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Director’s Manual

AUGUST 2024

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# Introduction

**GENERAL INFORMATION, DESCRIPTIONS & RESOURCES**

This manual is intended to be a high level reference guide. It does not include forms and instructions. We also have an Executive Assistant’s Manual that includes an overview of processes, forms with links to instructions, and blank forms.

## DES Primary Contacts (links)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [Small Agency Financial Services](https://des.wa.gov/services/small-agency-support/financial-services/contacts)   | **​Item** | **Email Address** | | --- | --- | | General Payroll email | [DESPayroll@des.wa.gov](mailto:DESPayroll@des.wa.gov) | | Human Resources | [SAA@des.wa.gov](mailto:SAA@des.wa.gov) | | ​Accounts Payable documents | [payments.safs@des.wa.gov](mailto:payments.safs@des.wa.gov) | | Accounts Payable questions | [APquestions.safs@des.wa.gov](mailto:APquestions.safs@des.wa.gov) | | Travel documents | [travel.safs@des.wa.gov​](mailto:travel.safs@des.wa.gov) | | Cashier and Accounts Receivable documents | [FinanceCashier@des.wa.gov](mailto:financecashier@des.wa.gov) |   [Small Agency HR Services](https://des.wa.gov/services/small-agency-support/human-resources/small-agency-hr)  [Small Agency Contracts and Procurement Support](https://des.wa.gov/services/small-agency-support/contracts-and-procurement-support)  **Phone** [360-407-2209](tel:360-407-2209)  **Email** [DESProcurementConsulting@des.wa.gov](mailto:DESProcurementConsulting@des.wa.gov) |  |

## Small Agency Financial Services

Small Agency Financial Services provides accounting, budgeting, and payroll services for more than 40 small agencies. Having us provide these services allows agency staff to focus their efforts on achieving the agency’s mission, fulfilling the agency’s strategic plan, and using its limited resources more efficiently to serve its constituencies.

We provide a wide variety of services to clients including, but not limited to:

Accounting

* Expenditure/disbursements including vendor payments, employee and commissioner travel, and other state agency payments
* Revenue including invoicing, accounts receivable, and deposits/cash receipts.
* Fixed asset accounting
* Bank statement reconciliations for local accounts
* Financial reporting
* Archiving of the financial, budgeting, and payroll records according to record retention requirements.
* Miscellaneous income (Federal Form 1099) and excise tax reporting
* Audit coordination with the State Auditors’ Office

Budgeting

* Biennial & supplemental budget development assistance
* Projection development
* Fiscal note preparation & coordination assistance
* Allotment preparation
* Financial report analysis and monitoring
* Financial consulting
* Governor directed mandatory reporting of compensation and performance measures

Personnel & Payroll

* Input information for employees
* Supply information on payroll changes to agencies
* Prepare state and federal reports
* Prepare semi-monthly payroll
* Reconcile the payroll funds, retirement and withholding
* Process insurance and benefits information
* Annual W2 reporting for employees

## Small Agency HR Services

Small Agency HR Services provides human resources consultation and technical support to small agencies. Having us provide these services benefits agencies by offering consultants who are experts in the HR profession, timely and accurate service, knowledge that HR decisions and actions meet legal standards and requirements, and assurance that your expectations are a top priority.

A full line of HR Services

* **Employment** – Provide end-to-end recruitment services including recruitment planning, posting of positions through the Online Recruiting System (OLRS), assessment and selection activities, job seeker support and appointment letters when candidates are hired.
* **Classification** – Determine position allocations and provide employee notification letters for appointing authority. Provide consultation on the development of position descriptions. Provide desk audits when needed. Assist with WMS and EMS evaluations and banding.
* **Employee Relations** – Provide rules guidance and interpretation for non-represented state employees. In consultation with the Labor Relations Office, assist agencies with guidance for represented employees.
* **Performance Management** – Provide consultation on performance appraisals, performance communication strategies and assist in setting expectations. Consult on corrective and disciplinary actions; assist with documentation, and processing including development of disciplinary letters. Provide tools and checklists.
* **Personnel Policies & Procedures** – Develop standardized policies and procedures to support Small Agencies in meeting its federal and state legal requirements. Review current agency policies for compliance.
* **Human Resources Administration** – Provide personnel forms, letters, organizational charts and assistance/letters for Shared Leave/Family and Medical Leave, reasonable accommodations and workers compensation.
* **Workforce Data Analysis** – Provide reports and information such as Affirmative Action roll-ups as needed to assist Small Agencies.
* **Workforce Management Support** – Assist with “just in time” HR projects such as temporary layoffs and hiring freezes and changes that occur in Washington Management Service.
* **Human Resource Related Meetings** - Provide Small Agencies with a HR consultant to discuss current HR topics and keep them informed on HR issues at quarterly meetings, or as needed.

