

Department of Social and Health Services
Olympia, Washington
Social Services Manual

Revision: #215

Category: Program Standards

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Revision Author: Evelyn Acopan

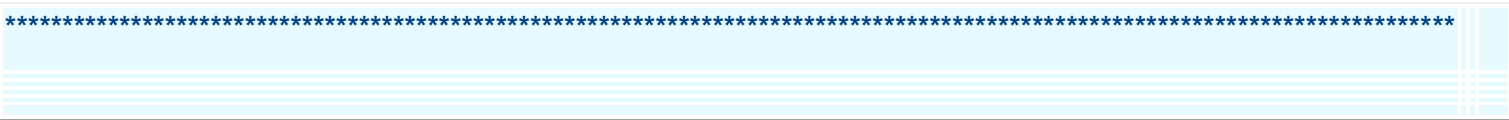
Division: CSD

Mail Stop:

Email: evelyn.acopan@dshs.wa.gov

Summary

Removing this page of in the Social Services Manual as it contains outdated information. Updated information is found in relevant manuals and procedures.



~~Program Standards~~

~~Purpose~~

~~Program Standards are consistent with Policy and WAC rules already in place. They are driven by State, Federal and acceptable Standard Practices. They are key points that make the outcome of a program successful.~~

~~To read what the Program Standards are for any of the services provided by social service case workers, click on a program category below.~~

<u>ABD-Cash</u>	<u>First Steps</u>
<u>Case-Review</u>	<u>Good Cause</u>
<u>Case Staffing</u>	<u>Limited English Proficiency (LEP) Pathway</u>
<u>Chemical Dependency</u>	<u>Necessary Supplemental Accommodation (NSA)</u>
<u>Children with Special Needs</u>	<u>Pregnancy to Employment Pathway</u>
<u>Confidentiality</u>	<u>SSI Facilitation</u>
<u>Family Planning</u>	<u>Teen Living Assessment</u>
<u>Family Violence</u>	-

ABD-CASH	
Required Actions	<ul style="list-style-type: none"> ● Explain program and determine incapacity for financially eligible applicants ● Document all case decisions, actions and treatment, work or agency requirements ● Develop and provide written notice of treatment or agency referral requirements ● Complete Disability Assessment, DSHS 11-053 form.
Time Frames	<ul style="list-style-type: none"> ● 45 calendar days of date of application ● 5 working days of receipt of medical evidence or change in circumstances affecting work ● After every incapacity decision ● Develop / update case plan after every incapacity decision.
Required Verification	Objective medical evidence ICMS screens and Case Notes
WAC/Policy	<ul style="list-style-type: none"> ● Social Services Manual—Incapacity and SSI Facilitation ● WAC 388-449-0001
CASE-REVIEW	
Required Actions	<ul style="list-style-type: none"> ● Social Services Supervisors are responsible for monitoring the work of their staff by reviewing 5% of an experienced worker's caseload each month and documenting the results. This includes: <ul style="list-style-type: none"> ○ A minimum of three full case audits using the automated Social Service Audit Tool; ○ Spot checks of specific work episodes (e.g. social service intake, treatment monitoring, and medical record reimbursements); ○ Case staffings;

	<ul style="list-style-type: none"> ○ Job coaching; and ○ Observational audits. ● For new workers, a 100% review is recommended for at least the first 6 months of their probationary period, including a minimum of three full case reviews using the automated Social Service Audit Tool.
Time Frames	Monthly
Required Verification	ACES, Barcode, eJAS, Social Service Job Coach Guide, Social Service Audit Tool
WAC/Policy	N/A
CASE STAFFING	
Required Actions	<ul style="list-style-type: none"> ● Case Staffings must be completed prior to NCS status. ● SW participates in case staffing held at any point it appears the client is not progressing or there are significant changes in the client's situation
Time Frames	Prior NCS status.
Required Verification	eJAS NCS tool.
WAC/Policy	<ul style="list-style-type: none"> ● Social Services Manual ● WorkFirst Handbook – chapters 3.5 and 3.6.1.
CHILDREN WITH SPECIAL NEEDS	
Required Actions	Referral to Public Health Nurse made by WorkFirst Program Specialist or Social Worker
Time Frames	Public Health Nurse initiates home visit within 5 working days of referral
Required Verification	Reports to WorkFirst Program Specialist or SW within 1 working day of scheduled home visit if the client is absent from home at the time of the appointment.
WAC/Policy	N/A
CHEMICAL DEPENDENCY TREATMENT	

