

		INTERLOCAL AGREEMENT Psychological Services		DCYF Agreement Number: 2265-44504	
This Agreement is by and between the State of Washington Department of Children, Youth & Families (DCYF) and the Contractor identified below, and is issued pursuant to the Interlocal Cooperation Act, chapter 39.34 RCW.				Program Contract Number: 1307- Contractor Contract Number:	
CONTRACTOR NAME Harborview Medical Center			CONTRACTOR doing business as (DBA) Harborview BH Foster Care Clinic		
CONTRACTOR ADDRESS Harborview BH FCC 325 9th Ave Mailstop 359951 Seattle, WA 98104			WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI) 578-037-394		DCYF INDEX NUMBER 1145
CONTRACTOR CONTACT Tanesha Robinson		CONTRACTOR TELEPHONE (206) 744-8806		CONTRACTOR FAX CONTRACTOR E-MAIL ADDRESS trob8@uw.edu	
DCYF ADMINISTRATION Department of Children, Youth, and Families		DCYF DIVISION Children, Youth and Families		DCYF CONTRACT CODE 2800LC-65	
DCYF CONTACT NAME AND TITLE Anne Snook Contract Manager		DCYF CONTACT ADDRESS 500 First Ave S Suite 300 Seattle, WA 98104			
DCYF CONTACT TELEPHONE (206)639-6257		DCYF CONTACT FAX Click here to enter text.		DCYF CONTACT E-MAIL ADDRESS Anne.Snook@dcyf.wa.gov	
IS THE CONTRACTOR A SUBRECIPIENT FOR PURPOSES OF THIS CONTRACT? No			CFDA NUMBER(S)		
AGREEMENT START DATE 10/01/2022		AGREEMENT END DATE 09/30/2024		MAXIMUM AGREEMENT AMOUNT Fee For Service	
EXHIBITS. The following Exhibits are attached and are incorporated into this Agreement by reference: <input checked="" type="checkbox"/> Exhibits (specify): Exhibit A - Data Security Requirements; Exhibit B - Statement of Work; Exhibit C - Program Requirements <input type="checkbox"/> No Exhibits.					
The terms and conditions of this Agreement are an integration and representation of the final, entire and exclusive understanding between the parties superseding and merging all previous agreements, writings, and communications, oral or otherwise regarding the subject matter of this Agreement, between the parties. The parties signing below represent they have read and understand this Agreement, and have the authority to execute this Agreement. This Agreement shall be binding on DCYF only upon signature by DCYF.					
CONTRACTOR SIGNATURE 		PRINTED NAME AND TITLE Sommer Kleweno Walley		DATE SIGNED 10/6/2022	
DCYF SIGNATURE 		PRINTED NAME AND TITLE Anne Snook, Contracts Manager		DATE SIGNED 10/6/2022	

DCYF General Terms and Conditions

1. **Definitions.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
 - a. "Contract" or "Agreement" means the entire written agreement between DCYF and the Contractor, including any Exhibits, documents, or materials incorporated by reference. The parties may execute this contract in multiple counterparts, each of which is deemed an original and all of which constitute only one agreement. E-mail or Facsimile transmission of a signed copy of this contract shall be the same as delivery of an original.
 - b. "Contractor" means the individual or entity performing services pursuant to this Contract and includes the Contractor's owners, members, officers, directors, partners, employees, and/or agents, unless otherwise stated in this Contract. For purposes of any permitted Subcontract, "Contractor" includes any Subcontractor and its owners, members, officers, directors, partners, employees, and/or agents.
 - c. "DCYF Contracts Administrator" means the individual in the DCYF Contracts Department with oversight authority for the Department of Children, Youth & Families statewide agency contracting procedures, or their appropriate designee.
 - d. "DCYF Contracts Department" means the Department of Children, Youth & Families statewide agency headquarters contracting office, or successor section or office.
 - e. "Department of Children, Youth & Families" or "DCYF" means the Washington agency devoted exclusively to serve and support Washington state's youth and their families.
 - f. "Debarment" means an action taken by a Federal agency or official to exclude a person or business entity from participating in transactions involving certain federal funds.
 - g. "Program Agreement" means an agreement between the Contractor and DCYF containing special terms and conditions, including a statement of work to be performed by the Contractor and payment to be made by DCYF.
 - h. "RCW" means the Revised Code of Washington. All references in this Contract to RCW chapters or sections shall include any successor, amended, or replacement statute. Pertinent RCW chapters can be accessed at <http://apps.leg.wa.gov/rcw/>.
 - i. "Regulation" means any federal, state, or local regulation, rule, or ordinance.
 - j. "Subcontract" means any separate agreement or contract between the Contractor and an individual or entity ("Subcontractor") to perform all or a portion of the duties and obligations that the Contractor is obligated to perform pursuant to this Contract.
 - k. "WAC" means the Washington Administrative Code. All references in this Contract to WAC chapters or sections shall include any successor, amended, or replacement regulation. Pertinent WAC chapters or sections can be accessed at <http://apps.leg.wa.gov/wac/>.
2. **Amendment.** This Contract may only be modified by a written amendment signed by both parties. Only personnel authorized to bind each of the parties may sign an amendment.
3. **Assignment.** The Contractor shall not assign this Contract or any Program Agreement to a third party without the prior written consent of DCYF.

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4. Billing Limitations.

- a. DCYF shall pay the Contractor only for authorized services provided in accordance with this Contract.
- b. DCYF shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were performed.
- c. The Contractor shall not bill and DCYF shall not pay for services performed under this Contract, if the Contractor has charged or will charge another agency of the state of Washington or any other party for the same services.

5. Compliance with Applicable Law.

At all times during the term of this Contract, the Contractor shall comply with all applicable federal, state, and local laws and regulations, including but not limited to, nondiscrimination laws and regulations.

6. Debarment Certification.

The Contractor, by signature to this Contract, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from participating in transactions (Debarred). The Contractor also agrees to include the above requirement in any and all Subcontracts into which it enters. The Contractor shall immediately notify DCYF if, during the term of this Contract, Contractor becomes Debarred. DCYF may immediately terminate this Contract by providing Contractor written notice if Contractor becomes Debarred during the term hereof.

7. Governing Law and Venue.

This Contract shall be construed and interpreted in accordance with the laws of the state of Washington and the venue of any action brought hereunder shall be in Superior Court for Thurston County.

8. Independent Contractor.

The parties intend that an independent contractor relationship will be created by this Contract. The Contractor and his or her employees or agents performing under this Contract are not employees or agents of the Department. The Contractor, his or her employees, or agents performing under this Contract will not hold himself/herself out as, nor claim to be, an officer or employee of the Department by reason hereof, nor will the Contractor, his or her employees, or agent make any claim of right, privilege or benefit that would accrue to such officer or employee.

9. Inspection.

The Contractor shall, at no cost, provide DCYF and the Office of the State Auditor with reasonable access to Contractor's place of business, Contractor's records, and DCYF client records, wherever located. These inspection rights are intended to allow DCYF and the Office of the State Auditor to monitor, audit, and evaluate the Contractor's performance and compliance with applicable laws, regulations, and these Contract terms. These inspection rights shall survive for six (6) years following this Contract's termination or expiration.

10. Maintenance of Records.

The Contractor shall maintain records relating to this Contract and the performance of the services described herein. The records include, but are not limited to, accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this Contract. All records and other material relevant to this Contract shall be retained for six (6) years after expiration or termination of this Contract.

Without agreeing that litigation or claims are legally authorized, if any litigation, claim, or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims, or audit findings involving the records have been resolved.

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11. **Order of Precedence.** In the event of any inconsistency or conflict between the General Terms and Conditions and the Special Terms and Conditions of this Contract or any Program Agreement, the inconsistency or conflict shall be resolved by giving precedence to these General Terms and Conditions. Terms or conditions that are more restrictive, specific, or particular than those contained in the General Terms and Conditions shall not be construed as being inconsistent or in conflict.
12. **Severability.** If any term or condition of this Contract is held invalid by any court, the remainder of the Contract remains valid and in full force and effect.
13. **Survivability.** The terms and conditions contained in this Contract or any Program Agreement which, by their sense and context, are intended to survive the expiration or termination of the particular agreement shall survive. Surviving terms include, but are not limited to: Billing Limitations; Disputes; Indemnification and Hold Harmless, Inspection, Maintenance of Records, Notice of Overpayment, Ownership of Material, Termination for Default, Termination Procedure, and Treatment of Property .
14. **Termination Due to Change in Funding.** If the funds DCYF relied upon to establish this Contract or Program Agreement are withdrawn, reduced or limited, or if additional or modified conditions are placed on such funding, DCYF may immediately terminate this Contract by providing written notice to the Contractor. The termination shall be effective on the date specified in the termination notice.
15. **Waiver.** Waiver of any breach or default on any occasion shall not be deemed to be a waiver of any subsequent breach or default. Any waiver shall not be construed to be a modification of the terms and conditions of this Contract. Only the DCYF Contracts Administrator or designee has the authority to waive any term or condition of this Contract on behalf of DCYF.

Additional General Terms and Conditions – Interlocal Agreements:

16. **Disputes.** Both DCYF and the Contractor (“Parties”) agree to work in good faith to resolve all conflicts at the lowest level possible. However, if the Parties are not able to promptly and efficiently resolve, through direct informal contact, any dispute concerning the interpretation, application, or implementation of any section of this Agreement, either Party may reduce its description of the dispute in writing, and deliver it to the other Party for consideration. Once received, the assigned managers or designees of each Party will work to informally and amicably resolve the issue within five (5) business days. If managers or designees are unable to come to a mutually acceptable decision within five (5) business days, they may agree to issue an extension to allow for more time.

If the dispute cannot be resolved by the managers or designees, the issue will be referred through each Agency’s respective operational protocols, to the Secretary of DCYF (“Secretary”) and the Contractor’s Agency Head (“Agency Head”) or their deputies or designated delegates. Both Parties will be responsible for submitting all relevant documentation, along with a short statement as to how they believe the dispute should be settled, to the Secretary and Agency Head.

Upon receipt of the referral and relevant documentation, the Secretary and Agency Head will confer to consider the potential options of resolution, and to arrive at a decision within fifteen (15) business days. The Secretary and Agency Head may appoint a review team, a facilitator, or both, to assist in the resolution of the dispute. If the Secretary and Agency Head are unable to come to a mutually acceptable decision within fifteen (15) business days, they may agree to issue an extension to allow for more time.

The final decision will be put in writing, and will be signed by both the Secretary and Agency Head. If the Agreement is active at the time of resolution, the Parties will execute an amendment or change order to incorporate the final decision into the Agreement. The decision will be final and binding as to

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the matter reviewed and the dispute shall be settled in accordance with the terms of the decision.

If the Secretary and Agency Head are unable to come to a mutually acceptable decision, the Parties will request intervention by the Governor, per RCW 43.17.330, in which case the governor shall employ whatever dispute resolution methods that the governor deems appropriate in resolving the dispute.

Both Parties agree that, the existence of a dispute notwithstanding, the Parties will continue without delay to carry out all respective responsibilities under this Agreement that are not affected by the dispute.