Contacts and Web Resources

* Learn more at <http://www.des.wa.gov/services/HRPayroll/SmallAgency/SmallAgencyHR/Pages/default.aspx>
* Phone: (360) 902-7490 | Mail Stop: 41414
* E-mail: [SAA@des.wa.gov](mailto:SAA@des.wa.gov)

## Contracts and Purchasing

Contracts and Purchasing is organized into teams that develop and manage statewide master contracts, develop/conduct procurements, negotiate and establish contracts, manage vendor relationships, and assist DES divisions and programs with their DES/single agency-focused contracts.

All procurements and contracts are developed and coordinated through Statewide Goods and Services Procurement and Statewide Information Technology Procurement (including development and management of statewide master contracts and Request for Proposal, Request for Qualifications and Quotations, Request for Quotation, and development of contracts for goods and services purchased from vendors and/or provided to customers for single purchases). Contracts may include Interagency Agreements, Contracts for Goods and/or Services, Client Service Contracts, and Information Technology equipment, software and services.

**The Statewide Procurement Teams:**

* Provides consulting for:
* Statement of work development
* Risk assessment and mitigation strategies
* Requirements review
* Financial scoring models
* Negotiation strategies and dispute resolution
* Performance-based contracting analysis, and process or performance resolution
* Procurement strategies
* RFx development and coordination

Please contact our Contracts Resource Center if you have questions about our services at [contractingandpurchasing@des.wa.gov](mailto:contractingandpurchasing@des.wa.gov) or (360) 407-2210.

## Office of Risk Management

The Office of Risk Management (ORM) administers the Self-Insurance Liability Program. This program investigates, processes, and adjudicates all tort and sundry claims filed against Washington state agencies. ORM also manages risk financing (including commercial insurance), provides loss prevention services, and administers the loss prevention review team program. In addition, it provides oversight of joint self-insured local government property/liability programs and individual or joint self-insured local government employee health and welfare benefit programs.

**Our services include:**

* [Agency budget risk management](http://www.des.wa.gov/services/Risk/AboutRM/Pages/agencyBudgetRiskManagement.aspx)
* [Loss Prevention](https://des.wa.gov/services/risk-management/loss-prevention)
* [Enterprise risk management](http://www.des.wa.gov/services/Risk/AboutRM/enterpriseRiskManagement/Pages/enterpriseRiskManagement.aspx)
* [Root cause analysis](http://www.des.wa.gov/services/Risk/AboutRM/enterpriseRiskManagement/Pages/rootCauseAnalysis.aspx)
* [State vehicles and drivers](http://www.des.wa.gov/services/risk-management/state-vehicles-and-drivers)
* [Local Government Self-Insurance Program](http://www.des.wa.gov/services/Risk/Self-Insurance/Pages/localGovSelfInsure.aspx)
* [Health & welfare programs](http://www.des.wa.gov/services/Risk/Self-Insurance/Pages/healthWelfarePrograms.aspx)
* [Joint property & liability programs](http://www.des.wa.gov/services/Risk/Self-Insurance/Pages/jointPropertyLiability.aspx)
* [Related links](http://www.des.wa.gov/services/Risk/Self-Insurance/Pages/localGovSelfInsuranceLinks.aspx)
* [Risk Finance Program](http://www.des.wa.gov/services/Risk/insurance/Pages/riskFinanceProgram.aspx)
* [Insurance for state agencies](https://des.wa.gov/services/risk-management/insurance-state-agencies)
* [Notary bonds](http://www.des.wa.gov/services/Risk/insurance/Pages/notaryBonds.aspx)
* [Self-Insurance Liability Programs](http://des.wa.gov/services/Risk/insurance/asi/Pages/default.aspx)

