



Department of Commerce
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Guidelines

FOR

HOPE Center Services

July 1, 2016 – June 30, 2017

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1 Grant Basics

1.1 Overview

The HOPE center services grant provides resources for temporary residence, assessment, referrals, and permanency planning services for street youth under age 18.

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' HOPE 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 20th 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 reports are 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. [RCW 43.185C.315 (4)]

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 30th 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 (HOPE 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 (HOPE 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 HOPE Center Services

3.1.1 Youth Eligibility

- ✓ A person under the age of eighteen who lives outdoors or in another unsafe location not intended for occupancy by a minor and who is not residing with his or her parent or at his or her legally authorized residence. [RCW 43.330.702 (4)]
- ✓ A person under the age of eighteen who, without placement in a HOPE center, will continue to participate in increasingly risky behavior. (RCW 43.185C.320)
- ✓ A truant youth ordered by the court for placement. (RCW 28A.225.090)

3.1.2 Placement

3.1.2.1 Admission

- ✓ Admission to a HOPE bed is voluntary, except when a court orders placement for a truant youth.
- ✓ Truant youth may be referred for placement by a court.
 - 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 HOPE center, 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, WAC 388-145-1750)
 - If a court referral is declined, Grantee must refer the case back the court for re-assessment.
- ✓ Youth may self-refer to a HOPE center. (RCW 43.185C.320)
- ✓ Youth may also be referred from a Crisis Residential Center, law enforcement, community organization, a Street Youth Services program, Washington State federally recognized Tribe, or the Children’s Administration.
- ✓ Grantee should not accept a placement directly from law enforcement. Law enforcement may transport a youth who intends to self-refer for HOPE services.

- ✓ Admission of dependent youth:
 - 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. [RCW 43.185C.315 (5)]
 - Children’s Administration or Washington State Tribes may request permission from providers to place a dependent youth in a HOPE bed.
 - Priority shall be given to a dependent youth who:
 - Is close to aging out of foster care and/or could utilize a HOPE bed as an initial placement before accessing the Responsible Living Skills Program (RLSP), Independent Youth Housing Program (IYHP), Extended Foster Care (EFC), or other long term housing and service options for youth who have been in foster care;
 - Meets the definition of street youth as defined by RCW 43.330.702;
 - Self-refers directly to a HOPE bed.
 - Placement of a dependent youth who does not meet priority criteria may be made provided that there is at least 1 open bed available for street youth who self-refer (except in instances where Grantee has only 1 HOPE 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.

3.1.2.2 Readmission

Any youth who runs away from the HOPE center may not be readmitted unless authorized by the youth’s Placement and Liaison Specialist. (RCW 43.185C.315)

3.1.2.3 Transfer

Youth may be transferred to a Secure Crisis Residential Center when staff reasonably believe that a youth is likely to leave the HOPE center and not return after full consideration of the factors set forth in RCW 43.185C.290(2)(a)(i) and (ii)¹. [RCW 43.185C.315 (5)]

3.1.2.4 Length of Stay

- ✓ The maximum length of stay in a HOPE center is 30 days. [RCW 43.185C.010 (13)]
- ✓ If a parent wants a youth returned to home, the youth may remain at the HOPE

¹ 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.*

center until the parent arranges the return but no longer. [RCW 43.185C.010 (13)]

- ✓ A stay longer than 30 days is allowable if a long-term placement option is not available. [RCW 43.185C.010 (13)]
- ✓ If Grantee determines that a long-term option is unavailable, and after consideration of factors including appropriateness of continued placement, and cultural, physical, behavioral, and safety needs, the HOPE center administrator can make a determination to extend a youth's stay in 15 day increments up to an additional 30 days.

3.1.2.5 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 a 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 HOPE center. [RCW 13.32A.082 (1)(b)(ii)]
- ✓ HOPE centers must identify to DSHS any street youth it serves who is not returning promptly to home. (RCW 43.185C.315)
- ✓ A youth's parents must be contacted within 72 hours (preferably within 24 hours) of admission as specified in RCW 13.32A.082. Notification must include the whereabouts of the youth, a description of the youth's physical and emotional condition, and the circumstances surrounding the youth's contact with the HOPE center. [RCW 43.185C.315 (5)]

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 HOPE center. Attempts to contact the parent and the missing children's clearinghouse must be made and documented every 8 hours. After another 72-hour period, if a child in need of services petition or dependency petition has not been initiated, contact with DSHS must be made and documented.