- 17. Hold Harmless.** The Contractor shall be responsible for and shall hold DCYF harmless from all claims, loss, liability, damages, or fines arising out of or relating to the Contractor's negligent acts or omissions or its performance or failure to perform this Agreement. DCYF shall be responsible for and shall hold the Contractor harmless from all claims, loss, liability, damages, or fines arising out of or relating to DCYF's performance or failure to perform this Agreement.
- 18. Ownership of Material.** Copyright in all material created by the Contractor and paid for by DCYF as a part of this Interlocal Agreement shall be the property of the State of Washington. Both DCYF and Contractor may use these materials, and permit others to use them, for any purpose consistent with their respective missions as agencies of the state of Washington. This material includes, but is not limited to: books; computer programs; documents; films; pamphlets; reports; sound reproductions; studies; surveys; tapes; and/or training materials. Material that the Contractor uses to perform this Interlocal Agreement but which is not created for or paid for by DCYF shall be owned by Contractor or such other party as determined by Copyright Law and/or Contractor's internal policies. Contractor hereby grants (or, if necessary and to the extent reasonably possible, shall obtain and grant) a perpetual, unrestricted, royalty free, non-exclusive license to DCYF to use the materials for DCYF internal purposes.
- 19. Subrecipients.**
- a. General. If the Contractor is a subrecipient of federal awards as defined by 2 CFR Part 200 this Agreement, the Contractor shall:
- (1) Maintain records that identify, in its accounts, all federal awards received and expended and the federal programs under which they were received, by Catalog of Federal Domestic Assistance (CFDA) title and number, award number and year, name of the federal agency, and name of the pass-through entity;
 - (2) Maintain internal controls that provide reasonable assurance that the Contractor is managing federal awards in compliance with laws, regulations, and provisions of contracts or grant agreements that could have a material effect on each of its federal programs;
 - (3) Prepare appropriate financial statements, including a schedule of expenditures of federal awards;
 - (4) Incorporate 2 CFR Part 200, Subpart F audit requirements into all agreements between the Contractor and its Subcontractors who are subrecipients;
 - (5) Comply with the applicable requirements of 2 CFR Part 200, including any future amendments to 2 CFR Part 200, and any successor or replacement Office of Management and Budget (OMB) Circular or regulation; and

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- (6) Comply with the Omnibus Crime Control and Safe streets Act of 1968, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Title IX of the Education Amendments of 1972, The Age Discrimination Act of 1975, and The Department of Justice Non-Discrimination Regulations, 28 C.F.R. Part 42, Subparts C.D.E. and G, and 28 C.F.R. Part 35 and 39. (Go to <https://ojp.gov/about/offices/ocr.htm> for additional information and access to the aforementioned Federal laws and regulations.)
- b. Single Audit Act Compliance. If the Contractor is a subrecipient and expends \$750,000 or more in federal awards from any and/or all sources in any fiscal year, the Contractor shall procure and pay for a single audit or a program-specific audit for that fiscal year. Upon completion of each audit, the Contractor shall:
- (1) Submit to the DCYF contact person the data collection form and reporting package specified in 2 CFR Part 200, Subpart F, reports required by the program-specific audit guide (if applicable), and a copy of any management letters issued by the auditor;
 - (2) Follow-up and develop corrective action for all audit findings; in accordance with 2 CFR Part 200, Subpart F; prepare a "Summary Schedule of Prior Audit Findings" reporting the status of all audit findings included in the prior audit's schedule of findings and questioned costs.
- c. Overpayments. If it is determined by DCYF, or during the course of a required audit, that the Contractor has been paid unallowable costs under this or any Program Agreement, DCYF may require the Contractor to reimburse DCYF in accordance with 2 CFR Part 200.

20. Termination.

- a. Default. If for any cause, either party fails to fulfill its obligations under this Agreement in a timely and proper manner, or if either party violates any of the terms and conditions contained in this Agreement, then the aggrieved party will give the other party written notice of such failure or violation. The responsible party will be given fifteen (15) working days to correct the violation or failure. If the failure or violation is not corrected, this Agreement may be terminated immediately by written notice from the aggrieved party to the other party.
- b. Convenience. Either party may terminate this Interlocal Agreement for any other reason by providing thirty (30) calendar days' written notice to the other party.
- c. Payment for Performance. If this Interlocal Agreement is terminated for any reason, DCYF shall only pay for performance rendered or costs incurred in accordance with the terms of this Agreement and prior to the effective date of termination.

21. **Treatment of Client Property.** Unless otherwise provided, the Contractor shall ensure that any adult client receiving services from the Contractor has unrestricted access to the client's personal property. The Contractor shall not interfere with any adult client's ownership, possession, or use of the client's property. The Contractor shall provide clients under age eighteen (18) with reasonable access to their personal property that is appropriate to the client's age, development, and needs. Upon termination of the Contract, the Contractor shall immediately release to the client and/or the client's guardian or custodian all of the client's personal property.

- 1. Definitions Specific to Special Terms.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
- a. "Agency" means a public or private agency or other organization providing services to DCYF clients.
 - b. "Authorized" means approved by a DCYF Social Service Specialist as evidenced by receipt of an SSPS Social Services notice or other written notice.
 - c. "Authorization" means approval by a DCYF Social Service Specialist, as evidenced by receipt of a written DCYF referral form; signed by the referring Social Service Specialist.
 - d. "Caregiver" means a person such as a parent, foster parent, or head of household, who is responsible for attending to the personal care and daily living needs of a child or independent adult.
 - e. "Child Abuse or Neglect" means the injury, sexual abuse, sexual exploitation, negligent treatment, or maltreatment of a child under circumstances, which indicate that the child's health, welfare, or safety is harmed. An abused child is a child who has been subjected to child abuse or neglect.
 - f. "Child," "Youth," or "Client" are used interchangeably throughout this Contract and shall mean the party served.
 - g. "Compliance Agreement" means a written plan approved by DCYF which identifies deficiencies in Contractor's performance, describes the steps Contractor must take to correct the deficiencies, and sets forth timeframes within which such steps must be taken to return Contractor to compliance with the terms of the Contract.
 - h. "Consultant" means a person who is qualified by credential, background, or experience to assist in assessing, evaluating, counseling, or treating the client, and who provides technical, clinical, practical or other relevant assistance to the Contractor in the assessment, evaluation, counseling, or treatment of a client.
 - i. "Consultation" means the services rendered by a psychologist whose opinion or advice is requested by the Department in the evaluation and / or treatment of a client. It may also include the opinion and advice the Contractor obtains from an outside, third party individuals recognized in the community as having expertise in order to provide services to the Department
 - j. "Corporal Punishment" means any act that willfully inflicts or causes the infliction of physical pain on a child.
 - k. "Counseling" means employing any therapeutic techniques as described under WAC 246-810-010, RCW 18.19.010. Such therapeutic techniques include but are not limited to social work, mental health counseling, and marriage and family therapy, for a fee that offer, assist or attempt to assist an individual or individuals in the amelioration or adjustment of mental, emotional, or behavioral problems, and includes therapeutic techniques to achieve sensitivity and awareness of self and others and the development of human potential.
 - l. "CPS" means Child Protective Services, a program under DCYF focused on conducting the initial investigation into allegations of abuse and neglect.
 - m. "CPS Intake" is the process designated to record all referral reports concerning instances of suspected child abuse and neglect, determine if the referral meets referral screening criteria and make a disposition concerning the referral.

- n. "Current Procedural Terminology" or "CPT", for purposes of this Contract, means a set of codes developed by the American Medical Association to identify the types of services to be provided to clients, and corresponding reimbursement rates. CPT codes are included in this contract as additional information to clarify the service that DCYF is requesting.
- o. "Diagnostic and Statistical Manual for Mental Disorder" or "DSM", of the most current edition, means the manual published by the American Psychological Association which establishes Diagnostic Criteria, including description, diagnosis, treatment, and research findings for the most common mental disorders.
- p. "Diagnostic Interview Examination" means the face-to-face interview, conducted by a psychologist the focus of which is to discover the patient's main complaint elicited in sufficient detail to permit a comprehensive understanding of the course of treatment needed. The Diagnostic Interview Examination provides the Contractor with a sample of the patient's interpersonal behavior and emotional processes that can either support or qualify diagnostic inferences from the standardized testing conducted with the client, and a review of collateral information. It can also aid in prognosis and treatment planning.
- q. "Diagnostic Tests" means psychometric tests that are included in a psychological evaluation when they are necessary to establish or exclude a diagnosis, to aid in the choice of treatment, or to monitor treatment effects or side effects. Relevant test results are documented in the evaluation, and their importance for diagnosis and treatment is indicated in the case formulation or treatment plan.
- r. "Family" means the birth parent(s), relative caregiver (kinship care), foster parent(s), and/or adoptive parent(s) who act(s) as caregiver(s) for a child.
- s. "Interpreter" means a person who speaks English and another language fluently or signs American Sign Language (ASL) fluently, and provides interpreter services as outlined in WAC 388-03. Fluency includes an understanding of nonverbal and cultural patterns necessary to communicate effectively. An interpreter enables clients and medical / health care providers to communicate effectively with each other.
- t. "LEP" means Limited English Proficiency, and indicates an individual's need for additional support and assistance in comprehending the English language.
- u. "Mental Health Disorder" means any mental illness or disorder as identified and described in the most current edition of the DSM.
- v. "Neuropsychological testing battery and Neurobehavioral status exam with interpretation and report" means the clinical assessment of the client's cognitive capacity and reasoning skills. This may include assessments of their acquired knowledge, attention, memory, and visual spatial abilities.
- w. "Psychological Services" means the evaluation, diagnosis, and/or treatment of persons who exhibit symptoms of a mental health disorder.
- x. "Psychologist" means a person who has been licensed as a psychologist pursuant to chapter 18.83 RCW. Or, has been licensed in accordance with the state regulations where the person lives and practices.
- y. "Psychological testing with interpretation" means the psycho-diagnostic assessment of personality, psychopathology, emotionality, and intellectual abilities.

- z. "Psychometric Test" means a standard, valid, current and reliable test that systematically measures an individual's mental processes and behavioral acts.
- aa. "Psychotherapy" means the prescribed and documented course of therapy and/or counseling administered to a client for whom, after adequate evaluation, a mental health professional has diagnosed a need for these services.
- bb. "Social Service Specialist" means the assigned DCYF social worker.
- cc. "SSPS" means the Social Service Payment System, the service authorization and payment system used by DCYF for this Contract.
- dd. "Staffing" means a formal or informal meeting, conducted by a DCYF Social Service Specialist or DCYF staff member with one or more of the following persons: other DCYF staff, professional staff of the Contractor and/or other provider, consultants, parents or others, for the purpose of reviewing or discussing, or for making decisions concerning, a client or case.
- ee. "Telehealth" means the use of electronic information and telecommunication technologies to support long-distance clinical health care, patient and professional health-related education, public health and health administration.
- ff. "Unusual Incidents" means circumstances or events that concern a child's health, safety or wellbeing or may impact the child's living situation or permanent plan.
- gg. "Videoconferencing" means Real-time, generally two-way transmission of video images between multiple locations.

2. Purpose. The purpose of this Contract is to provide a wide range of licensed psychological services, as authorized by DCYF, to improve the safety of children and the functioning of individuals and families. Services may include psychological evaluations, neuropsychological exams, reports, psychotherapy, and psychological treatment services.

3. Data Security Requirements – Exhibit A. The Contractor shall protect, segregate, and dispose of data from DCYF as described in Exhibit A.

4. Statement of Work – Exhibit B. The Contractor shall provide services and staff as described in the Statement of Work attached as Exhibit B.