Contacts and web resources

* [Jason Siems](mailto:jason.siems@des.wa.gov), State Risk Manager, at (360) 407-8729.
* [Melynda Campbell](mailto:melynda.campbell@des.wa.gov), Executive Assistant, at (360) 407-8137.
* DES Website - <http://www.des.wa.gov/services/Risk/AboutRM/Pages/default.aspx>

## Important Web Sites

Department of Enterprise Services

**Small Agency Services**

<http://des.wa.gov/services/HRPayroll/SmallAgency/Pages/default.aspx>

**Risk Management**

<http://des.wa.gov/services/Risk/AboutRM/Pages/agencyBudgetRiskManagement.aspx>

**Training**

<http://des.wa.gov/services/HRPayroll/Training/Pages/default.aspx>

**Contracts and Purchasing**

<http://des.wa.gov/services/ContractingPurchasing/Pages/default.aspx>

Office of Financial Management

**State Administrative and Accounting Manual (SAAM)**

<http://www.ofm.wa.gov/policy/default.asp>

**Washington State Budget Process**

<http://www.ofm.wa.gov/reports/budgetprocess.pdf>

**Administrative and Accounting Resources**

<http://www.ofm.wa.gov/resources/default.asp>

Washington State Legislature

**Revised Code of Washington (RCW)**

<http://apps.leg.wa.gov/rcw/>

**Washington Administrative Code (WAC)**

<http://apps.leg.wa.gov/wac/>

Other Service Agencies

|  |  |
| --- | --- |
| **Dept. of Corrections**  <http://www.doc.wa.gov/>  **Dept. of Retirement Systems**  <http://www.drs.wa.gov/>  **Office of the Secretary of State**  <http://www.secstate.wa.gov>  **Office of the State Auditor**  <http://www.sao.wa.gov/> | **Executive Ethics Board**  <http://www.ethics.wa.gov/>  **Health Care Authority**  <http://www.hca.wa.gov>  **Office of Administrative Hearings**  <http://www.oah.wa.gov/>  **Office of the Attorney General**  <http://www.atg.wa.gov/> |

Other Web Sites

**Access Washington – The Official State Government Web Site**

<http://www.access.wa.gov>

# Budget

**Due Dates and Process Guides**

## Washington State Budget Information

**Washington State Budget Process**

<https://ofm.wa.gov/sites/default/files/public/publications/WaStateBudgetProcessGuide.pdf>

**Budget Instructions**

* Allotments – <https://www.ofm.wa.gov/budget/budget-instructions/allotment-instructions>
* Instructions - <https://ofm.wa.gov/budget/budget-instructions>
* Forms – <https://www.ofm.wa.gov/budget/budget-instructions/budget-forms>

**Budget-related Information**

<https://ofm.wa.gov/budget/budget-related-information>

**Find your OFM Budget Analyst**

<https://ofm.wa.gov/budget/budget-staff-agency-assignments>

# Accounting

**Policies, Processes & Resources**

## Internal Control for Cash Receipts

The proper control of cash receipts is the responsibility of the agency director per [SAAM 20.15.30.a](http://www.ofm.wa.gov/policy/20.15.htm#20.15.30). This resource intends to aid an agency in understanding its risks and identifying applicable controls to minimize those risks.

General Guidelines

* Segregation of duties in the handling of cash is one of the most effective ways to gain control over this asset. No individual is to have complete control in the handling of cash. Specifically, no one individual’s duties should include the actual handling of money, recording receipt of money, and the reconciliation of bank accounts or with the state treasurer. Employees handling cash are to be assigned duties that are complementary to or checked by another employee.
* Incoming cash must be made a matter of record as soon as possible.
* A secure area is needed for the safeguarding and processing of cash received. Access to the secured area is restricted to authorized personnel only. The secured area is locked when not occupied.
* Cash is protected by the use of registers, safes, or locks, and kept in areas of limited access.
* Collections made over the counter or in the field are documented by the issuance of sequentially pre-numbered official receipts or through cash registers or automated cashiering systems. .
* The cash receiving function of an agency is centralized to the extent possible.
* Cash receipts retained on the premises overnight are minimized and locked up in a secure place, such as a safe.
* Cashiers are prohibited from cashing personal checks or notes of personal indebtedness.
* Written procedures on all cashiering and cash control processes are maintained by each agency and provided to SAFS.

