

Caseworker Concrete Goods Guide

Purpose of Concrete Goods

Concrete goods and services are made available at DCYF to assist children, youth and families with goods or expenditures that support safety and well-being, stabilize placement, and facilitate permanency. Economic assistance can help alleviate many of the financial challenges that contribute to neglect, and it supports a family's ability to participate in services and change efforts. It also allows time for caseworkers to assist individuals in accessing state/community programs for ongoing assistance.

It's critical that every family assessment consider a family's capacity to meet basic needs as well as their knowledge of and access to community support. Acknowledging economic factors throughout the lifetime of a case and providing timely relief to families helps:

1. Strengthen family resilience and alleviate financial stress.
2. Prevent unwarranted neglect substantiations and unnecessary separation of families due to financial barriers.
3. Build trust between the caseworker and client through immediate, concrete support.

For more information, visit the [Concrete Goods Program page](#) on the DCYF intranet.

Guidelines When Issuing Concrete Goods

- Per [Policy 4519. Concrete Goods](#), caseworkers **must** provide concrete goods when goods or services meet an identified need to support safety, well-being, placement stability, or reunification – provided expenditures are approved and purchases are time-limited, economic, and transitional.
 - **Time-Limited:** Each unique concrete goods and services referral (throughout the lifetime of a case) is limited to 60 days of assistance.
**Note: Time-limit does not apply to grocery or gas assistance.*
 - **Economic:** Staff acquire goods and services at the most affordable market rate available which fulfills case needs (safety, well-being, stability, or reunification).
 - **Transitional:** Concrete goods and services fulfill a one-time need or provide short-term stability as caseworkers support families in accessing ongoing state/community assistance.



- Initiate a concrete goods payment request by creating a [FamLink service referral](#). This will generate the authorization and payment. Per Policy 4519, referrals require approval at the following thresholds:
 - Caseworker Approval: Up to \$500
 - Supervisor Approval: \$501 to \$1,000
 - Area Administrator Approval: \$1,001 to \$2,000
 - Regional Administrator (or RA Designee) Approval: \$2,001 or more.
- Requests that are an exception to policy (for example, referrals for goods/services which exceed 60 days of ongoing assistance, or a referral for goods/services which are not standardly authorized) can be approved through a [05-210 Administrative Approval Request \(AAR\)](#) with Regional Administrator (RA) or RA Designee signature.
- Lost, damaged, or stolen concrete goods may be re-issued when caseworkers identify the goods continue to be essential in supporting case needs. Required authorization is based on the cumulative value of previously purchased and replacement items (*e.g., lost/stolen \$300 grocery voucher + \$300 replacement grocery voucher = \$600 total value → supervisor approval required*). In all cases, caseworkers must document their continued efforts to transition families to sustainable alternatives.
- Examples of unauthorized goods include legal fees (divorce costs, third party custody, traffic tickets, filing of parenting petitions, criminal fines, license reinstatement, court ordered services, etc.), insurance payments, medical care, pet supplies (exceptions for service and emotional support animals), televisions, and video game consoles.

Accessing Concrete Goods

Office Inventory

Quick access items available on-site at each DCYF office. Examples include safety supplies, personal care and hygiene items, bed frames/bedding, baby items, etc.

Service Referral Instructions: Select the category of *Office Inventory* and then service type of *Office Inventory*. Send the referral to your office support team to access requested items.

Vouchers & Stored Value Cards

Vouchers and merchant-specific stored value cards (“gift cards”) to assist families in purchasing goods/services. Unrestricted stored value (VISA) cards may be requested when merchant-specific cards or direct payment options are unavailable. Examples include gas cards, prepaid laundromat cards, grocery vouchers, clothing vouchers, etc. Availability and selection of providers may vary by region. Speak with your office support team to learn more about which services are available in your office.

Service Referral Instructions: Four vouchers, select the service category of *Homebased* or *Ancillary*. For Gift Cards, select the service category of *Office Inventory* and then service type of *Office Inventory*. Select the appropriate provider and send the referral to your office support team to access requested items. Submit [Gift Card Received Form 17-261](#) to your office support team after distributing gift card to client.