5. Program Requirements – Exhibit C. The Contractor shall comply with all program and other requirements for providing services under this Contract, as stated in the Program Requirements attached as Exhibit C.

6. Consideration

a. The Contractor shall be paid for preauthorized services provided under this DCYF Contract at the rate in effect at the time services were provided, according to the DCYF published Licensed Psychological Service Fee Tables available at: <https://www.dcyf.wa.gov/services/child-welfare-providers/contracted-services>.

b. DCYF shall pay the Contractor for actual case related travel. Case related travel shall only include:

Travel to and from the family's home or remote office location to provide service.

- c. The Contractor shall adhere to the following travel time stipulations:
 - (1) Arrange visits in the family home or remote office location to limit travel time;
 - (2) Allowable travel time is portal to portal. DCYF will use Google Maps to evaluate reasonableness of claimed time;
 - (3) Travel time shall be calculated as the distance from the provider's workplace (location where the provider normally performs their work) or previous client appointment;
 - (4) No reimbursement for travel shall be paid for travel between provider's residence and office; and
 - (5) Travel time shall be reasonable.
- d. Any travel beyond one (1) hour or four (4) units to the appointment or returning (i.e. one -way) must be authorized by the regional program manager or designee.

7. Billing

- a. The Contractor must submit a billing statement for psychological services using the Psychological Services Billing Statement available at: <https://www.dcyf.wa.gov/services/child-welfare-providers/contracted-services>.
- b. The billing statement, reports and copies of accompanying referrals shall be submitted within thirty (30) days of the evaluation being completed, or within thirty (30) days of a completed month of therapy or consultation to the DCYF fiduciary specialist responsible for the office of the service referral, identified at: <https://www.dcyf.wa.gov/services/child-welfare-providers/contracted-billings>.
- c. Claims for payment must be received by DCYF no later than sixty (60) days from the date services were rendered.
- d. The Contractor shall contact the responsible Fiduciary Specialist concerning billing questions. Contact information is available at: <https://www.dcyf.wa.gov/services/child-welfare-providers>.

8. Payment

- a. The Contractor shall agree to accept the DCYF payment as the sole and complete payment for services provided under this Contract.
- b. The Contractor shall be paid for services provided under this Contract at the published rate in effect at the time services were provided, according to the DCYF published Psychological Service Fee Table available at: <https://www.dcyf.wa.gov/services/child-welfare-providers/contracted-services>.
- c. DCYF shall pay the Contractor only for DCYF clients who have been authorized in writing by DCYF to receive services under this Contract.
- d. Payment shall be dependent upon DCYF receipt of satisfactorily completed reports that conform to the requirements of this Contract.
- e. DCYF will not be obligated to pay for services submitted more than three (3) months after the calendar month in which the services were performed.

- f. DCYF will make payment within thirty (30) days of receipt of a properly completed billing packet. DCYF will generate payment through the DCYF Social Service Payment System (SSPS).
- g. DCYF may withhold payment claimed by the Contractor for services rendered if Contractor fails to satisfactorily comply with any term or condition of the Contract.
- h. DCYF may, at its sole discretion, withhold payment claimed by the Contractor for services rendered if Contractor fails to satisfactorily comply with any term or condition of the Contract.

9. Insurance.

- a. DCYF certifies that it is self-insured under the State's self-insurance liability program, as provided by RCW 4.92.130, and shall pay for losses for which it is found liable.
- b. The Contractor certifies, by checking the appropriate box below, initialing to the left of the box selected, and signing this Agreement, that:

_____ The Contractor is self-insured or insured through a risk pool and shall pay for losses for which it is found liable.

10. Services Authorized as Needed

DCYF shall request services from the Contractor on an as-needed basis. This Contract does not obligate DCYF to authorize services from the Contractor.

11. Payment Only for Authorized Services

DCYF shall pay the Contractor only for authorized services provided in accordance with this Contract. If this Contract is terminated for any reason, DCYF shall pay only for services authorized and provided through the date of termination.

12. Funding Stipulations

- a. Information for Federal Funding. The Contractor shall cooperate in supplying any information to DCYF that may be needed to determine DCYF or the client's eligibility for federal funding.
- b. Duplicate Billing. The Contractor must not bill other funding sources for services rendered under this Contract which would result in duplicate billing to different funding sources for the same service. Furthermore, the Contractor shall ensure that no subcontractor bills any other funding sources for services rendered under this Contract, which would result in duplicate billing to different funding sources for the same service.
- c. No Federal Match. The Contractor shall not use funds payable under this Contract as match toward federal funds without the prior written permission of DCYF.
- d. Supplanting. The Contractor shall use these funds to supplement, not supplant the amount of federal, state and local funds otherwise expended for services provided under this Contract.

13. Recovery of Fees for Noncompliance

In the event the Contractor bills for services provided and is paid fees for services that DCYF later finds were either (a) not delivered or (b) not delivered in accordance with applicable standards or the requirements of this Contract, DCYF shall have the right to recover the fees for those services from the

Contractor, and the Contractor shall fully cooperate during the recovery process.

14. Prohibition of Use of Funds for Lobbying Activities

The Contractor shall not use funds payable under the Contract for lobbying activities of any nature. The Contractor certifies that no state or federal funds payable under this Contract shall be paid to any person or organization to influence, or attempt to influence, either directly or indirectly, an officer or employee of any state or federal agency, or an officer or member of any state or federal legislative body or committee, regarding the award, amendment, modification, extension, or renewal of a state or federal contract or grant.

Any act by the Contractor in violation of this prohibition shall be grounds for termination of this Contract, at the sole discretion of DCYF, and shall subject Contractor to such monetary and other penalties as may be provided by law.

15. Business/Financial Assessment

The Contractor authorizes DCYF to obtain a financial assessment and/or credit report of the Contractor's corporation and/or business, and of the principal owner(s) of the corporation and/or business, at any time prior to or during the term of this Contract. A "principal owner" includes person(s) or organization(s) with a 25% or more ownership interest in the business.

DCYF may deny, suspend, terminate, or refuse to renew or extend a contract if, in the judgment of DCYF, the Contractor, or any partner or managerial employee of the Contractor, or an owner of 50% or more of the Contractor entity, or a principal owner who exercises control over the Contractor's daily operations:

- a. Has a credit history which could adversely affect the Contractor's ability to perform the contract
- b. Has failed to meet a financial obligation as the obligation fell due in the normal course of business;
or
- c. Has filed for bankruptcy, reorganization, or receivership within five (5) years of the start date of the contract.

16. Investigations of Contractor or Related Personnel

DCYF may, without prior notice, suspend the Contractor's performance of the Contract if the Contractor, or any partner, officer or director of the Contractor, or a subcontractor, or any employee or volunteer of the Contractor or a subcontractor, is investigated by DCYF or a local, county, state or federal agency regarding any matter that, if ultimately established, could either:

- a. Result in a conviction for violating a local, state or federal law, or
- b. In the sole judgment of DCYF, adversely affect the delivery of services under this Contract or the health, safety or welfare of DCYF clients.

DCYF may also take other lesser action, including, but not limited to, disallowing the subject of the investigation, whether an employee, volunteer, or other person associated with the Contractor or a subcontractor, from providing services, or from having contact with DCYF clients, until the investigation is concluded and a final determination made by the investigating agency.

17. Removal of Individuals from Performing Services

- a. In the event that any of Contractor's employees, subcontractors, or volunteers who provide services under this Contract do not meet qualifications required by this Contract or do not perform the services as required in this Contract, DCYF may require that Contractor assure DCYF that such individual will not provide services to DCYF clients under this Contract.
- b. DCYF shall notify the Contractor of this decision verbally and in writing and the Contractor shall, within twenty-four (24) hours, disallow that person from providing direct services to DCYF clients. Failure to do so may result in a Compliance Agreement and possible suspension or termination of this Contract.

18. Compliance Agreement

In the event that DCYF identifies deficiencies in Contractor's performance under this Contract, DCYF may, at its option, establish a Compliance Agreement. When presented with a Compliance Agreement, Contractor agrees to undertake the actions specified in the plan within the timeframes given to correct the deficiencies. Contractor's failure to do so shall be grounds for termination of this Contract.

19. Resolution of Differences

In the event of any differences between the parties on matters related to the interpretation and implementation of this Contract, the parties shall first attempt to resolve the difference informally between themselves at the local or regional level, by following the regional conflict resolution process.

If the parties are unable to resolve their difference as stated above, then either party may submit a request for dispute resolution as provided in the Section **Disputes** below.

- a. A copy of the regional conflict resolution process is available from the DCYF Contact person listed on page 1 of this Contract.

20. Disputes

- a. Either party who has a dispute concerning this Contract may submit a written request for dispute resolution. The amount of any rate set by law, regulation, or DCYF policy is not disputable. A party's written request for dispute resolution must include:
 - (1) A statement identifying the issue(s) in dispute; and
 - (2) Contractor's name, address and contract number.
- b. The request must be mailed to the following address within thirty (30) calendar days after the party could reasonably be expected to have knowledge of the issue, which is disputed.
- c. A copy of the current DCYF's dispute resolution process is available at any time by written request.
- d. Requests for dispute resolution or for a copy of the current DCYF's dispute resolution process should be sent to:

Department of Children, Youth & Families
Attention Contracts Unit
P.O. Box 40983
Olympia, WA 98504-0983

- e. This dispute resolution process is the sole administrative remedy available under this Contract.

21. Emergency Management & Response

- a. It may be possible, that during the performance of this Contract, that DCYF or the State of Washington could issue or declare a State of Emergency. Such an emergency could include, but not be limited to:
 - (1) Pandemic;
 - (2) Public Health Emergency;
 - (3) Natural or manmade disaster; and / or
 - (4) Civil Unrest.
- b. If such a declaration is made, by DCYF or the State of Washington, then DCYF may choose to temporarily modify the service delivery provisions of this contract. Those modifications will be time limited and will be found here: <https://www.dcyf.wa.gov/services/child-welfare-providers/contracted-services>.

DATA SECURITY REQUIREMENTS

ORGANIZATION OF DATA SECURITY REQUIREMENTS

1. Definitions
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16. Breach of Data

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
 - a. "AES" means the Advanced Encryption Standard, a specification of Federal Information Processing Standards Publications for the encryption of electronic data issued by the National Institute of Standards and Technology (<http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>).
 - b. "Authorized Users(s)" means an individual or individuals with a business need to access DCYF Confidential Information, and who has been authorized to do so.
 - c. "Cloud storage" means data storage on servers hosted by an entity other than the Contractor and on a network outside the control of the Contractor. Physical storage of data in the cloud typically spans multiple servers and often multiple locations. Cloud storage can be divided between consumer grade storage for personal files and enterprise grade for companies and governmental entities. Examples of consumer grade storage would include iTunes, Dropbox, Box.com, and many other entities. Enterprise cloud vendors include Microsoft Azure, Amazon Web Services, and Rackspace.
 - d. "Confidential Information" means information that may be exempt from disclosure to the public or other unauthorized persons under either chapter 42.56 RCW or other state or federal laws. Confidential Information includes, but is not limited to, Personal Information, agency source code or object code, and agency security data. "Confidential Information" also includes, but is not limited to, Category 3 and Category 4 Data as described in section 4 of this Exhibit (Exhibit A: Data Security Requirements), Personal Information, Materials, and Data. The definition of "Confidential Information" shall also include the definition described in section 1 (Definitions) of the General Terms and Conditions of this Contract.
 - e. "Data" means DCYF's records, files, forms, information and other documents in electronic or hard copy medium. "Data" includes, but is not limited to, Confidential Information.