## Quick Reference Guide – Travel Policies

**Agency Internal Policies – Travel, Transportation, and Related Issues**

The [SAAM](http://www.ofm.wa.gov/policy/default.asp) requires agencies to have their own written internal policies and procedures for travel, transportation and related policies. The following are high level summaries:

|  |  |  |
| --- | --- | --- |
| **Travel Management Requirements and Restrictions** | | |
| [**10.10.10.a.3**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.10) | Agencies are to have written internal policies and procedures to cover the items required in Chapter 10. | |
| [**10.10.10.a.3**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.10) | The agency head must specify in its internal policies and procedures the delegated approval level in the agency’s management structure (authorized designee) for control over travel expenses. | |
| [**10.10.10.a.3**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.10) | Agencies, as part of its positive system of management and control over travel are to periodically review purchases of airline tickets to ensure compliance with state travel regulations and terms of airline contracts. | |
| [**10.10.10.a.3**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.10) | The agency’s internal policies and procedures must also identify the amount of time required for advance approval of meals, coffee, and light refreshments at meetings, conferences, conventions, and training sessions. | |
| [**10.10.10.b**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.10) | Agencies may adopt internal travel policies and reimbursement allowances that are more restrictive than in Chapter 10. | |
| [**10.10.25**](http://www.ofm.wa.gov/policy/10.10.htm#10.10.25) | Agencies are to develop and implement alternatives to travel, as well as less expensive means of travel (list of methods to be included are provided in this section). | |
| [**10.10.35**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.10.htm#10.10.35) | |  | | --- | | Agencies employing airplane pilots are to develop internal policies and procedures related to obtaining commercial lodging for flight crews during prolonged standby periods. | | |
| **Travel Reimbursement Principles** | | |
| [**10.20.20.3**](http://www.ofm.wa.gov/policy/10.20.htm#10.20.20) | Agencies are to define business telephone calls as part of its positive system of management and control over travel. | |
| [**10.20.20.3**](http://www.ofm.wa.gov/policy/10.20.htm#10.20.20) | Before requiring an employee to pay for service calls caused by negligence,agencies may wish to define negligence of the traveler to apply this rule in a fair manner. | |
| [**10.20.60**](http://www.ofm.wa.gov/policy/10.60.htm#10.20.60) | The agency, as part of its positive system of internal control, is to develop policies and procedures when travelers are reimbursed for expenses by a person or outside entity. Reimbursement should be limited to actual expenses except for subsistence, which may be paid at the allowances contained in Section 10.90. | |
| [**10.30.10.b**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm#10.30.10https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm) | |  | | --- | | Agency policies may allow for non-original receipts. The policy needs to ensure that there are adequate controls in place that reduce the risk of duplicate or improper payments to travelers. | | |
| [**10.30.10.b**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm#10.30.10https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm) | Agencies who allow for multiple employees to stay in one facility must have a process in place to obtain proper documentation that breaks down the cost to each employee. | |
| [**10.30.10.b**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm#10.30.10https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm) | Agencies who determine there is a need for employees to stay at peer-to-peer property rentals such as those marketed and paid for through AirBnB, VRBO, or similar marketplaces must assess the risks and have an internal travel policy to mitigate those risks. All costs reimbursed must be within the allowable lodging rate. See Subsection [10.30.30.a](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.30.htm#10.30.30). | |
| **Meals** | | |
| [**10.40.20.a**](http://www.ofm.wa.gov/policy/10.40.htm#10.40.20) | | Agencies who choose to reimburse travelers for the actual cost of subsistence are to adopt written policies and procedures. |
