

# Concrete Goods Guide for Contracted In-Home Service Providers

## Purpose of Concrete Goods:

To assist children, youth, and families with goods or expenditures to support safety, reduce risk of abuse or neglect, prevent, or support out-of-home placement, or facilitate safe reunification.

Concrete goods allow flexibility for providers to offer concrete goods to families.

This protocol applies to Concrete Goods provided by contracted combined in-home service (CIHS) providers. In every situation, the assigned case worker and provider must be able to clearly document how the use of concrete goods/services supports family engagement, improves the family's capacity to maintain child/youth safety, reduces risk of abuse or neglect, stabilizes placement, and/or facilitates safe reunification.

- The provider must document attempts to obtain the items through community resources (community food and clothing banks, supporting, and assisting the family to apply for benefits through the Community Service Office (CSO) requesting assistance of the utility companies/landlords for overdue bills, etc.). If documentation of attempts to use community resources does not exist, the request should be denied by the assigned case worker.
- All expenditures require advance written approval from the assigned case worker, except for the \$75 of engagement funds. The \$75 of engagement funds is used at the provider's discretion and may include items, such as: meals or activities. The total allowable amount of concrete goods for CIHS is \$500/case.
- Blanket authorizations are not to be submitted to case workers, such as providers seeking to spend the \$500 without the assigned case worker knowing what is being purchased in advance. Instead, note what the request is for (for example, \$100 childproofing items: 1 baby gate, latch kit, and toilet seat lock; \$50 for health items: first aid kit, thermometer and \$100 for developmentally appropriate toys: board games, books, blocks, and a shape sorter).

## Concrete Services and Goods: Approved Examples and Ongoing/Sustainable Resources

Concrete Good/Service	Examples	Ongoing/Sustainable Resources
Baby items	Diapers, diaper wipes, pull-ups, potty chair, diaper rash cream, safe sleep sacks, bottles, sippy cups, formula, baby	<a href="#">Women, Infants, and Children (WIC) Nutrition Program</a> <a href="#">Temporary Assistance for Needy</a>

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	food, pacifiers, oral/rectal thermometers, teething rings, lotions and shampoos, highchairs, strollers, portable crib with bassinet, co-sleeper, newborn rock-and-play sleeper, and crib/toddler mattress.	<a href="#">Families (TANF)</a> : You can apply for TANF <a href="#">online</a> , by phone at 877-501-2233 or at your <a href="#">local</a> Community Services Office.
<b>Safety items</b>	Baby gates, doorknob covers, door and/or window alarms, gun locks and/or gun safe, outlet covers, locking utility/medication box, safety latches for doors, drawers and cupboards, baby monitors, window stoppers, smoke and carbon monoxide alarms, fire extinguishers, first aid kits, fire escape ladders, car seats, booster seats, and bike helmets.	<a href="#">Infant and Children Health and Safety Resources</a>  Local Disability <a href="#">Supports and Resources</a>  <a href="#">Naloxone, Syringe Services, and Medications</a> for Opioid Use Disorder  <a href="#">Sexual and Reproductive Health Resources</a>  Additional <a href="#">Safety Items and Resources</a>
<b>Personal Care Items</b>	Bar soap, deodorant, hairbrush, comb, laundry soap, toothbrushes, toothpaste, shampoo, conditioners, and feminine hygiene products.	<a href="#">Treehouse Just-in-Time Funding (a caseworker will need to make a referral before funding requests can be submitted)</a> :  Haircuts, shampoo and conditioning treatments, formal hair styling for school dances or performances, braids, twists, infusion, flat iron, up-dos, wigs, and hair supplies  Community <a href="#">Food Banks</a> (Inquire whether your local Food Bank carries personal care items)
<b>Cleaning Items</b>	Broom and dustpan, mop and bucket, vacuum cleaner, toilet cleaner and brush, all-purpose cleaners, flea	Community <a href="#">Food Banks</a> (Inquire whether your local

