



**Department of Commerce**  
Innovation is in our nature.

# Guidelines

FOR

## Crisis Residential Centers

**July 1, 2016 – June 30, 2017**

*Revised September 1, 2016*

Contents

<b>1</b>	<b>Grant Basics</b>	<b>4</b>
1.1	Overview	4
1.2	Authorizing Statute	4
1.3	Changes to Guidelines	4
1.4	Commerce Monitoring	4
<b>2</b>	<b>Administrative Requirements</b>	<b>5</b>
2.1	Fiscal Administration	5
2.1.1	Reimbursements	5
2.1.2	Back-up Documentation	5
2.2	Homeless Management Information System (HMIS) Entry	5
2.2.1	Data Entry Timeliness	5
2.2.2	Anonymous Records	5
2.2.3	Special Circumstances	6
2.3	Records Maintenance and Destruction	6
2.4	Prohibitions	6
2.5	Nondiscrimination	6
<b>3</b>	<b>Program Operations</b>	<b>7</b>
3.1	CRC Services	7
3.1.1	Youth Eligibility	7
3.1.2	Admission	7
3.1.3	Length of Stay	8
3.1.4	Transfer	9
3.2	Notification Requirements	9
3.3	Services	10
3.3.1	Grantees must provide an array of services and case management to meet the identified needs of eligible youth including but not limited to: [RCW43.185C.305 (2)]	10
3.3.2	Services Provided by DSHS/Children’s Administration	11
3.3.3	Client-Centered Services	11
3.3.4	Culturally Relevant Services	11
3.4	Staff Responsibilities	11
3.4.1	Multidisciplinary Team	11
3.4.2	Training	14
3.5	CRC Facilities	14
3.5.1	Licensing	14
3.5.2	Operation of the CRC	14

**4 Allowable Costs ..... 14**

## **1 Grant Basics**

### **1.1 Overview**

The Crisis Residential Center (CRC) grant provides resources for emergency, temporary residence, assessment, referrals, and permanency planning services for youth ages 12-17.

### **1.2 Authorizing Statute**

RCW 43.185C

### **1.3 Changes to Guidelines**

Commerce may revise the Guidelines at any time. All grantees will be sent revised copies.

### **1.4 Commerce Monitoring**

Commerce will monitor grantees' CRC grant activities. Grantees will be given a minimum of 30 days' notice unless there are special circumstances that require immediate attention. The notice will specify the monitoring components.

## **2 Administrative Requirements**

### **2.1 Fiscal Administration**

#### **2.1.1 Reimbursements**

Grantees must bill Commerce on a monthly basis for reimbursement of allowable costs. Invoices are due on the 20<sup>th</sup> of the month following the provision of services, except in July (June billing) when it is due on a date to be specified by Commerce. If the Grantee fails to file an invoice within a three-month period, without a reasonable explanation, Commerce will suspend payments, notify the Grantee, and take follow-up action that may include terminating the grant agreement. Exceptions to billing procedures can be negotiated with Commerce on a case-by-case basis.

Invoices must be submitted online using the Commerce Contract Management System (CMS) through Secure Access Washington (SAW).

#### **2.1.2 Back-up Documentation**

All submitted invoices must include the following documentation: Monthly Voucher Detail and any data report that Commerce may develop. Invoice vouchers may not be paid until the report is received and verified.

Commerce may require a Grantee to submit additional detailed source documentation for any charges. The Grantee must maintain copies of all reimbursement requests and backup documentation. Records that disclose all costs charged to the Commerce grant must be maintained.

Commerce may require additional reporting.

### **2.2 Homeless Management Information System (HMIS) Entry**

Grantees must use HMIS for data collection and reporting purposes.

#### **2.2.1 Data Entry Timeliness**

For all counties, data must be entered into the local HMIS for the complete month within five (5) business days following the end of each month. For Clark, Pierce, Snohomish, and Spokane Counties, HUD Data standard compliant data must be uploaded to the state's HMIS data warehouse using HUD XML 4.0 or updated schema no later than the 30<sup>th</sup> calendar day following the end of each month.

#### **2.2.2 Anonymous Records**

Grantees must not record personally identifying information for youth under age 18, unless there is explicit consent from a legal guardian. Personally identifying information includes first and last name, date of birth, social security number, last known permanent address, or any other contact information. Information on race, ethnicity, veteran status, disabled status, education level, and program entry and exit questions cannot be

recorded if this information, in combination with other non-personally identifying information would serve to identify the person.