- ✓ If there are compelling reasons not to notify the parent or the youth is not returning promptly to home, DSHS must be notified. (RCW 13.32A.082) Contact information for DSHS/Children's Administration can be found at <https://fortress.wa.gov/dshs/f2ws03apps/caofficespub/offices/general/OfficePick.asp>.
- ✓ 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. [RCW 43.185C.315 (2)(a)]

- ✓ 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.
- ✓ Law enforcement, DSHS (only for dependent youth), and parents (when a voluntary agreement is in place with the parent or legal guardian) must be notified immediately if a youth runs away from a HOPE center. [RCW 43.185C.315 (5)]

3.1.3 Services

3.1.3.1 Grantees must provide an array of services and case management to meet the identified needs of eligible youth including but not limited to: [RCW 43.185C.010 (13)]

- ✓ Temporary residence.
- ✓ Services that provide counseling and education to the street youth. (RCW.43.185C.315)
- ✓ Assessments including physical health, mental health, behavioral health, education (see section 3.2.2.1).
- ✓ 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, and other services that meet the individual needs of the youth.
- ✓ Engagement in interventions including but not limited to: treatment and counseling, employment and education, family involvement and family focused services.

3.1.3.2 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>.

3.1.3.3 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.

3.1.3.4 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.

3.2 Staff, Volunteer, and Subcontractor Requirements

3.2.1 Qualifications

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

3.2.1.1 Placement and Liaison Specialist

One Placement and Liaison Specialist for every 15 youth staying in the HOPE center is required. Specialists must have the following minimum qualifications: [RCW 43.185C.315 (2)]

- ✓ Master's degree in counseling, social work, or related field.
- ✓ At least one year of experience working with street youth.

OR

- ✓ Bachelor of Arts degree in social work or related field.
- ✓ Five years of experience working with street youth.

Preference must be given to persons cross-credentialed in mental health and chemical dependency. [RCW 43.185C.315 (2)]

3.2.1.2 Administrator

An agency administrator must have the following minimum qualifications: [RCW 43.185C.315 (3)]

- ✓ Master's degree in counseling, social work, or related field.
- ✓ At least one year of experience working with street youth.

OR

- ✓ Bachelor of Arts degree in social work or related field.
- ✓ Five years of experience working with street youth.

3.2.2 Duties

3.2.2.1 Placement and Liaison Specialist

- ✓ Meet with a youth within eight hours of receiving HOPE center services. [RCW 43.185C.315 (2)(d)]
- ✓ Conduct an assessment that includes determination of youth's legal status regarding

residential placement. [RCW 43.185C.315 (2)(a)]

- ✓ Facilitate the youth's return to their legally authorized residence (including DSHS in the case of a dependent youth) at the earliest possible date or initiate processes to arrange legally authorized appropriate placement. [RCW 43.185C.315 (2)(b)]
- ✓ Interface with other relevant resources and system representatives to secure long-term residential placement and other needed services for the youth. [RCW 43.185C.315 (2)(c)]
- ✓ Facilitate a physical examination of any youth who has not seen a physician within one year prior to residence at a HOPE center and facilitate evaluation by a county-designated mental health professional, a chemical dependency specialist, or both if appropriate. [RCW 43.185C.315 (2)(e)]
- ✓ Arrange an educational assessment to measure the youth's competency level in reading, writing, and basic mathematics. The assessment must measure learning disabilities or special needs. [RCW 43.185C.315 (2)(f)]
- ✓ When appropriate, authorize readmission of youth who have run away from the HOPE center. The basis for readmission must be documented by specific factual findings. (RCW 43.185C.315)

3.2.2.2 Administrator

- ✓ Work with the Placement and Liaison Specialist to provide appropriate services on site. [RCW 43.185C.315 (3)]
- ✓ Accompany youth who must leave during the day to attend school or other necessary appointments. The Administrator may appoint a designee to accompany a youth. (RCW 43.185C.315)

3.2.2.3 Staff (General)

Staff must maintain complete client files that include but are not limited to documentation of a youth's arrival date and time, notification dates and times, and assessment and service provision records.

3.2.3 Training

3.2.3.1 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 the developmental needs of street youth [RCW 43.185C.315 (3)], as well as cultural competency including LGBTQ youth, foster care youth, racial minority youth, and tribal relations.

3.2.3.2 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.

3.3 HOPE Center Facilities

3.3.1 Licensing

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

- ✓ The HOPE center must be licensed by the Department of Social and Health Services. [RCW 43.185C.315 (1)]
- ✓ 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.

3.3.2 Operation

The HOPE center must be operated in a manner to reasonably assure youth will not run away. (RCW 43.185C.315).

Youth may leave the center during the course of the day to attend school or other necessary appointments. They must provide specific information regarding their destination and expected time of return and be accompanied by an administrator or their designee. (RCW 43.185C.315)

4 Allowable Costs

Allowable costs include all costs necessary to implement the requirements of the grant. Costs will be reimbursed through a daily per bed amount of \$116.00 regardless of occupancy.