Amazon E-Vouchers

Amazon e-vouchers allow families to explore from the [Parenting Essentials](#) directory to select items which best suit their family (including safety items, baby supplies, cleaning supplies, etc.).

Service Referral Instructions: Select the category of *Office Inventory* and then the service type of *E-Voucher*. Send the referral to your regional business office to access voucher (email listed below).

Direct Shipping

Direct delivery for large items (e.g. beds/mattresses) or items needing on-site set-up (e.g., washer or dryer). *DCYF cannot purchase appliances which landlords are responsible for.*

Service Referral Instructions: Select the category of *Office Inventory*, the service type of *Direct Shipping*, and attach [Consent Form 14-012](#) (or [Form 15-824](#) for licensed placements). Send the referral to your regional business office to access requested items (email listed below).

Direct Payment to Vendor

This includes supports such as rent, electric bill, dumpster rental, or auto repair that are paid directly to the service provider (e.g., landlord, mechanic, or clothing vouchers).

Service Referral Instructions: Select the category of either *Homebased* or *Ancillary*, pick the level of approval needed for the cost of the item, select the corresponding provider, and attach the invoice for the requested payment.

Additional Questions

If you have additional questions or require further assistance regarding concrete goods/services, contact your Regional Concrete Goods Lead.

Consider contacting your Regional Concrete Goods Lead when:

- You need clarification or guidance regarding concrete goods policy or practice.
- You have explored community alternatives for a concrete need and cannot find a sustainable solution.
- Your concrete goods referral was denied, and you are concerned that economic need continues to impact a family’s safety, well-being, permanency, or placement stability. You would like support navigating the referral process or exploring alternative solutions.
- You are experiencing significant delays or struggling to receive a timely response on a concrete goods referral.
- You are searching for a good or service that does not appear to be covered by the concrete goods program and you need help exploring solutions.

Region	Regional Concrete Goods Lead	Regional Business Office
1	<u>Sarah McCamant</u>	<u>dcyf.bc1and2purchasing@dcyf.wa.gov</u>
2	<u>Monica Jenkins</u>	<u>dcyf.bc1and2purchasing@dcyf.wa.gov</u>
3	<u>Marie Preftes-Arenz</u>	<u>dcyf.bc3purchasing@dcyf.wa.gov</u>
4	<u>Shawn Sivly</u>	<u>dcyf.bc4purchasing@dcyf.wa.gov</u>
5	<u>Betsy Rodgers</u>	<u>dcyf.bc5&6purchasing@dcyf.wa.gov</u>
6	<u>Stephanie Frazier</u>	<u>dcyf.bc5&6purchasing@dcyf.wa.gov</u>

Examples of Approved Concrete Services and Goods:

Concrete Good/Service Type	In-Home, Unlicensed, & Initial License Households*	Licensed Foster & Licensed Kinship Placements**	Ongoing/Sustainable Alternatives
<p>Safety Items</p>	<ul style="list-style-type: none"> • Baby gates • Doorknob covers • Door alarms • Gun locks and safes • Outlet covers • Utility/medication lock boxes • Safety latches for doors, drawers and cupboards • Window stoppers • Smoke and carbon monoxide alarms • Fire extinguishers • First aid kits • Substance use harm reduction kits • Fire escape ladders • Baby monitors • Car seats and booster seats • Bike helmets, etc. 	<p>Licensed placements are required to maintain a safe environment for children in their care. Many safety items are provided to support with licensure during the home study process.</p> <p>Additional safety items may be considered on a case-by-case basis (with AAR) when a child demonstrates exceptional developmental or behavioral needs.</p>	<p>Washington State Department of Health:</p> <ul style="list-style-type: none"> ▪ Infant and Children Health & Safety Resources ▪ Disability Resources ▪ Naloxone Syringe Services Medications for Opioid Use Disorder ▪ Sexual & Reproductive Health Resources ▪ Additional Safety Items & Resources
<p>Baby Items</p>	<ul style="list-style-type: none"> • Diapers, Wipes, Pull-Ups • Potty Chair • Diaper Rash Cream • Safe Sleep Sacks • Bottles and Sippy Cups • Formula • Baby Food • Pacifiers • Thermometers • Teething Rings • Lotions and 	<p>Baby items needed to support placement change.</p> <p>Additional assistance with baby items may be considered on a case-by-case basis (with AAR) when an infant or toddler demonstrates exceptional developmental or behavioral needs.</p>	<p>Women, Infants, and Children (WIC) Nutrition Program</p> <p>Diaper Banks</p> <p>Temporary Assistance for Needy Families (TANF): Families can apply for TANF online, by phone at 877-501-2233 or any local Community Services Office</p>