### **2.2.3 Special Circumstances**

If the reporting of the HIV/AIDS status of participants is not specifically required, the HIV/AIDS status must not be entered in HMIS.

## **2.3 Records Maintenance and Destruction**

Records related to this grant must be retained for a minimum of six years after the date of final grant payment (CRC Grant General Terms and Conditions, Section 26 RECORDS MAINTENANCE). Records include but are not limited to fiscal documents and client file documents related to program eligibility.

## **2.4 Prohibitions**

Grantees may not require clients to participate in a religious service as a condition of receiving program assistance.

## **2.5 Nondiscrimination**

Grantees must comply with all federal, state, and local nondiscrimination laws, regulations and policies (CRC Grant General Terms and Conditions Section 22).

Grantees must comply with the Washington State Law Against Discrimination, RCW 49.60, as it now reads or as it may be amended. RCW 49.60 currently prohibits discrimination or unfair practices because of race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.

## **3 Program Operations**

### **3.1 CRC Services**

#### **3.1.1 Youth Eligibility**

Youth ages 12-17 who are in conflict with their family, have run away from home, or whose health and safety is at risk.

#### **3.1.2 Admission**

Youth may be admitted to a CRC under the following circumstances:

- ✓ Law enforcement brings in a youth who is:
  - Absent from parental custody without consent; [RCW 43.185C.260 (1)(a)]
  - In circumstances which constitute a danger to the youth's safety; [RCW 43.185C.260 (1)(b)]
  - In violation of a local curfew ordinance; [RCW 43.185C.260 (1)(b)]
  - A runaway from placement; [RCW 43.185C.260 (1)(c)]
  - In violation of a court placement order issued under RCW 43.185C or RCW 13.34 or because the court issued an order for law enforcement pick-up of the youth under those chapters; [RCW 43.185C.260 (1)(d)] or
  - Being unlawfully harbored in violation of RCW 13.32A.080. [RCW 43.185C.260 (6)]
  
- ✓ A youth has requested admittance to the center and meets CRC eligibility criteria. [RCW 43.185C.280 (1)(b)] This may include youth who are eligible for HOPE placement when a HOPE placement is unavailable.
  
- ✓ A court orders placement for a truant youth (RCW 28A.225.090).
  - Grantee may decline referral by a court if the placement of the youth would pose a safety risk to the youth or other residents of the CRC or if the Grantee determines that there is no immediate health and safety concern or family conflict with the need for mediation. (RCW 28A.225.090, Licensing WAC 388-145-1370 and WAC 388-145-1750)
  - If a court referral is declined, Grantee must refer the case back the court for re-assessment.
  
- ✓ Children's Administration or the court requests placement of a youth for whom an out-of-home placement has been approved through a CHINS or ARY petition or for a youth who has been placed in protective custody due to safety concerns.
  
- ✓ Admission of dependent youth:
  - Children's Administration or a Washington state federally recognized Tribe may request permission from providers to place a dependent youth in a CRC bed.

- Placement must be authorized by the court or DSHS if the youth is a state dependent or DSHS is responsible for the youth under RCW 13.32A.
- Priority shall be given to dependent youth who have run from a foster placement or whose health and safety is at risk and short-term housing is needed until a new placement is found.
- Placement of a dependent youth who does not meet priority criteria may be made provided that there is at least 1 additional open bed.
- Grantee shall coordinate with Children’s Administration or Washington State Tribes (as applicable) on the suitability of a placement for a dependent youth.
- Grantee makes final determination of suitability of placement.

### 3.1.3 Length of Stay

- ✓ Youth may reside in a CRC for no longer than 72 hours excluding Saturdays, Sundays, and holidays. Thereafter, the youth may continue to stay only if the parents have consented (except as detailed below), a child in need of services petition has been filed, or an order for placement has been entered under RCW 13.34. [RCW 43.185C.265 (4)]

If after 72 hours, a parent or legal guardian cannot be reached, or has been reached and refuses to take physical custody, DSHS must be contacted. If custody is not transferred to DSHS, the youth may continue to reside in the CRC. Attempts to contact the parent and the missing children’s clearinghouse must be made and documented every 8 hours. After another 72-hour period (excluding Saturdays, Sundays, and holidays), if a child in need of services petition or dependency petition has been not been initiated, contact with DSHS must be made and documented.