| [**10.40.50.a**](http://www.ofm.wa.gov/policy/10.40.htm#10.40.50) | | Agencies must establish agency meal periods to determine if meal costs can be paid for overnight travel assignments. |
| [**10.40.50.b**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.40.htm#10.40.50) | | Agencies must establish agency meal periods to determine if meal costs can be paid for when on non-overnight travel assignment. |
| **Travel Arrangements and Reimbursements** | | |
| [**10.50.20.a**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.50.htm#10.50.20) | | When authorizing employees to travel in their privately owned vehicle rather than in a state owned vehicle or via public transportation, agencies, as part of their required, positive system of internal control over travel, may adopt and use other guidelines for satisfying what is considered advantageous or economical to the state. |
| [**10.50.25.b**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.50.htm#10.50.25) | | Because of the potential misuse of POV reimbursement, internal agency policies and procedures are to be established to ensure that all claims for personal vehicle mileage is both critical and necessary for state business. |
| [**10.50.35.e**](http://www.ofm.wa.gov/policy/10.50.htm#10.50.35) | | Agencies are to establish written internal policies to require the traveler to repay the state whenever a state contract vehicle is used for occasional incidental personal use. |
| [**10.50.65**](https://www.ofm.wa.gov/sites/default/files/public/legacy/policy/10.50.htm#10.50.65) | | Agencies may adopt written internal policies that allow for use of privately-owned vessels when commercial non-air common carriers are not available or economical. Agency policy must require prior authorization and limit reimbursement to actual costs, such as fuel and moorage, as evidenced by receipts |
| **Miscellaneous Travel Expenses** | | |
| **10.60.10** | | Agencies are to define when charges for transportation of equipment and materials are required to perform state business and the expense is reimbursable as a miscellaneous travel expense. |
| [**10.60.30**](http://www.ofm.wa.gov/policy/10.60.htm#10.60.30) | | The agency, as part of its positive system of internal control, is to establish the maximum reimbursement for the cost of personal care assistants for disabled employees. |
| [**10.60.40**](http://www.ofm.wa.gov/policy/10.60.htm#10.60.40) | | Agencies are required to define circumstances under which they will reimburse travelers for baggage fees on international flights. |
| **Boards Commissions, or Committees** | | |
| [**10.70.20.b**](http://www.ofm.wa.gov/policy/10.70.htm#10.70.20) | | Agencies are to have written internal policies when option 1 is selected for meal and lodging reimbursement for members serving in an advisory, coordinating, or planning capacity. |
| [**10.70.30.b**](http://www.ofm.wa.gov/policy/10.70.htm#10.70.30) | | Agencies are to have written internal policies when option 1 is selected for meal and lodging reimbursement for members serving in a rule-making capacity. |
| **Travel Expense Claims, Payments, Reimbursements and Advances** | | |
| [**10.80.55**](http://www.ofm.wa.gov/policy/10.80.htm#10.80.55) | | Agencies are required to institute procedures ensuring that direct payments made to vendors are reasonable, accurate, and necessary for the conduct of the agency’s business. |
| [**10.80.60.b.7**](http://www.ofm.wa.gov/policy/10.80.htm#10.80.60) | | Agencies are to establish written polices prescribing a reasonable amount for travel advances. |
| **Other Administrative Regulations** | | |
| [**70.10.10**](http://www.ofm.wa.gov/policy/70.10.htm#70.10.10) | | Coffee and light refreshments at meeting and training sessions are not allowed unless the agency has formally adopted written internal policies and procedures. |
| [**70.15.10.b**](http://www.ofm.wa.gov/policy/70.15.htm#70.15.10) | | The agency head or authorized designee approves payment for the meals in advance of the meeting by defining, in the agency internal policies and procedures, those meetings where attendance and meal reimbursement would be advantageous to the state. |
|  | |  |

## Quick Reference Guide – Travel Dos & Don’ts

The following rules are high level summaries. For further details see the State Administrative & Accounting Manual (SAAM) reference.