- f. “Encrypt” means to encode Confidential Information into a format that can only be read by those possessing a “key”; a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
- g. “FedRAMP” means the Federal Risk and Authorization Management Program (see <https://www.fedramp.gov/>), which is an assessment and authorization process that federal government agencies have been directed to use to ensure security is in place when accessing Cloud computing products and services.
- h. “Hardened Password” means a string of at least eight characters containing at least three of the following four character classes: Uppercase alphabetic, lowercase alphabetic, numeral, and special characters such as an asterisk, ampersand, or exclamation point.
- i. “Mobile Device” means a computing device, typically smaller than a notebook, which runs a mobile operating system, such as iOS, Android, or Windows Phone. Mobile Devices include smart phones, most tablets, and other form factors.
- j. “Multi-factor Authentication” means controlling access to computers and other IT resources by requiring two or more pieces of evidence that the user is who they claim to be. These pieces of evidence consist of something the user knows, such as a password or PIN; something the user has such as a key card, smart card, or physical token; and something the user is, a biometric identifier such as a fingerprint, facial scan, or retinal scan. “PIN” means a personal identification number, a series of numbers which act as a password for a device. Since PINs are typically only four to six characters, PINs are usually used in conjunction with another factor of authentication, such as a fingerprint.
- k. “Personal Information” shall have the same meaning as described in RCW 42.56.590(10) and includes, but is not limited to, information protected under chapter 13.50 RCW, Health Care Information as that phrase is defined in RCW 70.02.010, personally identifiable information, and other information that relates to a person’s name and the use or receipt of governmental services or other activities.
- l. “Portable Device” means any computing device with a small form factor, designed to be transported from place to place. Portable devices are primarily battery powered devices with base computing resources in the form of a processor, memory, storage, and network access. Examples include, but are not limited to, mobile phones, tablets, and laptops. Mobile Device is a subset of Portable Device.
- m. “Portable Media” means any machine-readable media that may routinely be stored or moved independently of computing devices. Examples include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.
- n. “Physically Secure” or “Physical Security” means that access is restricted through physical means to authorized individuals only.
- o. “Secure Area” means an area to which only authorized representatives of the entity possessing the Confidential Information have access, and access is controlled through use of a key, card key, combination lock, or comparable mechanism. Secure Areas may include buildings, rooms or locked storage containers (such as a filing cabinet or desk drawer) within a room, as long as access to the Confidential Information is not available to unauthorized personnel. In otherwise Secure

Areas, such as an office with restricted access, the Data must be secured in such a way as to prevent access by non-authorized staff such as janitorial or facility security staff, when authorized Contractor staff are not present to ensure that non-authorized staff cannot access it.

- p. "Staff" means the Contractor's directors, officers, employees, and agents who provide goods or services pursuant to this Contract. "Staff" also means Subcontractors' directors, officers, employees, and agents who provide goods or services on behalf of the Contractor. The term "Staff" also means the Subcontractors' directors, officers, employees, and agents who provide goods or services on behalf of the Subcontractor and Contractor.
- q. "Trusted Network" means a network operated and maintained by the Contractor, which includes security controls sufficient to protect DCYF Data on that network. Controls would include a firewall between any other networks, access control lists on networking devices such as routers and switches, and other such mechanisms which protect the confidentiality, integrity, and availability of the Data.
- r. "Unique User ID" means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.

2. Authority.

The security requirements described in this contract reflect the applicable requirements of Standard 141.10 (<https://ocio.wa.gov/policies>) of the Office of the Chief Information Officer for the state of Washington, and of the DCYF Information Security Policy and Standards Manual.

3. Scope of Protection

The requirements described in this Contract apply to Confidential Information and Data related to the subject matter of this Contract that is delivered, received, used, shared, acquired, created, developed, revised, modified, or amended by DCYF, the Contractor, or Subcontractors.

4. Data Classification

- a. The Washington State Office of the Chief Information Officer (OCIO) has established policies that classify data into categories based on the data's sensitivity. The categories described in Section 4 of OCIO policy No. 141.10 are adopted and incorporated by reference in this Agreement. Pursuant to Section 4 of OCIO policy No. 141.10 the categories are as follows:

(1) Category 1 – Public Information

Public information is information that can be or currently is released to the public. It does not need protection from unauthorized disclosure, but does need integrity and availability protection controls.

(2) Category 2 – Sensitive Information

Sensitive information may not be specifically protected from disclosure by law and is for official use only. Sensitive information is generally not released to the public unless specifically requested.

(3) Category 3 – Confidential Information

Confidential information is information that is specifically protected from either release or disclosure by law. This includes, but is not limited to:

- (a) Personal information as defined in RCW 42.56.590 and RCW 19.255.10;
- (b) Information about public employees as defined in RCW 42.56.250;
- (c) Lists of individuals for commercial purposes as defined in RCW 42.56.070(9); and
- (d) Information about the infrastructure and security of computer and telecommunication networks as defined in RCW 42.56.420.

(4) Category 4 – Confidential Information Requiring Special Handling

Confidential information requiring special handling is information that is specifically protected from disclosure by law and for which:

- (a) Especially strict handling requirements are dictated, such as by statutes, regulations, or agreements; and
- (b) Serious consequences could arise from unauthorized disclosure, such as threats to health and safety, or legal sanctions.

5. Compliance with Laws, Rules, Regulations, and Policies

- a. Confidential Information and Data that is delivered, received, used, shared, acquired, created, developed, revised, modified, or amended in connection with this Contract the parties shall comply with the following:
 - (1) All federal and state laws and regulations, as currently enacted or revised, regarding the protection, security, and electronic interchange of Confidential Information and Data; and
 - (2) All federal and state laws and regulations, as currently enacted or revised, regarding the use, disclosure, modification or loss of Confidential Information and Data.

6. Administrative Controls.

- a. The Contractor must have the following controls in place:
 - (1) A documented security policy governing the secure use of its computer network, mobile devices, portable devices, as well as, any form of paper/hard copy documents.
 - (2) Security awareness training for all staff, presented and documented annually, as follows:
 - (a) Contractor staff responsibilities under the Contractor's security policy;
 - (b) Contactor staff responsibilities as outlined under contract Exhibit A; and
 - (c) Must successfully complete the DCYF Information Security Awareness Training, which can be taken on this web page: <https://www.dcyf.wa.gov/sites/default/files/pdf/Security-in-Contracts.pdf>
 - (3) Contractor may replace the DCYF Information Security Awareness training listed above with

their own equivalent Information Awareness Training.

7. Authorization, Authentication, and Access.

- a. In order to ensure that access to the Data is limited to authorized staff, the Contractor must comply with the following:
- (1) Have documented policies and procedures that:
 - (a) Govern access to systems; and
 - (b) Govern access to paper/hard copy documents and files.
 - (2) Only allow access to Confidential Information through administrative, physical, and technical controls.
 - (3) Ensure that user accounts are unique and that any given user account logon ID and password combination is known only to the one staff member to whom that account is assigned. For purposes of non-repudiation, it must always be possible to determine which staff member performed a given action on a system housing the Data based solely on the logon ID used to perform the action.
 - (4) Ensure that only authorized users are capable of accessing the Data;
 - (5) Ensure that an employee's access to Data is removed:
 - (a) Within twenty-four (24) hours of an alleged compromise of the user credentials;
 - (b) Within 24 hours from when their employment, or the contract under which the Data is made available to them, is terminated;
 - (c) Within 24 hours from when the employee or contractor no longer need access to the Data to fulfill the requirements of the Contract; and
 - (d) Within 24 hours from when the staff member has been suspended from performing services under this Contract.
 - (6) Have a process in place that requires quarterly reviews verifications that ensure only authorized users have access to systems containing Confidential Information.
 - (7) The Contractor must require the following password and logon requirements for Authorized Users to access Data within the Trusted Network:
 - (a) To access Data the Authorized User must be required to enter a Hardened Password;
 - (b) The hardened password must not contain a user's name, logon ID, or any form of an individual's full name;
 - (c) The hardened password must not consist of a single dictionary word. A password may be formed as a passphrase which consists of multiple dictionary words; and

- (d) Hardened passwords are significantly different from the previous four (4) passwords. Hardened passwords that increment by simply adding a number are not considered significantly different.
- (8) When accessing Confidential Information and Data from an external location (the Data will traverse the Internet or otherwise travel outside the Trusted network), mitigate risk and enforce hardened password and logon requirements for users by employing measures that include:
 - (a) Ensuring mitigations applied to the system don't allow end-user modification;
 - (b) Not allowing the use of dial-up connections;
 - (c) Using industry standard protocols and solutions for remote access. Examples include secure VPN and Citrix;
 - (d) Encrypting all remote access traffic from the external workstation to Trusted Network or to a component within the Trusted Network. The traffic must be encrypted at all times while traversing any network, including the Internet, which is not a Trusted Network;
 - (e) Ensuring that the remote access system prompts for re-authentication or performs automated session termination after no more than thirty (30) minutes of inactivity; and
 - (f) Ensuring the use of Multi-Factor Authentication (MFA) to connect from the external end point to the internal end point.
- (9) Hardened passwords or PIN codes may meet a lesser standard if used in conjunction with another authentication mechanism, such as a biometric (fingerprint, face recognition, iris scan) or token (software, hardware, smart card, etc.). If a lesser standard is authorized under this subsection, the PIN or password must:
 - (a) Be at least five (5) letters or numbers when used in conjunction with at least one other authentication factor;
 - (b) Not be comprised of all the same letter or number (11111, 22222, aaaaa, would not be acceptable); and
 - (c) Not contain a "run" of three or more consecutive numbers (12398, 98743 would not be acceptable).
- (10) If the Contract specifically allows for the storage of Confidential Information on a Portable Device, passwords used on the device must:
 - (a) Be a minimum of six (6) alphanumeric characters;
 - (b) Contain at least three unique character classes (upper case, lower case, letter, number);
 - (c) Not contain more than a three consecutive character run. Passcodes consisting of (12345, or abcd12 would not be acceptable); and
 - (d) Render the device unusable after a maximum of five (5) failed logon attempts.

8. Protection of Data.

- a. The Contractor agrees to store Data on one or more of the following medias and protect the Data as described:

(1) Hard disk drives

Data stored on local workstation hard disks, access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.

(2) Network server disks

(a) Data stored on hard disks mounted on network servers and made available through shared folders, access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.

(b) Data on disks mounted to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

(3) Optical discs (CDs or DVDs) in local workstation optical disc drives

(a) Data provided by DCYF on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secure Area, when not in use for the contracted purpose, such discs must be Stored in a Secure Area.

(b) Workstations that are capable of accessing Data from optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

(4) Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers

(a) Data provided by DCYF on optical discs that will be attached to network servers will not be transported out of a Secure Area.

(b) Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.

(c) Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

(5) Paper documents

(a) All paper documents must be protected by storing the records in a Secure Area, with access controlled through the use of a key, card key, combination lock, or comparable mechanism, and which is only accessible to authorized personnel.

- (b) When being transported outside of a Secure Area, paper documents must be under the physical control of Contractor staff with authorization to access the Data.
- (c) Paper documents will not be secured or stored in a motor vehicle any time a staff member is away from the motor vehicle. NOTE: The use of a lock box, other lockable storage container or a non-lockable storage container stored in a vehicle does not override this requirement.
- (d) Paper documents will be retained in a Secure Area, per the State of Washington records retention requirements.