- ✓ Youth may stay in a CRC for no longer than 15 consecutive days per admission. If a youth is transferred from a regular CRC to a SCRC, the aggregate number of consecutive days spent in both CRCs may not exceed 15 days per admission (the portion spent in a detention SCRC may not exceed 5 days). [RCW 43.185C.290 (1)] Commerce will monitor length of stay for compliance. Repeated instances of non-compliance may result in termination of the grant.
- ✓ A youth’s parent may remove the youth at any time unless the staff of the CRC has reasonable cause to believe that the youth is absent from the home because of abuse or neglect or if allegations of abuse or neglect have been made against the parent. [RCW 43.185C.290 (4)]
- ✓ A youth returned to the CRC after taking unauthorized leave for a period of more than 24 hours may stay at the facility no longer than 15 consecutive days. [RCW 43.185C.305 (4)]



### 3.1.4 Transfer

- ✓ Youth may be transferred to another CRC in the area where a youth's parent resides or where the youth's lawfully prescribed residence is located. [RCW 43.185C.290 (2)(c)].
- ✓ Youth may be transferred to a SCRC when the Administrator believes that the youth is likely to leave the CRC and not return after full consideration of the factors set forth in RCW 43.185C.290(2)(a)(i) and (ii)<sup>1</sup>. [RCW 43.185C.290 (2)(d)]
- ✓ Youth may be transferred to another CRC, SCRC, or secure facility with which the CRC is co-located under RCW 43.185C.295 if the CRC is unable to provide appropriate treatment, supervision, and structure to the youth. [RCW 43.185C.310 (1)]

### 3.2 Notification Requirements

- ✓ At least once every 8 hours the Washington State Patrol's public information must be checked to determine if a youth is away from home without permission. If the youth is listed as missing, the Grantee must immediately notify DSHS if the youth is dependent or law enforcement if not a dependent and provide a description of the youth's physical and emotional condition and the circumstances surrounding the youth's contact with the CRC. [RCW 13.32A.082 (1)(b)(ii)]
- ✓ Grantee must determine legal status of youth. Any youth who meets the definition of dependent child under RCW 13.34.030 must be referred to DSHS. Contact information for DSHS/Children's Administration can be found at <https://fortress.wa.gov/dshs/f2ws03apps/caofficespub/offices/general/OfficePick.asp>.
- ✓ Grantee must make efforts to determine if a child is affiliated with a federally recognized Tribe. See [Washington State Tribes: Tribal Contact and Coordination Guidelines](#) and Children Administration's [Indian Child Welfare page](#). If a child is affiliated with a Washington state federally recognized Tribe, Grantee shall contact the Tribe.
- ✓ Parents must be notified immediately by the administrator in the following circumstances:

---

<sup>1</sup> 2)(a)(i) *The determination shall be based on: (A) The need for continued assessment, protection, and treatment of the child in a secure facility; and (B) the likelihood the child would remain at a semi-secure facility until his or her parents can take the child home or a petition can be filed under this title.*

(ii) *In making the determination the administrator shall consider the following information if known: (A) The child's age and maturity; (B) the child's condition upon arrival at the center; (C) the circumstances that led to the child's being taken to the center; (D) whether the child's behavior endangers the health, safety, or welfare of the child or any other person; (E) the child's history of running away; and (F) the child's willingness to cooperate in the assessment.*

- Upon admitting a youth who has been brought to the center by law enforcement. [RCW 43.185C.280 (1)(a)]
  - Upon admitting a youth who has run away from home or has requested admittance to the center; [RCW 43.185C.280 (1)(b)]
  - Upon learning from a person under RCW 13.32A.082 that the person is providing shelter to a child absent from home; [RCW 43.185C.280 (1)(c)] or
  - Upon learning that a child has been placed with a responsible adult pursuant to RCW 43.185C.265. [RCW 43.185C.280 (1)(d)]
- ✓ The administrator must provide the parent information about:
    - The youth’s whereabouts, physical and emotional condition, and the circumstances surrounding placement; [RCW 43.185C.280 (3)(a)]
    - The importance placed on achieving a reconciliation between the parent and youth in order to reunify the family, and the procedures to be followed to achieve reconciliation; [RCW 43.185C.280 (3)(b)]
    - Whether a referral to children’s protective services has been made and, if so, what the standard is that governs child abuse and neglect [RCW 26.44.020(1)] in Washington. [RCW 43.185C.280 (3)(c)]
- ✓ Parents, law enforcement, and DSHS (only for dependent youth) must be notified immediately if a youth takes unauthorized leave from the CRC. (RCW 43.185C.285)
- ✓ If the officer or staff of the CRC have reasonable cause to believe that the youth is absent from home because of abuse or neglect, a report must be made immediately to DSHS; [RCW 43.185C.260 (4)]