	<ul style="list-style-type: none"> Shampoos Highchairs Strollers Portable Crib with Bassinet Co-Sleeper Crib/Toddler Mattress, etc. 		
Educational Needs	Notebooks, folders, paper, pencils and pens, calculators, backpacks, tutoring sessions, etc.		<p>Treehouse Just-in-Time Funding:</p> <p>Education Supplies, Credit Recovery, School Pictures, Student IDs, Yearbooks, School Dances, Tutoring, Senior Photos, Grad Packages/Cap and Gown, and Post-Secondary Fees</p> <p>School Counselors: Tutoring, backpacks, supplies, clothing and hygiene items, and additional resources</p>
Personal Care	<ul style="list-style-type: none"> Bar Soap Deodorant Hairbrush/Comb Laundry Detergent Hair Care Towels Dental Hygiene Shaving Supplies Feminine Hygiene Products, etc. 	<p>Personal care items needed to support placement change.</p> <p>Additional assistance with personal care items may be considered on a case-by-case basis (with AAR) when a child demonstrates exceptional personal care needs.</p>	<p>Treehouse Just-in-Time Funding:</p> <p>Haircuts, shampoo and conditioning treatments, formal hair styling for school dances or performances, braids, twists, infusion, flat iron, up-dos, wigs, and hair supplies</p> <p>211 Hygiene Resources & Community Food Banks</p>

<p>Clothing</p>	<p>Children and youth are immediately eligible to receive a \$400 clothing voucher at initial placement (including in-home dependencies).</p> <p>Caseworkers may authorize additional vouchers when a child demonstrates clothing need at placement change, while entering/exiting a trial-return-home, or when a case closes/re-opens.</p> <p>Caseworkers (with RA or RA designee approval) may also authorize an additional clothing voucher (up to \$400 per year) when a child or youth in their current placement demonstrates an exceptional clothing need unmet by local community resources, or (for licensed placements) needs exceed the clothing allowance paid in monthly Caregiver Support payments.</p>	<p>Treehouse Store:</p> <p>No-cost, gently used clothing for children and youth (in shelter care/dependency) age 5-21. Available for order online.</p> <p>Treehouse Just-in-Time Funding:</p> <p>Sports uniforms and equipment, career uniforms and equipment, formal wear for school dances, gender affirming items, clothing and regalia for cultural events</p>
<p>Family Time Activities, Recreation, and Well-Being</p>	<p>For Family Time activities only: One-time membership fees (up to 60 days), tickets, or day passes for community-based Family Time activities (zoos, gyms, YMCA, museums, etc.).</p>	<p>Treehouse Just-in-Time Funding:</p> <p>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.</p> <p>Boys & Girls Club Memberships through Coordinated Care, YMCA Financial Aid, Local Library Resources</p>