(6) Data storage on portable devices or media

- (a) Except where otherwise described herein, Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:
 - i. The Data must be Encrypted;
 - ii. Portable devices must be equipped with a Unique User ID and Hardened Password or stronger authentication method such as token or biometrics;
 - iii. Portable devices must be manually locked whenever they are left unattended. The devices must be set to automatically lock after a period of no more than fifteen (15) minutes of inactivity;
 - iv. Administrative and physical security controls must be applied to Portable Devices and Portable Media by:
 - (A) Keeping them in a Secure Area when not in use;
 - (B) Using check-in/check-out procedures when they are shared; and
 - (C) Taking quarterly inventories.
- (b) When being transported outside of a Secure Area, Portable Devices and Portable Media with Data must be under the physical control of Contractor staff with authorization to access the Data, even if the Data is encrypted.
- (c) Portable Devices and Portable Media will not be secured or stored within motor vehicles at any time the staff member is away from the motor vehicle.

(7) Data stored for backup purposes

- (a) DCYF Confidential Information may be stored on Portable Media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes.
 - i. Such storage is authorized until such time as that media would be reused during the course of normal backup operations.
 - ii. If backup media is retired while DCYF Confidential Information still exists upon it, refer to Section 13 Data Disposition.

- (b) Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes.
 - i. If so, such media will be protected as otherwise described in this exhibit.
 - ii. If this media is retired while DCYF Confidential Information still exists upon it, refer to Section 13 Data Disposition.

(8) Cloud storage

- (a) Data requires protections equal to or greater than those specified elsewhere within this Exhibit.
- (b) Cloud storage of Data is problematic as neither DCYF nor the Contractor has control of the environment in which the Data is stored. For this reason:
 - i. Data must not be stored in any consumer grade Cloud solution, unless all of the following conditions are met:
 - (A) The Contractor has written procedures in place governing use of the Cloud storage and by signing this contract, the Contractor attests that all such procedures will be uniformly followed;
 - (B) The Data must be Encrypted while within the Contractor network;
 - (C) The Data must remain Encrypted during transmission to the Cloud;
 - (D) The Data must remain Encrypted at all times while residing within the Cloud storage solution;
 - (E) The Contractor must possess a decryption key for the Data, and the decryption key will be possessed only by the Contractor and/or DCYF;
 - (F) The Data must not be downloaded to a non-authorized system. the only authorized systems are located on the DCYF network or Trusted networks;
 - (G) The Data must not be decrypted until downloaded onto a computer or portable devise within the control of an Authorized User and within either the DCYF network or Trusted network; and
 - (H) Access to the cloud storage requires Multi Factor Authentication.
 - ii. Data must not be stored on an Enterprise Cloud storage solution unless either:
 - (A) The Cloud storage provider is treated as any other Sub-Contractor, and agrees in writing to all of the requirements within this exhibit; or
 - (B) The Cloud storage solution used is FedRAMP certified; or
 - (C) Contractor can attest that:

1. They have reviewed the data security policy of the cloud service provider; and
2. The cloud service provider meets requirements of Exhibit A in full or with limited exceptions.

9. Method of Transfer

- a. All Data transfers to or from the Contractor shall be made by using an approved solution that meets agency and state IT security standards.
 - (1) Approved options include:
 - (a) SFT service provided Washington Technology Solutions (WaTech); or
 - (b) The DCYF instance of Box.com.
- b. Any information containing sensitive data elements must be encrypted and password protected using a tool such as WinZip, 7zip, or something similar.
- c. An account is required to access either of the above solutions, you will need to make a request by contacting the contract contact listed on the cover page of this Agreement.
- d. Any other solution must be approved by the DCYF Information Security Office. To obtain approval, contact the contract contact listed on the cover page of this Agreement. Request must include the name of the solution, as well as, any information to help in the approval process.
- e. The Contractor must use a secure solution for electronic mail submissions which contain Confidential information, and Personal Information, as defined in the General Terms and Conditions.
- f. Information regarding receiving encrypted email from DCYF can be obtained at DCYF's website, located at: <https://www.dcyf.wa.gov/services/child-welfare-providers/encrypted-email>.

10. System Protection.

- a. To prevent compromise of systems that contain DCYF Data or systems that Data passes through, the Contractor must:
 - (1) Ensure all security patches or hotfixes applied within three (3) months of being made available;
 - (2) Have a method of ensuring that the requisite patches and hotfixes have been applied within the required timeframes;
 - (3) Ensure systems containing Data shall have an Anti-Malware application installed, if available; and
 - (4) Ensure that Anti-Malware software is kept up to date. The product, its anti-virus engine, and any malware database the system uses, will be no more than one update behind current.

11. Data Segregation.

- a. Data must be segregated or otherwise distinguishable from non-DCYF data. This is to ensure that when no longer needed by the Contractor, all Data can be identified for return or destruction. It also aids in determining whether Data has or may have been compromised in the event of a security breach.
- b. The Contractor must use one or more of the following methods to segregate Data:
 - (1) Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DCYF Data; and/or
 - (2) Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to Data; and/or
 - (3) Data will be stored in a database which will contain no non-DCYF data; and/or
 - (4) Data will be stored within a database and will be distinguishable from non-DCYF data by the value of a specific field or fields within database records; and
 - (5) When stored as physical paper documents, Data will be physically segregated from non-DCYF data in a drawer, folder, or other container.
- c. When it is not feasible or practical to segregate Data from non-DCYF data, then both the Data and the non-DCYF data with which it is commingled must be protected as described in this exhibit.

12. Confidentiality Protection

- a. To safeguard confidentiality, and ensure that access to all Data is limited to authorized staff, the Contractor must:
 - (1) Ensure that the Contractor's Staff, Subcontractors, and the Subcontractors' Staff use Data solely for the purposes of accomplishing the services set forth in this Contract.
 - (2) Ensure that no Data is released, disclosed, published, modified, transferred, sold, or otherwise made known to unauthorized persons without the prior written consent of the individual named or as otherwise authorized by law.
 - (3) Not use, publish, transfer, sell or otherwise disclose any Confidential Information of a minor except as provided by law or with the prior written consent of the minor's parent, legal representative or guardian. If a child is a dependent of Washington State, then prior written consent must be obtained from DCYF.
 - (4) Require that the Contractor's Staff and Subcontractors' Staff having access to Data sign a Statement of Confidentiality and Non-Disclosure Agreement (DCYF Form 03-374B), that can be found at this webpage: <https://www.dcyf.wa.gov/forms>. Data shall not be released to the Contractor's Staff person(s) or Subcontractors' Staff person(s) until the following conditions have been met:
 - (a) DCYF approves the Contractor's Staff person(s) or Subcontractors' Staff person(s), to work on this Contract; and
 - (b) If requested by DCYF, Contractor must provide the original Statement of Confidentiality and Non-Disclosure Agreement, signed by the Staff person(s) and Subcontractors' Staff person(s).

13. Data Disposition.

- a. The Contractor must ensure that all Data, including paper and electronic records, are retained pursuant to the Washington State retention standards.
- b. When the contracted work has been completed or when the Data is no longer needed, Data shall be retained pursuant to the retention standards required by chapter 40.14 RCW, or returned to DCYF.
- c. Once the retention standard has passed, Contractors may destroy data as outlined below:
 - (1) The following acceptable methods of destruction must be used:

Data stored on:	Will be destroyed by:
Server or workstation hard disks, or Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a "wipe" utility which will overwrite the Data at least three (3) times using either random or single character data, or Degaussing sufficiently to ensure that the Data cannot be reconstructed, or Physically destroying the disk
Paper documents with Category 3 Confidential Information	Recycling through a contracted firm, provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Category 4 Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

14. Data shared with Subcontractors.

- a. If the Subcontractor cannot protect the Data described in this Contract, then the contract with the subcontractor must be submitted to the DCYF Contact specified for this contract for review and approval.
- b. The Contractor shall not share any Data with the Subcontractor until the Contractor receives such approval.

15. Notification of Compromise or Potential Compromise

- a. The Contractor shall notify DCYF by way of the Contracts and Procurement Office email at dcyf.contractdatabreach@dcyf.wa.gov within one (1) business day, after becoming aware of any

potential, suspected, attempted or actual breach that has compromised or the potential to compromise DCYF shared Data.

- b. The Contractor shall take all necessary steps to mitigate the harmful effects of such breach of security.
- c. The Contractor agrees to defend, protect and hold harmless DCYF for any damages related to a breach of security by their staff.

16. Breach of Data

- a. In the event of a breach by the Contractor of this Exhibit and in addition to all other rights and remedies available to DCYF, DCYF may elect to do any of the following:
 - (1) Require that the Contractor return all Data to DCYF that was previously provided to the Contractor by DCYF; and/or
 - (2) Suspend the Contractor's access to accounts and other information; and/or
 - (3) Terminate the Contract.

STATEMENT OF WORK Psychological Services

ORGANIZATION OF STATEMENT OF WORK

1. Intent of Services
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The Contractor shall ensure that services provided under this Contract at all times meet the specifications described in this Statement of Work Exhibit.

1. **Intent of Services**

The intent of this Contract is to provide appropriate and necessary psychological services, as described in Section three (3), to eligible children and their families.

2. **Authorization of Services and Referral**

- a. Only DCYF can authorize services. All authorizations must be initiated in writing by DCYF using the DCYF referral form, which must be signed by the referring Social Service Specialist, their supervisor, and Area Administrator. All authorizations must be accompanied by a referral letter that provides the following information:

- (1) Identity of the referring DCYF worker;
- (2) Whether DCYF is requesting a parenting component /parenting evaluation, and/or a neurological evaluation, in addition to the standard psychological evaluation;
- (3) A list of the supporting documentation that is being sent with the referral; and
- (4) Any special instructions from the referring Social Service Specialist including collateral individuals to contact, questions to be addressed in the report or counseling sessions, and /or time frame to complete the report.

- b. The Contractor shall not accept a case from DCYF without a complete written referral on the correct form and an accompanying letter.

- c. A complete written referral from DCYF should include all necessary information to deliver services to the identified client.
- d. If the referral is not complete, the Contractor shall not accept the case and shall notify the DCYF referring Social Service Specialist of that decision.
- e. Referrals are valid for a maximum of one-hundred eighty (180) days. If the Contractor requires additional hours to effectively serve the client, or an extension beyond one-hundred eighty (180) days, they must obtain an updated referral prior to doing that work; and
- f. All referrals must be retained in the client's file.