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	bombs/insect traps, paper towels, kitchen garbage bags, lice, and egg removal kits.	Food Bank carries cleaning items)
<b>School Items</b>	Notebooks, pencils, pens, backpacks, and tutoring.	<a href="#"><u>Treehouse Just-in-Time Funding (a caseworker will need to make a referral before funding requests can be submitted):</u></a> Education Supplies, Credit Recovery, School Pictures, Student IDs, Yearbooks, School Dances, Tutoring, Senior Photos, Grad Packages/Cap and Gown, Post-Secondary Fees
<b>Food</b>	Food assistance when a family does not qualify for the Department of Social and Health Services (DSHS) Community Services Office (CSO) basic food program.  Food assistance for in-home concrete goods should only be authorized until a family can provide sufficient food on their own or becomes eligible for ongoing and sustainable resources.	DSHS Basic Food Assistance/ <a href="#"><u>Supplemental Nutrition Assistance Program (SNAP)</u></a>  <a href="#"><u>Women, Infants, and Children (WIC)</u></a> Nutrition Program  Community <a href="#"><u>Food Banks</u></a>
<b>Cell Phones/Tablets</b>	Cell phones/tablets and monthly plans for minutes/data may be purchased to assist with participation in services and to support case goals. Consider purchasing pre-paid minute cards to limit the need for ongoing monthly billing.	<a href="#"><u>SafeLink Wireless</u></a> / Federal Lifeline Program:  Free smartphone with unlimited data for <a href="#"><u>eligible</u></a> youth and adults (limit one/household)
<b>Gift Cards</b>	Up to \$75 per family, in increments no larger than \$15. Card(s) must be gift cards, meaning specific to companies (e.g. Target, Exxon, or Fred Meyer), gas cards, grocery cards, or for a laundromat (rolls of quarters).	N/A
<b>Housing Related Goods</b>	Appliances, internet access, utilities,	<a href="#"><u>2-1-1 Washington</u></a>

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	security deposits (if non-refundable or can be refunded to DCYF), limited rent assistance, home repairs, auto repairs, furniture, credit checks. Wheelchair ramps, other adaptations required to care for a child. *Consult with caseworker to support housing related goods that exceed \$500.	
<b>Furniture</b>	Beds and cribs, mattresses, sheets, blankets, pillows, desks, dressers, and organizers	<a href="#">2-1-1 Washington</a>
<b>Recreation/Well-being</b>	Membership fees, tickets, or day passes for community-based Family Time activities (zoos, gyms, YMCA, museums, etc.). Extracurricular fees, sports fees, membership fees, etc. which contribute to placement stability. Age-appropriate toys, books, movies, etc. which help stabilize placement, service provision, and/or transportation of children and youth.	<a href="#">Treehouse Just-in-Time Funding (a caseworker will need to make a referral before funding requests can be submitted:</a> Up to \$200/month for sports fees, instrument rentals or other extracurricular activities, including clubs and membership fees to zoos, YMCA, gyms, museums, etc. Up to \$500/youth for camps.

**Other types of goods/services:**

This guide is not a comprehensive list; providers may identify the need for other goods/services that are not listed above.

**Unacceptable Goods:**

**Examples of other items not covered by concrete goods include:**

- Legal: Costs for divorce, third party custody, traffic tickets, filing of parenting petitions, criminal fines, license reinstatement, court ordered services, etc.
- Electronic Entertainment: Cable/satellite, game consoles and related console games, streaming subscriptions.
- Pets: No food, leashes, crates, vet bills, or purchase of animals.

Note: This is not an all-inclusive list of examples of unacceptable goods.

## Process for requesting Concrete Goods:

After identifying a need for Concrete Goods, providers should email a request to the assigned social worker requesting approval. The email should include:

- Concrete good or service that is being purchased, including approximate cost.
- How the good or service is intended to:
  - Maintain or increase the children’s or youth’s safety,
  - Promote the children’s or youth’s well-being,
  - Stabilize placement or prevent out-of-home placement,
  - Support family time, and/or
  - Promote the plan for reunification.
- Attempts to obtain the good or service via community resources, when applicable.

## Billing for concrete goods

Documentation and billing requirements are outlined in the billing form(s), located at:

[Combined In-Home Services | Washington State Department of Children, Youth, and Families](#)