### **3.3 Services**

#### **3.3.1 Grantees must provide an array of services and case management to meet the identified needs of eligible youth including but not limited to: [RCW43.185C.305 (2)]**

- ✓ Temporary residential placement
- ✓ Assessments including physical health, mental health, behavioral health, education.
- ✓ Family Reconciliation (RCW 13.32A) or other permanency planning. Permanency and transition planning must begin on the first day of admission and be included in the assessments.
- ✓ Connection to services such as food assistance, health care, mental health services, housing, etc.
- ✓ Engagement in interventions including but not limited to: treatment and counseling, employment and education, family involvement and family focused services.

### **3.3.2 Services Provided by DSHS/Children's Administration**

Grantees must contact DSHS/Children's Administration for services, when applicable and appropriate [i.e. Family Reconciliation Services (FRS)] provided by DSHS/Children's Administration. Contact information for DSHS/Children's Administration can be found at <https://fortress.wa.gov/dshs/f2ws03apps/caofficespub/offices/general/OfficePick.asp>.

### **3.3.3 Client-Centered Services**

- ✓ Services are individualized and responsive to the needs of youth
  
- ✓ Services are voluntary and build on the strengths and resources of the youth, respecting their autonomy.

### **3.3.4 Culturally Relevant Services**

The Grantee must provide appropriate, accessible, and culturally relevant services to youth and their families. Service delivery must be culturally competent and responsive to each client's cultural beliefs and values, ethnic norms, language needs, and individual differences. Grantees are encouraged to employ a diverse workforce that reflects the diversity of their clientele and the community.

## **3.4 Staff Responsibilities**

### **3.4.1 Multidisciplinary Team**

The multidisciplinary team assists in a coordinated referral of the family to available social and health-related services. The team meets or communicates as often as necessary to assist the family.

The administrator must:

- ✓ Convene the local multidisciplinary team (as described in WAC 388-145-1965 through 388-145-1980):
  - At the request of a youth [RCW 43.185C.250 1(a)]; or
  - At the request of a youth's parent [RCW 43.185C.250 1(a)]; or
  - Immediately, if the administrator has reasonable cause to believe that a youth is a child in need of services and the parent is unavailable or unwilling to continue efforts to maintain the family structure. [RCW 43.185C.250 1(b)]
  
- ✓ Notify the parent of the multidisciplinary team. A parent may disband a team 24 hours, excluding weekends and holidays, after receiving notice of the team's formation except when a petition has been filed under RCW 13.32A.140. When an at-risk youth or dependency petition is filed the team shall cease to exist unless the parent requests continuation of the team or unless the out-of-home placement was ordered under RCW 13.32A.179 (3). [RCW 43.185C.250 1(c)]

If the administrator is unable to contact the youth's parent within 5 days, the administrator must contact DSHS and request the case be reviewed for a dependency filing under chapter 13.34 RCW. [RCW 43.185C.255 (5)]

- ✓ Request participation of appropriate state agencies to assist in the coordination and delivery of services through the multidisciplinary teams. [RCW 43.185C.250 (2)]
- ✓ A parent shall be advised of the request to form a multidisciplinary team and may select additional members of the multidisciplinary team. The parent or child may request any person or persons to participate including, but not limited to, educators, law enforcement personnel, court personnel, family therapists, licensed health care practitioners, social service providers, youth residential placement providers, other family members, church representatives, and members of their own community. The administrator shall assist in obtaining the prompt participation of persons requested by the parent or child. [RCW 43.185C.250 (4)]

#### Coordinator

- ✓ At the first meeting a member of the team must be chosen to coordinate the team's efforts. The parent must agree with the choice of coordinator. [RCW 43.185C.255 (3)]
- ✓ The coordinator may assist in filing a child in need of services petition when requested by the parent or child or an at-risk youth petition when requested by the parent. [RCW 43.185C.255 (4)]

#### **3.4.1.1 Administrator**

- ✓ Conduct notifications as required in 3.2 above.
- ✓ If family reconciliation and voluntary return of the youth does not occur within 48 hours from the time of admission, and if the administrator does not think reconciliation will occur within 5 days of admission, then the administrator will provide the youth and parent with a copy of their rights and available services, including: [RCW43.185C.290 (5)]
  - Availability of counseling services
  - Right to file a child in need of services petition for an out-of-home placement, the right of a parent to file an at-risk youth petition, and the right of the parent and child to obtain assistance in filing the petition
  - Right to request the facility administrator or his or her designee to form a multidisciplinary team
  - Right to request a review of any out-of-home placement
  - Right to request a mental health or chemical dependency evaluation by a county-designated professional or a private treatment facility
  - Right to request treatment in a program to address the child's at-risk behavior under RCW [13.32A.197](#).
- ✓ Arrange the following transportation for the youth when they enter the CRC under the circumstances described in 3.1.4 Notification Requirements: [RCW 43.185C.280 (2)(d)]