3. Service Delivery

The Contractor shall provide evaluations and/or treatment interventions, including a written report of a client's cognitive, emotional, behavioral and/or social characteristics based on direct examination and interview, appropriate testing, collateral contacts and/or records review, as follows:

a. Evaluation

(1) Psychological Evaluation (testing with interpretation and report) – CPT 96101

The Contractor shall conduct a face-to-face direct interview, psycho-diagnostic assessment of personality, psychopathology, emotionality, and intellectual abilities, and utilize standardized, valid and reliable psychological tests. Sufficient data shall be collected to permit a case formulation, and, if requested, to develop an initial treatment plan. The plan should give particular consideration to any immediate intervention that may be needed to ensure the patient's safety, or, if the evaluation is a reassessment of a patient in long-term treatment, to revise the plan of treatment in accord with new perspectives gained from the evaluation. The evaluation must include the following components:

(a) Diagnostic Interview Examination, taking into consideration the following domains:

- i. Cognitive, emotional, and behavioral and/or social characteristics of the client;
- ii. Current mental health status;
- iii. History of the present illness;
- iv. Past mental health history;
- v. General medical history;
- vi. Family of origin history, including information about significant relationships with parents, siblings, spouses, significant others, family or friends that has bearing on the ability of the client to form and maintain the emotional and protective bonds necessary for successful parenting;
- vii. Education and employment history;
- viii. Criminal history;
- ix. Effect of chemical use and abuse on functional capabilities;

- x. An account of the client's view of their present situation;
 - xi. Clinical diagnosis per current DSM criteria;
 - xii. Prognosis;
 - xiii. Recommendations for treatment or related services, and expected results; and
 - xiv. Additional information as requested by DCYF.
- (b) Diagnostic Tests: A mental status exam is required; plus, other tests appropriate to the traits of this evaluation.
- (c) The Contractor shall complete a review of the records the DCYF staff person sent with the referral. If indicated in the referral letter, the Contractor shall also speak with the identified collateral contact individuals.
- (d) The Contractor shall create a legible written report that includes all of the elements in the Reports section below. The report shall be provided to DCYF within thirty (30) days of the last contact with the client, or by the date specified in the referral letter.

(2) Neuropsychological testing battery and Neurobehavioral status exam with interpretation and report – CPT 96118

A neuropsychological assessment is a comprehensive and in-depth evaluation of an individual's general intellect, processing abilities, and cognitive and behavioral functioning, including the client's abilities in sequencing, reasoning, attention, sensory perception, motor skills, visual-spatial skills, language, learning, and memory. The assessment is intended to look for neurobehavioral problems related to acquired or developmental disorders. The client's patterns of strengths and weaknesses should be interpreted from a neurobehavioral point of view, and be used to inform the diagnosis and treatment plan specified in the report. The Contractor shall conduct this assessment in addition to the Psychological Evaluation described above, when requested in the DCYF referral.

(3) Parenting Evaluation/Parenting Component

A parenting evaluation or parenting component shall provide further examination of the adult client's mental health or behavioral issues, and how these impact their capacity as a parent in general and their ability to bond with and care for the child(ren) in the referred case. The evaluation shall identify protective factors and risks to the child(ren), and also examine the qualities and characteristics which make this parent more or less fit to meet the identified child(ren)'s specific needs. The evaluation report should clearly state whether the parent is currently able to meet the basic safety and well-being needs of the child(ren), and/or the likelihood of them being able to do so in a given time frame if they successfully participate in specific remedial services.

The Contractor shall:

- (a) Include in their diagnostic interview questions related to the client's family, relationship, and parenting history. This shall include, but is not limited to topics of: domestic violence and child abuse or neglect both in their family of origin, and in their adult relationships. The interview also should cover the client's experiences raising children, and their view of how DCYF came to be involved in their family's life now and what must change for the case to be

resolved;

- (b) Direct examination and interview of the parent and all children referred, including a minimum of forty-five (45) minute observation of parental interactions with a single child; or a minimum sixty (60) minute observation of parental interactions with a sibling group. If there are substantial barriers to observing the family, it must be clearly documented in the case formulation while identifying the source and nature of alternative information used; and
- (c) Utilize standardized, reliable, and validated measures of parenting skills, parenting stresses and potential for abusive behavior. To the degree that they are available and relevant to this evaluation, evidence-based measures should be used.

b. Psychotherapy

- (1) "Psychotherapy" means the prescribed and documented course of therapy and/or counseling administered to a client for whom, after adequate evaluation, a mental health professional has diagnosed a need for these services. Family Psychotherapy may be utilized in which the interrelationships of family members are examined during sessions where more than one (1) member is present, to identify and alleviate the problems of one (1) or more of the participants. Group mental health therapy services are provided to an individual in a group setting to assist the individual in attaining the goals described in the individual service plan.
- (2) The Contractor shall provide the following psychotherapy services:
 - (a) Therapeutic techniques to assist a client or a family in the amelioration or adjustment of mental, emotional, or behavioral problems;
 - (b) Telephone consultations regarding emergency situations, such as suicide risks;
 - (c) Discussion of mental health issues, as necessary within the limits of confidentiality, with client's relatives or legal guardian; and
 - (d) Consultation with potential referral resources as needed.
- (3) The Contractor shall provide documentation of psychotherapy services as described in Section four (4) Reports below.

c. Professional Consultations with DCYF staff or other authorized parties

- (1) Consultation may take place with DCYF staff, designated service providers, legal parties to the case, and/or others involved with a specific client.
- (2) This service must be pre-authorized by the department for one (1) or more of the following purposes:
 - (a) Ensuring the client's transfer to an appropriate level of care when medically necessary;
 - (b) Reviewing the client's treatment plan;
 - (c) Providing client specific training to staff responsible for carrying out the treatment plan;
 - (d) Conduct follow-up psychological examinations for clients previously evaluated, including rendering any additional DSM diagnostic hypotheses and related treatment

recommendations; and

- (e) Discussion of mental health issues, as necessary within the limits of confidentiality, with client's relatives or legal guardian.

(3) Documentation Requirements:

- (a) The provider must retain the DCYF referral form requesting the consultation, and the reason for this service in the patient's medical record; and
- (b) The provider must document their findings related to consultation activities in the client's medical record. A copy of these findings must be sent to DCYF within thirty (30) days of the consultation.

d. Court Testimony

The Contractor shall be available to publicly testify in dependency proceedings based on evaluation, psychotherapy, or consultation services they have provided for a DCYF client. The Contractor will be compensated separately for this time.

4. Telehealth Services

a. Appropriate reasons for Telehealth Services:

- (1) Reasonable accommodation for client(s) with a disability; or
- (2) Client(s) are unable to participate in-person visits, contractor and client both agree to using telehealth; and
- (3) The specific services identified in **Section 3. Service Delivery** are approved for telehealth by licensing, certification, registration or other statutory requirements.

b. Any telehealth service shall be matched to the needs of the client to be served. Not all potential clients may be appropriate candidates for telehealth services.

c. The Contractor will work with the DCYF Social Service Specialist to develop a plan and access to necessary equipment, if the client doesn't have access to equipment that has videoconferencing technology.

d. Contractor shall assess client's ability to use the telehealth technology prior to initiating telehealth services with a client.

e. Videoconferencing equipment shall meet patient privacy, data security requirements consistent with this contract and applicable local guidelines as well as the requirements specified under HIPAA.

f. Informed Consent

- (1) As with care involving in-person contact, a practitioner shall obtain and document appropriate informed consent for Telehealth encounters. Because of the unique characteristics of Telehealth, it is best practice for the informed consent to include:

- (a) Reasonable understanding by all parties of the enabling technologies utilized, their capabilities and limitations, and a mutual agreement that they are appropriate for the

circumstances;

- (b) The credentials of the practitioner;
- (c) Possibility of interruption caused by technology failure;
- (d) Potential risks and limits to confidentiality and encryption methods to secure communication;
- (e) Process for documentation and storage of information including how electronic information is stored, accessed, and disposed of;
- (f) Methods, expectations, and frequency of contact and protocol for contact between sessions;
- (g) Emergency contact information and plan;
- (h) Involvement of third parties and procedures for coordination of care with other professionals;
- (i) Conditions under which telehealth services are terminated and a referral for face-to-face care are made;
- (j) Describing the technology to be used and what its use entails; and
- (k) Disclosing the legal and ethical requirements associated with disclosure of information (e.g., sexual activity, substance use/abuse) to parents and guardians of adolescent patients. The client/patient, and when applicable, families/legal guardians, should be reminded of these requirements during the informed consent process.

g. Safety Plan

- (1) The Contractor shall develop a safety plan that address the following topics for each client:
 - (a) Procedures for screening/assessing clients before initiating telehealth;
 - (b) Establishing back-up communication (landline/cell phone) in case connection is lost;
 - (c) Identify and document local resources. These should include collateral support, such as family members and contact information for local emergency response; and
 - (d) Verify client(s) physical location (if home-based). This information will be required if emergency services or referrals are needed.
- (2) Review Safety Plans and expectations with clients.
- (3) Safety planning needs to be an on-going process with risk assessments in every session.

5. Reports

- a. The Contractor shall provide the written reports and other documents indicated in Section three (3) Service Delivery.
- b. General requirements for reports:
 - (1) Written reports must be submitted by secure email to the DCYF Social Service Specialist. The

DCYF Secure E-mail User Guide is available at: <https://www.dcyf.wa.gov/services/child-welfare-providers/encrypted-email>;

- (2) Reports shall be due per the timelines stated below or as requested in the DCYF Social Service Specialist's initial referral letter; and
 - (3) DCYF may stop payment to the Contractor if reports required under this Contract are delinquent, i.e., not submitted within ten (10) working days of the due date, or incomplete, or not typed and suitable for court presentation.
- c. Evaluation Reports. The Contractor shall provide a written evaluation report for each client referred by DCYF. Information and conclusions contained in an evaluation report must be supported by documents maintained in the individual client case record. The report must address at a minimum:
- (1) A description as to how the Contractor's time was utilized, including the dates and locations of all contacts with the client, and the dates of contacts with collateral individuals;
 - (2) All of the topics addressed in the Diagnostic Interview Examination. If a topic is not applicable, the report should indicate this;
 - (3) An assessment of the client's current general functioning, and an assessment of the impact of the client's mental health diagnosis and functioning on their ability to parent the children in question;
 - (4) Identified parental strengths and deficiencies;
 - (5) Intellectual limitations, if any, and the impact of these on the client's current and future ability to parent the children in question;
 - (6) A review of substance abuse issues and their impact on the client's current and future ability to parent the children in question;
 - (7) An account of the client's views of their present situation;
 - (8) A description of the standardized or evidence based diagnostic tests used in the evaluation, including:
 - (a) Test findings, if a specific score is reported for the client, the report should also include the associated range of normative values (e.g. a score of thirty (30) to thirty-five (35) is normal range);
 - (b) Interpretation of results, including strengths and areas of concern; and
 - (c) Functional limitations of the test.
 - (9) Other specific information requested by the referring Social Service Specialist in their referral letter;
 - (10) Analysis and conclusions:
 - (a) Clinical diagnosis per the current DSM;
 - (b) Prognosis;

- (c) Recommended treatment or services which may improve the client's functioning, and the expected results of these interventions;
- (d) An assessment of what would be in the best interests of the child(ren) given the psychological, functional, and parenting assessment of the adult; and
- (e) A recommendation regarding the client's ability to parent. Either:
 - i. A recommendation for services and supports needed for the parent to safely parent the child within a six (6) to twelve (12) month time frame including:
 - (A) Recommended services that are reasonably available and likely to remedy identified parental deficiencies; and
 - (B) Amenability of the parent to engage in and benefit from services needed to remedy the identified parental deficiencies.

OR

- ii. A recommendation that the department pursue a permanent living arrangement for the child that is not with the assessed parent.

(11) The report shall be provided to DCYF within thirty (30) days of the last contact with the client, or by the date specified in the referral letter.

d. Psychotherapy Reports

(1) Treatment plan must be completed within thirty (30) days of the first contact with the client, and must address at a minimum:

- (a) Date the plan was developed;
- (b) Clinical diagnosis per the current DSM;
- (c) Presenting symptoms, problems, and strengths;
- (d) Current medication(s);
- (e) Treatment modalities which will be used with the client, including frequency and duration of the treatment; and
- (f) Treatment goals and objectives that are:
 - i. Individualized to the client's needs;
 - ii. Appropriate for the identified problems; and
 - iii. Measurable, observable, and time-bound.