Required Actions	<ul style="list-style-type: none"> • All ABD or TANF applicants are screened for substance abuse and referred to Social Worker assessment when appropriate • Refer to a chemical dependency professional for treatment assessment • Refer other financially eligible applicants who request chemical dependency treatment
Time Frames	At application or when developing the case plan.
Required Verification	eJAS, or ICMS Treatment Monitoring screen and Case Notes
WAC/Policy	<ul style="list-style-type: none"> • WorkFirst Handbook Chapter 6.7 Substance Abuse • Eligibility A-Z Chemical Dependency WAC 388-800, 388-488-0010 and 0130
CONFIDENTIALITY	
Required Actions	<ul style="list-style-type: none"> • All clients enrolled in the Address Confidentiality Program (ACP) must have an ACP address in all systems. • Enter the ACP P.O. Box number in the eJAS work screen and Confidential Note screen instead of the actual work address. • Release information to individuals or agencies with valid consent form.
Time Frames	On-going
Required Verification	ACES, eJAS, ICMS
WAC/Policy	-
FAMILY PLANNING	
Required Actions	<ul style="list-style-type: none"> • Screen and provide family planning information to all TANF/SFA applicants • Offer client referral to the family planning worker or family planning nurse in the CSO. • The social worker can also make referrals to the family planning worker or family planning nurse, as appropriate. • The family planning worker or nurse will follow up on the referrals and make contact with the participant based on local office procedure.

Time Frames	<ul style="list-style-type: none"> • At application, eligibility review, or client contact (until the nurse or social worker make contact with the participant). • Goal is 100% of clients are screened. • Nurse standard: Of those referred, 100% are seen by the FP nurse within 30 days of referral or there is documentation supporting the reason for not being seen.
Required Verification	ACES, eJAS
WAC/Policy	<ul style="list-style-type: none"> • WorkFirst Chapter 1 • Social Services Manual Family Planning
FAMILY VIOLENCE	
Required Actions	<ul style="list-style-type: none"> • All applicants must be screened for family violence and refer to Social Worker for Assessment according to local office policy. • If family violence counselor is not available, social worker may develop a safety plan and assist with referrals (safe shelter, counseling, legal, etc.)
Time Frames	Upon application and any contact with the client
Required Verification	ACES, eJAS
WAC/Policy	<ul style="list-style-type: none"> • WAC 388-61-001 • WorkFirst Handbook Chapter 6 • Social Service Manual Family Violence • EA-Z Manual Interview Requirements
FIRST STEPS	
Required Actions	<ul style="list-style-type: none"> • Refer all Washington Apple Health eligible pregnant women to local Maternity Support Services (MSS) provider
Time Frames	Pregnant women must be offered a referral to First Steps services as soon as she is found eligible for Washington Apple Health coverage.
Required Verification	eJAS, ACES
WAC/Policy	<ul style="list-style-type: none"> • WorkFirst Handbook Chapter 5.1

