to meet sudden or unforeseen financial needs by writing a warrant. This system is used only to meet the needs of recipients who are eligible for non-continuing general assistance and of applicants eligible for continuing assistance, who are in emergent need.

ENTRY SERVICE SECTION

Social service staff who have the basic responsibility to make the initial contact with the client for the purpose of exploring and identifying possible social problems, and making appropriate referrals within or without the agency based on the client's desire to work on a specific problem. They may provide short-term social services on a contractual basis which can be completed in no more than two or three contacts.

MANDATORY SERVICES

Services which the Division is mandated by federal regulation or approved plan to offer where there is need. The client not agree to accept any services. Protective services must be given if necessary, with or without the client's consent and participation.

ONGOING SERVICE SECTION

Social service staff whose basic responsibility is to provide contractual social services to agency clients.

PROCEDURE

A uniform method of coordinating and carrying out functions and meeting sectional responsibilities.

PROGRAM

This word is generally used to describe a service delivery system which is underwritten by the State, the Federal Government, or the community and is designed to meet certain types of need: i.e., medical, dental care, etc., or to meet the need of a certain category of persons, i.e., adult, family, or children.

PROTECTIVE SERVICES

Specialized social services initiated on the basis of a complaint that a child or adult is being physically, and/or emotionally neglected, abused, exploited and/or curelly treated.

RECEPTION

The process initiated when an individual comes to the attention of the agency by letter, phone call, or walk-in. The functions involved are under the supervision of Entry services section; many of them are assigned to person(s) other than the receptionist.

RECEPTIONIST

The support service person who receives any individual coming into the office and within the reception process does such things as make appointment, give information and screen requests sufficiently to assist the person to obtain appropriate help as soon as possible.

RECIPIENT

Recipient shall mean any person or "family unit" for whom or in whose behalf a public assistance grant or other agency service has been authorized. This applies to a person who has no assigned service worker as well as to a person who has an assigned service worker. This also includes a recipient of financial assistance or ongoing services who requests a change of program, even when this requires the completion of a re-application form (page 91).

RE-NEGOTIATION OF CONTRACT

A contract agreed upon between client and social service worker as outlined under contract after the initial contract

RESPONSIBILITIES - CLIENT

That which the Division may reasonably expect of the client such as the responaibility to:

1. make complete and accurate statements to the best of his ability;

2. report changes in circumstances which may affect continuing eligibility or the amount of assistance for which the client is eligible;

3. learn to use the system effectively to the best of his ability;

4. willingness to take action necessary to meet divisional eligibility requirements.

REVIEW

The redetermination of eligibility to receive Public Assistance based on divisional rule, statements made by the client on 14PA18F and with other documentation as necessary.

RIGHTS - CLIENT

That which the client may, according to justice and law, expect from the Division.

SCHEDULING

A management tool used to facilitate maximum use of staff time.

SCREENING

Evaluating a request and choosing the appropriate means of dealing with it.

SECTION

An identified group of people who are assigned a planned and organized grouping of responsibilities and functions.

SEPARATE CASE RECORDS

The dividing of case material into financial records and service records color coded red for financial and black for service. A social service record is not necessary unless social services are initiated.

SERVICES

The Social Security Act established the basis for social services to families, children and adults. The word is generally used to describe any activity on the part of Financial, Entry, Ongoin, or Supportive Service staff which is intended to assist the client. For further definition see Manual H, Section 10.02.

SERVICE WORKER

A caseworker assisgned to either the Entry or Ongoing Services Sections.

SUPPORTIVE SERVICE SECTION

That unit of workers whose basic responsibility is to provide to all other units supportive services such as, reception, clerical, accounting and audit, etc.

SYSTEM

A written set of regular and orderly procedures by which the various functions of the Division are implemented.

TICKLER

A file or other device to act as a reminder of action to be taken at a later date.

ABBREVIATIONS IN USE IN MANUALS G AND H

AA	Alcoholics Anonymous
AB	Aid to the Blind
AFDC	Aid to Families with Dependent Children
AFDC-E	Aid to Families with Dependent Children - employable
AFDC-FC	Aid to Families with Dependent Children - foster care
AFDC-R	Aid to Families with Dependent Children - regular
A/P	Absent parent (either parent)
A/R	Applicant/recipient
ARC	American Red Cross
ARENA	Adoption Resource Exchange of North America
CWS	Child Welfare Services
DA	Disability Assistance or District Administrator
DPA	Divsion of Public Assistance
DSHS	Department of Social and Health Services
DI	Disability Insurance (Social Security)
DO	District Office or Disbursing Order
DPS	Data Processing Section
DVR	Division of Vocational Rehabilitation
ECF	Extended Care Facility
EOA	Economic Opportunity Act
ES	Employment Security - Division of
FAMCO	Federal Aid Medical Care Only
FC	Field collateral
FS	Food Stamps
GA	General Assistance
GA-N	General Assistance - non-continuing
GA-U	General Assistance - continuing (unemployable

GC	Grant correction
GED	General Educational Development
GHCPS	Group Health Cooperative of Puget Sound
"H"	MA/H - medical care related to H category
HV	Home visit
ICF	Intermediate care facility
ID	Identification card
L & I	Labor and Industrices, Department of
LO	Local office
MA	Medical Assistance
MHSR	Mental Health Services Representative
MO	Medical only
NH	Nursing home
OEO	Office of Economic Opportunity
OAA	Old Age Assistance
OASDI	Old Age Survivors and Disability Insurance (Social Security)
OC	Office collateral or office call
PA	Public Assistance, Division of
QC	Quality Control
R & S	Research and Statistics
RCW	Revised code of Washington
SDSHS	State Department of Social and Health Services
SECS	Support Enforcement and Collections Section
SI	Survivor Insurance (Social Security)
SMIB	Supplemental Medical Insurance Benefit (Part B Medicare)
SO	State Office
SSA	Social Security Administratration
UC	Unemployment compensation
VA	Veterans Affairs, Division of

WARE	Washington Adoption Resources Exchange
WCC	Well-Child Clinic
WH	Warrant Hold
WIN	Work Incentive Program
WSEA	Washington State Employees Association
WSES	Washington State Employment Service (Also ES)