(2) Monthly progress reports are due within ten (10) calendar days of the end of each month, and must address at a minimum:

- (a) Date that the report was written;

- (b) Dates the report covers;
 - (c) The modalities and frequencies of the treatment furnished;
 - (d) Clinical impressions regarding diagnosis and/or symptoms;
 - (e) Assessment of the client's improvement or the extent of progress toward each goal;
 - (f) Modification(s) to the treatment plan; including changes to long or short term goals;
 - (g) Safety issues: including report of danger the client presents to themselves or others, or a new reported incident of child abuse and neglect;
 - (h) Results of any completed testing; and
 - (i) Recommendations for follow-up or other services needed.
- (3) Discharge summary is due within thirty (30) days of the last visit with the client, and must address at a minimum:
- (a) Problem(s) that led to the treatment;
 - (b) Key findings and treatment results;
 - (c) Final diagnoses;
 - (d) Brief description of the treatment provided; including modalities and frequencies of the treatment;
 - (e) Condition at discharge;
 - (f) Reasons for discharge or discontinuing treatment;
 - (g) Medications at discharge; and
 - (h) Prognosis and recommendations.
- e. **Additional Data.** DCYF may request additional measurable service and outcome data for services provided by the Contractor. In the event DCYF so requests, DCYF commits to work with the Contractor to develop data elements. If so requested the Contractor agrees to provide data collection in a manner prescribed by DCYF.

6. Notifications

The Contractor shall notify DCYF in accordance with Exhibit C – Program Requirements, Health and Safety of DCYF Client Children, as described below when the following situations occur. Verbal notification and/or written notification sent by fax or secure e-mail shall be made within the time lines stated.

- a. **Immediate notification to DCYF.** Immediate notification to DCYF requires the Contractor to:
- (1) Speak with, or leave a voice mail for, the child's assigned Social Service Specialist or their immediate supervisor; AND

- (2) Provide written documentation of concerns to the child's assigned DCYF Social Service Specialist within twenty-four (24) hours from the telephone contact via fax or secure e-mail.

b. **Immediate notification is required in the following situations:**

- (1) **Safety Concerns.** The Contractor must provide immediate notification to DCYF when they become aware of:
 - (a) An allegation of child abuse or neglect;
 - (b) A parent/child relapses with drugs/alcohol;
 - (c) A safety plan that is not followed by the signed agreed parties;
 - (d) A new safety concern surfaces that is not addressed in the safety plan; and/or
 - (e) Any safety concerns related to a missed visit.
- (2) **Unusual Incidents.** The Contractor must provide immediate notification to DCYF when they become aware of an unusual incident which may impact the child's health, safety or wellbeing, the child's living situation or permanent plan.

Examples of unusual incidents include, but are not limited to:

- (a) Physical self-abuse or abuse of others;
- (b) Sexual assaults or sexual behaviors that are age inappropriate;
- (c) Severe behavioral incident(s) unlike the child's ordinary behavior;
- (d) Running away;
- (e) Any incident that necessitates medical attention or hospitalization;
- (f) An unexpected adverse reaction to medication, food, etc.;
- (g) A child's caregiver, or person incorporated into the child's safety plan, is injured or dies.

c. Notification within twenty-four (24) hours is required in the following situations:

- (1) **Missed Appointment.** The Contractor shall notify the child's assigned DCYF Social Service Specialist in writing by fax or secure email within twenty-four (24) hours if a client misses a scheduled visit or requests to reschedule visits.
- (2) **Change of Address.** The Contractor shall notify the child's assigned DCYF Social Service Specialist in writing by fax or secure email within twenty-four (24) hours when the Contractor learns a parent has a change of address.

7. Peer Consultation

Contractor shall secure outside consultation from individuals recognized in the community as having expertise to provide peer consultation on a regular basis in conducting client evaluations, assessments, counseling, treatments, testing, and other contracted services. This may include consultations on both

clinical and cultural factors. Outside consultations shall be secured at no cost to the client or DCYF. The Contractor shall:

- a. Maintain and have available as part of the Contractor's regular business records, a list of consultants who are utilized and available for consultation;
- b. Ensure that peer consultation with other consultants is an integral part of service delivery;
- c. Maintain a log or other form of written record(s) to document use of consultants and frequency of consultation, which information shall be available to DCYF on request; and
- d. Ensure that during and following any consultation, the consulting professional and the provider will observe all confidentiality rules associated with patient information that are required by law and by their professions.

PROGRAM REQUIREMENTS Psychological Services

ORGANIZATION OF PROGRAM REQUIREMENTS

1. Licensing or Statutory Requirements
2. Required License in Good Standing
3. Qualification Requirements
4. Staff and Subcontractor Training
5. No Transportation of DCYF Clients
6. Client Records
7. Administrative Records
8. Personnel and Subcontractor Records
9. Operating Procedures
10. Degree Requirements
11. Background Checks
12. Health and Safety of DCYF Client Children
13. Corporal Punishment Prohibited
14. Smoking Prohibited in Presence of Client Children and Foster Youth
15. Culturally Relevant Services
16. Interpretation and Translation
17. Auditing and Monitoring
18. Office of the Family and Children's Ombuds (OFCO)

The Contractor shall ensure that all qualifications for employees, volunteers, or subcontractors, performance expectations and program requirements for services provided under this Contract at all times meet the specifications described in this Program Requirements Exhibit.

1. **Licensing or Statutory Requirements**

- a. The Contractor shall meet or exceed all minimum licensing or certification requirements or other requirements as required by statute.
- b. When licensing or certification, or other statutory requirements differ from contract requirements, the Contractor shall meet whichever requirement imposes the higher standard. Any variance from such requirements shall require a licensing waiver from the issuing agency.
- c. In the event the Contractor's facility license is revoked, or the license expires and an application for renewal is not pending, this Contract shall be suspended, without the necessity of written notice from DCYF, as of the effective date of revocation or the actual date of expiration. In the case of revocation, this Contract shall then be terminated in accordance with the terms of this Contract, and such termination shall be effective as of effective date of revocation.

2. **Required License in Good Standing**

- a. If the Contractor or any of the Contractor's staff are required to be licensed or certified to provide any of the services under this Contract, the required license or certification must be in good

standing at all times during the term of the Contract.

- b. In the event that a required license or certification is suspended, or has any limitations or restrictions are placed on it, the Contractor shall immediately notify the DCYF contact person listed on page 1 of this Contract.

3. Qualification Requirements

The Contractor shall ensure that employees and/or volunteers providing services to DCYF clients under this Contract have the following minimum qualifications:

- a. **Psychologist (Psy.D, Ph.D) (WAC 246-924-070)** shall be licensed in the State of Washington or in the state where services take place, to practice as a psychologist. The professional shall have training and experience in observation, evaluation, interpretation, and modification of human behavior by the application of psychological principles, methods and procedures for the purposes of preventing or eliminating symptomatic or maladaptive behavior and promoting mental and behavioral health.
- b. The Contractor shall also have education and training that includes:
 - (1) For Psychological Evaluations of Children. The effects of early childhood trauma (physical abuse, sexual abuse, emotional abuse, neglect, domestic violence) on the cognitive, social, and emotional development of children;
 - (2) For Psychological Evaluations of Adults, or Teens in a Parenting Role. The effects of early childhood trauma (physical abuse, sexual abuse, emotional abuse, neglect, domestic violence) on adult mental health functioning and ability to safely parent;
 - (3) For Neuropsychological testing battery and Neurobehavioral status exam with interpretation and report and Parenting Evaluation/Parenting Component.
 - (a) Currently licensed in Washington State to practice psychology; and
 - (b) One of the following:
 - i. Board-certified in clinical neuropsychology by, the American Board of Professional Psychology (ABPP), and its specialty board, the American Board of Clinical Neuropsychology (ABCN); or
 - ii. Have adequate education, training, and experience as defined by having completed all of the following:
 - (A) A doctoral degree in psychology from an accredited university training program;
 - (B) An internship, or its equivalent, in a clinically relevant area of professional psychology; and
 - (C) The equivalent of two (2) full-time years of experience and specialized training, at least one of which is at the post-doctoral level, in the study and practice of clinical neuropsychology and related neurosciences. These two (2) years must include supervision by a clinical neuropsychologist.
 - (4) Substance abuse and recovery issues;

- (5) Impact of mental health issues on the ability to safely and appropriately parent; and
- (6) Dynamics of relationships which include domestic violence and the implications of this on child safety.

4. Staff and Subcontractor Training

The Contractor shall provide training for staff as follows:

a. Confidentiality Training/Information.

The Contractor shall provide training and information concerning client confidentiality, in compliance with contract requirements.

b. Mandated Reporter Training

(1) The Contractor shall ensure that all current employees and volunteers, who are mandated reporters or who have access to children, read and/or view the materials in DCYF's Mandated Reporter Toolkit within thirty (30) days of the effective date of a first time DCYF Contract and annually thereafter; and that all newly hired employees and volunteers who are mandated reporters or who have access to children and/or view the materials in the Mandated Reporter Toolkit within two (2) weeks of initial employment. After reading and reviewing the materials, each employee shall sign and date a statement acknowledging his or her duty to report child maltreatment and affirming that he or she understands when and how to report suspected child abuse or neglect. The Contractor shall retain the signed statement in each individual's personnel file.

(2) The Contractor shall either obtain a copy of the Mandated Reporter Toolkit from DCYF, or access the Mandated Reporter Toolkit online at the following address:
<https://www.dcyf.wa.gov/safety/report-abuse>.

c. Telehealth Training

(1) Prior to providing Telehealth services one of the below trainings must be taken:

(a) The Medical Healthcare Professional Telemedicine Training hosted by the Northwest Regional Telehealth Resource Center's Canvas training platform. Access the training here: <https://nrtrc.catalog.instructure.com/courses/washington-state-healthcare-professional-telemedicine-training>; or

(b) The Telehealth Collaborative and UW's Behavioral Health Institute collaborated to create the TeleBehavioral Health 101 Training. Access the online self-guided TeleBehavioral Health 101 training here: <https://nrtrc.catalog.instructure.com/programs/telebehavioral-health-101-series>.

5. No Transportation of DCYF Clients

The Contractor shall not transport DCYF clients under this Contract.

6. Client Records

The Contractor shall maintain individual client records and shall promptly submit to DCYF a copy of such records upon request. At a minimum, individual client records must include:

- a. A copy of all DCYF referrals and referral letters received on a given client;
- b. Documentation in support of the evaluation report to include:
 - (1) The completed standardized or other assessment tools;
 - (2) Any historical and/or collateral documents or previous assessments which were reviewed; and
 - (3) Sufficient counseling or progress notes to support the analysis, recommendations and conclusions in the report.
- c. Hours of service provided to client to include: date and location of service, type of service, number of hours provided and outcome of service;
- d. Clinical consultation log;
- e. Safety Plan for Telehealth;
- f. Telehealth Informed Consent;
- g. Description of the client's progress in complying with case plans;
- h. Contacts with the client related to psychotherapy or consultation to include:
 - (1) Date of contact,
 - (2) Name of member(s) present; and
 - (3) Charting notes.
- i. Documentation of all collateral contacts; and
- j. Reports.