	<ul style="list-style-type: none"> • Social Services Manual
GOOD CAUSE	
Required Actions	<ul style="list-style-type: none"> • Social Workers must determine whether clients have "Good Cause" to not cooperate within 30 days of referral. • For DCS— Review physical or emotional harm to child or caretaker periodically (usually every twelve months) • For WorkFirst— prior to sanctioning, the Social Worker may participate in case staffing, or consult with WorkFirst Program Specialist, to review reasons for non-participation. (See standards for <u>Case Staffing</u>)
Time Frames	<ul style="list-style-type: none"> • 30 days of request for good cause determination • For ABD: <ul style="list-style-type: none"> ◦ Verify as necessary, usually monthly ◦ Ten working days from date of non-cooperation warning letter ◦ Two working days to send 14-118 to financial
Required Verification	eJAS, ACES
WAC/Policy	<ul style="list-style-type: none"> • WF/SFA— WAC 388-422-0020; HEN Referral— WAC 388-447-0120; ABD— WAC 388-449-0220
LEP PATHWAY	
Required Actions	<p>After the initial interview and WorkFirst Orientation:</p> <p>The Refugee Social Worker:</p> <ul style="list-style-type: none"> • Inputs client data in JAS • Completes the screening using eJAS • Provides family planning and family violence information in the client's primary language and makes appropriate referrals • Refers the client to the LEP Pathway provider for WorkFirst services and activities by completing the Component screen • Documents the referral in eJAS • Creates the IRP with the participant
Time Frames	Ongoing

Required Verification	ACES, eJAS Case Notes
WAC/Policy	<ul style="list-style-type: none"> ● WorkFirst Handbook Chapter 5.2 WAC 388-310-0900 ● EA Z Manual LEP
NSA – Necessary Supplemental Accommodation to ensure Equal Access	
Required Actions	<ul style="list-style-type: none"> ● Screen all heads of households for services to ensure access to programs and services. ● Develop an accommodation plan for all households confirmed as Equal Access. ● Review the household's need for Equal Access before any negative case action and during any review of eligibility.
Time Frames	At application and any in-person or phone contact with client. Complete prior to plan activity for which accommodation is required.
Required Verification	ACES Equal Access Assessment and Accommodation Plan Screens
WAC/Policy	<ul style="list-style-type: none"> ● EA Z Manual NSA WAC 388-472-0010 to 0050 ● WorkFirst Chapter 1.3
PREGNANCY TO EMPLOYMENT PATHWAY	
Required Actions	<ul style="list-style-type: none"> ● A SW completes the assessment and consults with the case manager to develop an IRP. The IRP is based upon the results of the assessment ● The assessment results are documented in e-JAS ● Review the IRP every three months and update if needed. Review may be via telephone contact, office or home visit
Time Frames	Ongoing—upon discovering a participant is pregnant or parenting an infant, the WorkFirst Program Specialist will refer the person to the SW for an assessment. P to E plan is reviewed every three months via telephone contact, office or home visit and documented in e-JAS
Required Verification	<ul style="list-style-type: none"> ● Pregnancy verification. ● Verification of child under 12 months
WAC/Policy	WorkFirst Handbook Chapter 5.1 WAC 388-310-1450
SSI FACILITATION	

Required Actions	<ul style="list-style-type: none"> • Obtain Interim Assistance Reimbursement Authorization • Send signed IARA to SSA within 30 days • File SSI application and subsequent appeals within 60 days
Time Frames	At application or within 5 working days of ABD approval
Required Verification	ACES and ICMS SSI screens
WAC/Policy	WAC 388-400-0060, 388-449-0200, and 388-449-0210 Social Services Manual—SSI Facilitation
TEEN LIVING ASSESSMENT (Pregnant and Parenting Minors)	
Required Actions	<ul style="list-style-type: none"> • Social Worker completes a Teen Living Assessment (TLA) (DSHS 14-427) to determine the appropriateness of the home the minor proposes to live in • Verify enrollment and attendance in based education activities leading to the attainment of a high school diploma or GED • Document communication (e-JAS and ACES) between the Social Worker and the WorkFirst Program Specialist indicating the living arrangement has been approved
Time Frames	The assessment should be completed as soon as possible and as dictated by your local office. Pending applications must be processed within the federal Standard of Processing (30-day time frame)
Required Verification	<ul style="list-style-type: none"> • Verification of living arrangement, school enrollment and attendance • Documentation in ACES and eJAS
WAC/Policy	EA-Z Manual—Teen Parents WAC 388-486-0005 and -0010