- To the residence of the parent as soon as possible if the youth and parent agree to the youth's return home or when the parent produces a copy of a court order requiring the youth to reside in the parent's home [RCW 43.185C.280 (2)(d)(i)]; or
- To an out-of-home placement when agreed to by the youth and parent [RCW 43.185C.280 (2)(d)(ii)]; or
- To a certified or licensed mental health or chemical dependency program of the parent's choice. [RCW 43.185C.280 (2)(d)(ii)]

Transportation shall be provided by parents according to their ability to pay, law enforcement, DSHS, or the provider. Any unmet transportation expenses must be assumed by the CRC. [RCW 43.185C.280 (2)]

#### **3.4.1.2 Staff (General)**

- ✓ Staff must make reasonable efforts to protect the youth and achieve a reconciliation of the family. [RCW 43.185C.290 (5)]
- ✓ If a youth's behavior is disruptive to the facility's program, the youth may be moved to a separate area within the facility and counseled on an individual basis until such time as the youth regains composure. [RCW 43.185C.305 (1)]
- ✓ In assessing the youth and providing services, facility staff must:
  - Interview the youth as soon as possible. [RCW 43.185C.305 (2)(a)]
  - Contact the youth's parents and arrange for a counseling interview with the youth and the parents as soon as possible. [RCW 43.185C.305 (2)(b)]
  - Conduct counseling interviews with the youth and parents with the goals of youth/parent conflict resolution and the youth returning to home as soon as possible. [RCW 43.185C.305 (2)(c)]
  - Provide additional crisis counseling as needed so the CRC placement is as short as possible and does not to exceed 15 consecutive days. [RCW 43.185C.305 (2)(d)]
- ✓ Based on the assessments done in section 3.3.1, staff may refer a youth who evidences an immediate need for emergency medical evaluation and possible care to a mental health professional pursuant to chapter [71.05](#) RCW or to a chemical dependency specialist pursuant to chapter [70.96A](#) RCW whenever such action is deemed appropriate and consistent with law. [RCW 43.185C.305 (3)]

### 3.4.2 Training

**3.4.2.1** Staff must be trained so that they can effectively counsel youth and provide needed treatment, supervision, and structure for them. [RCW 43.185C.295 (6)]

Grantees must provide training for employees and document attendance in administrative files. Trainings may include, but are not limited to trauma-informed care, harm reduction, motivational interviewing, crisis intervention, positive youth development, healthy and professional boundaries, community resource training, working with sexually exploited youth, and cultural competency including LGBTQ youth, foster care youth, racial minority youth, and tribal relations.

#### 3.4.2.2 Mandated Reporter Training

All employees or volunteers who have access to youth must complete the DSHS Mandated Reporter Toolkit (<http://www.dshs.wa.gov/ca/safety/abuseReport.asp?2>). Documentation of completion must be in each individual's personnel file.

## 3.5 CRC Facilities

### 3.5.1 Licensing

When licensing requirements differ from contract or other statutory requirements Grantees must meet the highest standard.

- ✓ The CRC must be licensed by the Department of Social and Health Services.
- ✓ Licensing must be maintained in good standing at all times during the grant period. In the event of a rule violation or corrective action, the grantee must notify Commerce immediately.

### 3.5.2 Operation of the CRC

- ✓ The CRC must be operated in a manner to reasonably assure youth will not run away. [RCW 43.185C.010 (22)]
- ✓ The facility administrator must establish reasonable hours for residents to come and go from the facility. Youth must not come and go at all hours of the day and night.  
  
A youth may be required to notify the administrator or administrator's designee of any intent to leave the center, the intended destination, and the probable time of return. If appropriate, the administrator may require a youth be accompanied by the administrator or designee when leaving the center. [RCW 43.185C.010 (22)]

## 4 Allowable Costs

Allowable costs include all costs necessary to implement the requirements of the CRC grant. Costs will be reimbursed through a daily per bed amount of \$187.00 regardless of occupancy. Payments must not exceed 15 consecutive nights for each youth.