7. Administrative Records

The Contractor shall retain the following administrative records:

- a. Fiscal records that shall substantiate costs charged to DCYF under this Contract;
- b. Documentation of all audits, license reviews, contract monitoring reports, and Compliance Agreement reports and actions taken;
- c. Documentation of all costs associated with service provided under this Contract;
- d. Recruitment policy which demonstrates that Contractor is an equal opportunity employer;
- e. Personnel policy reflecting DCYF policy requirements regarding "Smoking Prohibited in Presence of Client Children and Foster Youth";
- f. Work Place Violence policy;
- g. Preventing and addressing discrimination, harassment, sexual harassment and retaliation policy that address each of these areas;

- h. A copy of any subcontract or other agreement for subcontracted services and the provider's qualifications;
- i. Copy of the Certificate of Insurance for each subcontractor; and
- j. Protected group data:
 - (1) A list of current staff by position that addresses date of birth, sex, and identified protected group status, including race, Vietnam Era Veteran, Disabled Veteran, and person of disability.
 - (2) A list of all DCYF clients served that addresses date of birth, sex, and race.

When collecting protected groups' data, the Contractor shall inform staff and clients that:

- (a) The furnishing of the information is entirely voluntary; and
- (b) The refusal to furnish the data shall not have adverse effects.

8. Personnel and Subcontractor Records

The Contractor shall retain the following records on (1) all of Contractor's staff and employees, whether full-time or part-time, (2) volunteers, and (3) any subcontractor's staff and employees who may have contact with DCYF clients in performing duties or providing services under this Contract:

- a. DCYF criminal history background check approval;
- b. Any other criminal history background checks;
- c. Current license(s), registration(s), or certification(s) to practice in the state of Washington and/or in the state in which services are provided, as applicable;
- d. Proof of degree(s), if required, and transcripts from college or other school awarding any degree e(s) required under this Contract for service provision;
- e. Documentation of academic history and credentials, as applicable;
- f. Employment and experience history;
- g. Job description;
- h. Annual employee performance evaluations;
- i. Training records, as applicable;
- j. Hours worked and payment records;
- k. Staff training log;
- l. Signed statements acknowledging duty to report child maltreatment;
- m. Signed statements to adhere to confidentiality of client information; and
- n. Copy of each signed subcontract or other agreement for any subcontractors.

9. Operating Procedures

- a. In collaboration with DCYF, the Contractor shall develop written operating procedures, which set forth procedures for the day-to-day operation and conduct of activities under this Contract. Such procedures must be in accord and consistent with, and shall not conflict with, the provisions of this Contract. The written operating procedures shall address:
 - (1) Referral process steps;
 - (2) Communication links (contact persons);
 - (3) Case updating requirements;
 - (4) Case termination and extension procedures;
 - (5) Scheduling process;
 - (6) Training collaboration, if any;
 - (7) Report and feedback process; and
 - (8) Emergency procedures.
- b. The Contractor shall submit a copy of the written operating procedures to the DCYF Contact identified on page one (1) upon execution of this Contract.
- c. The Contractor and DCYF shall each retain a copy of the written operating procedures.

10. Degree Requirements

The Contractor shall ensure that any degrees required of the Contractor or the Contractor's staff under this Contract, or by statute, shall meet the following requirements before the Contractor shall provide services under this Contract:

- a. The degree must be awarded following successful completion of a required course of instruction undertaken by the recipient of the degree;
- b. The degree must be awarded by a public or private four (4) year or two (2) year college, university, community college, trade or vocational school, or other institution of higher education in the United States that is accredited by the Council for Higher Education Accreditation (CHEA) or an accreditation organization recognized by the Council for Higher Education Accreditation, or by one (1) of the following regional accreditation boards for the United States:
 - (1) MSA – Middle States Association
 - (2) NWCCU – Northwest Commission on Colleges and Universities
 - (3) NCA – North Central Association of Colleges and Schools
 - (4) NEASC – New England Association of Schools and Colleges

(5) SACS – Southern Association of Colleges and Schools

(6) WASC – Western Association of Schools and Colleges

- c. If the degree has been awarded by a tribal college, university, community college, trade or vocational school, it must be accredited by one (1) of the above regional accreditation boards or other accreditation organization recognized by the American Indian Higher Education Consortium, which may be accessed at: www.aihec.org.
- d. If the degree has been awarded by a foreign educational institution outside of the United States, it must be qualified in the country in which it is located to provide the course of instruction leading to that degree, and must be accredited by an accreditation organization recognized as such in the country in which it is located or recognized by the Council for Higher Education Accreditation.
- e. The Council for Higher Education Accreditation (CHEA) is located at One Dupont Circle NW, Suite 510, Washington, DC 20036-1135 and may be accessed at: www.chea.org.
- f. Failure to comply with the degree requirements of this section shall be grounds for termination of this Contract.

11. Background Checks

- a. This requirement applies to any employees, volunteers and subcontractors who may have unsupervised access to children served under this Contract.
- b. This requirement does not apply to currently licensed foster parents who are affiliated with the Contractor. Licensed foster parents are subject to the criminal history background provisions associated with obtaining and maintaining a current foster license.
- c. The Contractor shall ensure a criminal history background check pursuant to RCW 43.43.832, 43.43.834 and 43.20A.710, and WAC 110-04, or successor statutes has been completed through DCYF for all current employees, volunteers, and subcontractors, and that a criminal history background check shall be initiated for all prospective employees, volunteers and subcontractors who may have unsupervised access to children served under this contract.
- d. The Contractor shall assist in obtaining additional state or national criminal history and/or child abuse/neglect history, if requested by DCYF.
- e. The Contractor shall ensure that no employee, volunteer or subcontractor, including those provisionally hired pursuant to RCW 43.43.832(7), or successor statute, has unsupervised access to children served under this contract, until a full and satisfactory background check is completed and documentation, qualifying the individual for unsupervised access, is returned to the Contractor.

12. Health and Safety of DCYF Client Children

- a. If the Contractor determines that there are additional health and safety concerns, suspected substance abuse, or other presenting problems which were not stated in the DCYF referral, the Contractor shall immediately report this information to the referring DCYF Social Service Specialist and, if appropriate to CPS Intake. The Contractor shall follow such verbal notification by written notification within twenty-four (24) hours to the DCYF Social Service Specialist and to CPS Intake.
- b. Contractors are mandated reporters under chapter 26.44.030 RCW. The Contractor shall immediately report all instances of suspected child abuse and neglect to (1) Child Protective

Services (CPS) Intake and (2) the referring DCYF Social Service Specialist. The Contractor shall follow verbal notification by written notification within twenty-four (24) hours to the DCYF Social Service Specialist and to CPS Intake.

- c. CPS Intake shall make the determination of whether the referral constitutes an allegation of child abuse or neglect that shall be accepted for investigation, as a possible licensing compliance issue, or as a matter of "information only".
- d. Written notification required by the Contractor shall include notification by e-mail or by fax.

13. Corporal Punishment Prohibited

Corporal punishment of children in DCYF's care or custody is prohibited. Corporal punishment is any act which willfully inflicts or causes the infliction of physical pain on a child. The Contractor, and the Contractor's agents and employees, shall not administer corporal punishment to children served under this Contract.

14. Smoking Prohibited in Presence of Client Children and Foster Youth

Smoking in the presence of client children, including the use of e-cigarettes (aka vaping), is prohibited. This prohibition extends to, but is not limited to, the following circumstances:

- a. When transporting client children under age eighteen (18) and foster youth eighteen (18) to twenty-one (21) years of age;
- b. When there is direct contact with client children under age eighteen (18) and foster youth eighteen (18) to twenty-one (21) years of age, such as talking with a child or accompanying a child, even when in a public place where smoking may otherwise be permitted.

15. Culturally Relevant Services

The Contractor shall provide appropriate, accessible, and culturally relevant services to clients and their families. Service delivery shall be culturally competent and responsive to each client's cultural beliefs and values, ethnic norms, language needs, and individual differences. Contractors are encouraged to employ a diverse workforce that reflects the diversity of their clientele and the community. The Contractor shall have a written recruitment policy which demonstrates that the Contractor is an equal opportunity employer.

16. Interpretation and Translation

In order to meet the needs of our clients, the Contractor shall:

- a. Possess appropriate technology (including laptops or tablets of suitable size, high speed internet connection and other similar technology) to facilitate the use of video remote interpretation (VRI);
- b. Provide Limited English Proficiency (LEP) clients with certified or otherwise qualified interpreters and translated documents.
- c. Request appropriate Auxiliary Aids and Services whenever they are necessary to ensure effective communication for clients who are deaf, Deafblind, or hard of hearing using the methods set forth in sections d-g below.
- d. Notify the DCYF Social Service Specialist to request a qualified sign language interpreter for clients

whose primary language is sign language whenever necessary to ensure effective communication in the following circumstances:

- (1) Communications regarding an explanation of a Client's rights, responsibilities, or obligations;
 - (2) Obtaining assent to any legally-binding agreement;
 - (3) Communications that pertain to out-of-court communications that involve negotiations or other significant legal issues; and
 - (4) Services that are required by this contract.
- e. Notify the DCYF Social Service Specialist to request in-person interpretation services whenever necessary to ensure effective communication in the following circumstances:
- (1) Communications regarding an explanation of a Client's rights, responsibilities, or obligations;
 - (2) Obtaining assent to any legally-binding agreement;
 - (3) Communications that pertain to out-of-court communications that involve negotiations or other significant legal issues; and
 - (4) Services that are required by this contract.
- f. Request and access video interpretation services if in-person interpretation services are unavailable pursuant to DCYF guidance. To obtain DCYF guidance pertaining to accessing video interpretation services please contact DCYF's coordinator.
- g. Request and access other auxiliary aids and services to facilitate effective communication by contacting DCYF's ADA Coordinator as soon as the need is known.
- h. Provide to DCYF clients served under the Contract the contact information for DCYF's ADA Coordinator.

Karin Morris – DCYF ADA Coordinator

Dcyf.adaaccessibility@dcyf.wa.gov

(360) 480-7230

17. Auditing and Monitoring

- a. If the Contractor is required to have an audit or if an audit is performed, the Contractor shall forward a copy of the audit report to the DCYF Contact listed on page 1 of this Contract.
- b. If federal or state audit exceptions are made relating to this Contract, the Contractor must reimburse the amount of the audit exception, and any other costs including, but not limited to, audit fees, court costs, and penalty assessments.
- c. The Contractor shall be financially responsible for any overpayments by DCYF to the Contractor. The Contractor shall be financially responsible for any audit disallowances resulting from a federal or state audit which resulted from an action, omission or failure to act on the part of the Contractor.

- d. DCYF may schedule monitoring visits with the Contractor to evaluate performance of the program. The Contractor shall provide at no further cost to DCYF reasonable access to all program-related records and materials, including financial records in support of billings, and records of staff and/or subcontractor time.

18. Office of the Family and Children's Ombuds (OFCO)

- a. The Contractor shall release records relating to services provided to youth that are dependent under chapter 13.34 RCW to the OFCO. The Contractor can release records for dependent youth under chapter 13.34 RCW without the consent of a dependent youth's parent or guardian or the youth if the youth is under the age of thirteen (13) years, unless law otherwise specifically prohibits such release.
- b. The Contractor shall notify the DCYF headquarters Program Manager when the OFCO makes a request for records.