<p>Cleaning and Storage</p>	<ul style="list-style-type: none"> • Brooms/dustpan • Mops • Vacuums • Detergents • All-purpose cleaners • Sponges • Wipes • Garbage cans, etc. • Dumpster services • Pre-paid laundromat cards • Pest/bedbug removal • Flea bombs • Insect traps • Storage containers • Suitcases for clothing, etc. 	<p>Lice, pests, and bedbug treatments, junk removal, and carpet cleaning.</p> <p>Caseworkers can contact Caregiver Claims for stolen or damaged property reimbursement.</p>	<p>Community Food Banks</p> <p>(Inquire whether your local Food Bank carries cleaning supplies)</p>
<p>Food Assistance</p>	<p>Grocery vouchers and pre-paid cards to support case goals and Family Time until clients can access food sufficiently – on their own or through state/community-based programs (SNAP, WIC, Food Banks, etc).</p>	<p>For Family Time Activities Only:</p> <p>Grocery vouchers and pre-paid grocery cards to support Family Time (distributed to the parent, not the caregiver).</p>	<p>DSHS Basic Food Assistance/ Supplemental Nutrition Assistance Program (SNAP)</p> <p>Women, Infants, and Children (WIC) Nutrition Program</p> <p>Community Food Banks & Washington 211 for free meals & grocery delivery.</p>
<p>Housing and Furniture</p>	<ul style="list-style-type: none"> • Appliances • Internet • Utilities • Non-refundable security deposits • Rent assistance • Moving services • Home repairs 	<p>Wheelchair ramps and other adaptations required to care for a child.</p>	<p>Housing & Essential Needs (HEN) Referral Program</p> <p>Public Housing Assistance</p> <p>Foundational Community Supports</p>

	<ul style="list-style-type: none"> • Credit checks • Air purifiers, • Furniture • Beds and cribs • Mattresses and bedding • Desks • Dressers • Wheelchair ramps and other adaptations required to care for a child. <p>(Optional) Contact your Regional Housing Lead for additional support.</p>		<p>(FCS)</p> <p>Recovery Housing: HARPS Oxford Housing WAQRR Recovery Residences</p> <p>Washington Homeless Shelters & Coordinated Entry Sites</p> <p>Domestic Violence Emergency Shelters and Services</p> <p>Young Adult Housing Programs (YAHP) & Young Adult Shelters</p> <p>Washington 211 & DSHS Housing Resources for local rent, utility, & move-in assistance, transitional housing, etc.</p>
<p>Cell Phones</p>	<p>Cell phones and pre-paid, month-to-month minute/data cards (talk to your office support team for more information).</p>	<p>Refer youth to SafeLink Wireless for cell phone and data assistance (when developmentally appropriate and supported by the caregiver).</p>	<p>SafeLink Wireless/ Federal Lifeline Program:</p> <p>Free smartphone with unlimited data for eligible youth and adults (limit one/household)</p>
<p>Auto Service and Transportation</p>	<p>For parents and in-home households:</p> <ul style="list-style-type: none"> • Pre-paid gas cards or vouchers • Transit passes • Uber/Lyft services • U-Haul services • Auto repairs • AAA • Tire replacement • Windshield wipers, 	<p>Licensed caregivers utilize Caregiver Monthly Transportation Reimbursement for eligible transportation activities.</p>	<p>Treehouse Driver's Assistance Program:</p> <p>Financial reimbursement to assist youth with:</p> <ul style="list-style-type: none"> • Cost of ID/Permit/Driver's License • Driver's Education • Testing and Practice Sessions

	<p>etc.</p> <p>Unlicensed & Initial License placements utilize Caregiver Monthly Transportation Reimbursement for eligible transportation activities.</p>		<ul style="list-style-type: none"> • Auto Insurance • Roadside Assistance and Towing • Registration and Tabs • Basic Car Repairs and Maintenance • Gas Assistance <p>Washington 211 for bus fare, gas money, and local transit assistance</p>
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** In-Home, Unlicensed, & Initial License Households includes families referred for services/investigation, in-home placements, relative/kin and suitable other placements (including those with an initial foster care license), and Extended Foster Care (EFC)/supervised independent living placements.*

*** Licensed Placements include Foster Care and Relative/Kinship placements at all [Caregiver Support Levels \(1-7\)](#).*