

**RCW 43.216.750 Child welfare workers—Department duties—  
Technical work group to develop workload model—Annual report to  
legislature.** (1) The department shall provide child welfare workers  
and those supervising child welfare workers with access to:

(a) A critical incident protocol that establishes a process for  
appropriately responding to traumatic or high stress incidents in a  
manner that provides employees with proper mental health and stress  
management support, guidance, and education; and

(b) Peer counseling from someone trained in providing peer  
counseling and support.

(2) The department shall systematically collect workforce data  
regarding child welfare workers including staff turnover, workload  
distribution, exit interviews, and regular staff surveys to assess  
organizational culture and psychological safety.

(3) The department shall make a concerted effort to increase  
efficiency through the reduction of paperwork.

(4) The department shall develop a scientifically based method  
for measuring the direct service time of child welfare workers and  
contracted resources.

(5) The department shall convene a technical work group to  
develop a workload model including standardized ratios for  
supervisors, clerical, and other child welfare worker support staff  
and child welfare worker caseload ratios by case type.

(a) The technical work group must include:

(i) Two child welfare worker representatives, one from west of  
the crest of the Cascade mountain range, and one from east of the  
crest of the Cascade mountain range;

(ii) Fiscal staff from the department;

(iii) Human resources staff from the department; and

(iv) A representative from the office of financial management.

(b) The department shall provide a report to the relevant  
committees of the legislature in compliance with RCW 43.01.036 by  
December 1, 2019, that includes a description of the workload model  
recommended by the technical work group and the steps the department  
is taking to implement this model.

(c) The technical work group established in this section shall  
continue to meet and provide an annual report to the relevant  
committees of the legislature in compliance with RCW 43.01.036 by  
December 1st of each year regarding any recommended modifications to  
the workload model and steps the department is taking to implement  
those changes.

(6) The definitions in this subsection apply throughout this  
section unless the context clearly requires otherwise.

(a) "Child welfare worker" means an employee of the department  
whose job includes supporting or providing child welfare services as  
defined in RCW 74.13.020 including those providing family assessment  
response services as defined in RCW 26.44.020 or child protective  
services as defined in RCW 26.44.020.

(b) "Critical incident" means an incident that is unusual and  
involves a perceived or actual threat of harm to an individual which  
includes but is not limited to child fatalities or near fatalities.  
[2019 c 470 s 28.]