<http://www.ofm.wa.gov/policy/10.htm> <https://ofm.wa.gov/accounting/saam/table-contents>

**General: SAAM**

* All state agencies must comply with SAAM 1.10.30
* All state employees, volunteers, and contractors must comply with SAAM 10.10.05
* Use most economical travel alternatives unless Health/Safety issue 10.10.20
* Get agency head approval in advance to travel out of state 10.10.50
* Get approval from Governor or Board to travel out of U.S. or British Columbia 10.10.50
* Do not reimburse for unnecessary travel costs such as alcoholic beverages 10.20.20
* Combined business & personal travel must not result in additional cost to the state 10.20.40
* Follow special travel rules and travel restrictions for Board, Commission or

Committee members 10.70

**Meetings:**

* State gatherings must be held in government facilities unless properly justified 10.10.55

**Lodging:**

* Reimburse actual lodging expenses up to limits used in the Continental USA

and Non Continental USA schedules 10.90.10

except under special circumstances 10.30.20

* Do not reimburse lodging expenses incurred at official station or residence 10.30.40
* Do not reimburse lodging expenses within 50 miles of official station or residence 10.30.30

**Meals/Coffee and Light Refreshments:**

* Reimburse meals on an allowance basis at rates used in the Continental USA

and Non Continental schedules 10.90.10

when travel requires an overnight stay and during the entire meal period   10.40.50.a

when traveling for at least eleven hours on a non-overnight trip and

during the entire meal period                10.40.50.b

* Do not reimburse for meal expenses incurred at official station or residence 10.40.40

exception for meals with meetings 70.15

* Serve coffee and light refreshments only in accordance with agency policy and

compliant with Executive Order 13-06 70.10

**Transportation:**

* Reimburse privately owned vehicle business miles at rate shown on the

Reimbursement Rates for Lodging, Meals and Private Vehicle Mileage schedule 10.90.20

* Do not reimburse for commuting miles between official residence and station 10.20.20
* Agencies may purchase airline and other common carrier tickets in advance 10.50.40
* Use an DES qualified travel provider when making air travel arrangements 10.50.45
* Permanently assign state owned vehicles to employees when warranted 12.20.30
* Allow commuting in state owned vehicles when warranted 12.20.35
* Do not use state owned or leased vehicles for personal business 12.30.20
* Do not use state contract rental vehicles for personal business 10.50.35

## Frequently Used Travel Websites

Office of Financial Management

<https://ofm.wa.gov/accounting/administrative-accounting-resources/travel>

General Services Administration

<http://www.gsa.gov>

Department of Enterprise Services Travel on State Business Information

[https://www.des.wa.gov/services/fleet-vehicles-parking/travel-state-business]( https://www.des.wa.gov/services/fleet-vehicles-parking/travel-state-business)

National Association of Counties

<http://explorer.naco.org/index.html?zipSearch>

MapQuest: Driving Directions in North America

<http://mapquest.com>

Historical Foreign Currency Rates

<http://www.federalreserve.gov/releases/g5a>

Internet Travel Provider

<https://www.ciazumano.com/>

Taxable Fringe Benefit Handout

[http://www.irs.ustreas.gov/pub/irs-tege/fringe\_benefit\_fslg.pdf](https://www.irs.gov/pub/irs-pdf/p5137.pdf)

Site to determine nautical miles for reimbursement

<http://airnav.com/airports/us/WA>

U.S. Department of Defense - For Hawaii and Alaska Per Diem Rates <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>

U.S. Department of State – For International Per Diem Rates

<https://aoprals.state.gov/web920/per_diem.asp>

## Quick Reference Guide – Agency Required Policies

**Required agency internal policies, procedures, designations and/or documentation for capital assets, inventories, accounting, and other policies**

[*State Administrative and Accounting Manual* (SAAM)](http://www.ofm.wa.gov/policy/default.asp) sections requiring agencies to have their own internal written policies, procedures, designations and/or documentation:

|  |  |
| --- | --- |
| **Capital Assets** | |
| [30.10.40](http://www.ofm.wa.gov/policy/30.10.htm) | Designation of Agency Inventory Officer to protect and control use of all capital assets. |
| [30.20.70.c](http://www.ofm.wa.gov/policy/30.20.htm) | Useful lives for capital assets acquired in less than new condition. |
| [30.40.20](http://www.ofm.wa.gov/policy/30.40.htm) | Small and attractive assets policy. |
| [30.40.45](http://www.ofm.wa.gov/policy/30.40.htm) | Procedures for timely removal of capital assets from inventory. |
| **Inventories** | |
| [35.10.25](http://www.ofm.wa.gov/policy/35.10.htm) | Designation of Agency Inventory Officer(s). |
| [35.10.40.b](http://www.ofm.wa.gov/policy/35.10.htm) | Definition of bench stock items excluded from inventory balance. |
| [35.10.45.a](http://www.ofm.wa.gov/policy/35.10.htm) | Method(s) selected for accounting and reporting for inventories. |
| [35.10.45.f](http://www.ofm.wa.gov/policy/35.10.htm) | Document alternative inventory valuation method. |
| Accounting:  **Policies/Procedures Related to Receipting/Receivables** | |
| [85.20.20](http://www.ofm.wa.gov/policy/85.20.htm) | Timely and efficient receipting. |
| [85.54.35](http://www.ofm.wa.gov/policy/85.54.htm) | Timely interagency billings. |
| [85.54.50.b](http://www.ofm.wa.gov/policy/85.54.htm) | Follow up of past due receivables. |
| [85.54.55.c](http://www.ofm.wa.gov/policy/85.54.htm) | Criteria for uncollectible receivables. |
| [85.54.60.c](http://www.ofm.wa.gov/policy/85.54.htm) | Adjusting receivables. |
| [85.54.60.g](http://www.ofm.wa.gov/policy/85.54.htm#85.54.60) | Records retention for write offs |
| **Accounting:**  **Policies/Procedures Related to Expenditures/Expenses/Disbursements** | |
| [85.32.10](http://www.ofm.wa.gov/policy/85.32.htm) | Expenditures/expenses and disbursements should be lawful, proper, recorded timely, prompt and accurate. |
| [85.32.40.b](http://www.ofm.wa.gov/policy/85.32.htm) | Mathematical accuracy and proper recording. |
| [85.32.50.a](http://www.ofm.wa.gov/policy/85.32.htm) | Timely, accurate, and cost effective vendor payments. |
| [85.36.10](http://www.ofm.wa.gov/policy/85.36.htm) | Disbursements should be made by the most cost effective means available. |
| [85.90.60.c](http://www.ofm.wa.gov/policy/85.90.htm) | Timely, accurate, and cost effective interagency reimbursements. |

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| --- | --- | --- |
| **Accounting:**  **Policies/Procedures Related to Petty Cash** | | |
| [85.50.50.d](http://www.ofm.wa.gov/policy/85.50.htm) | Petty cash internal control procedures. | |
| [85.50.60.d](http://www.ofm.wa.gov/policy/85.50.htm) | Disbursement and reconciliation procedures for petty cash accounts. | |
| [85.50.70.a](http://www.ofm.wa.gov/policy/85.50.htm) | Establishing local petty cash accounts. | |
| **Accounting:**  **Policies/Procedures Related to Credit/Debit/Purchase Cards** | | |
| [40.10.10](http://www.ofm.wa.gov/policy/40.10.htm) | | Policies for credit and debit cards and other electronic means. |
| [45.10.60](http://www.ofm.wa.gov/policy/45.10.htm) | | Agency responsibilities regarding purchase cards. |
| **Accounting:**  **Policies/Procedures Related to Coffee and Light Refreshments** | | |
| [70.10.10](http://www.ofm.wa.gov/policy/70.10.htm) | | Meals, coffee, and light refreshments at meetings and training sessions. |
| **Accounting:**  **Other Policies/Procedures** | | |
| [85.38.50.b](http://www.ofm.wa.gov/policy/85.38.htm) | | Reviewing cancelled/outstanding warrants and checks. |
| [85.38.90](http://www.ofm.wa.gov/policy/85.38.htm) | | Controlling local checks. |
| [85.74.10.a](http://www.ofm.wa.gov/policy/85.74.htm) | | Vendor payment advances (SBCTC & colleges). |
| [85.74.20.b](http://www.ofm.wa.gov/policy/85.74.htm) | | Escrow Agreements. |
| [20.15.50.a](http://www.ofm.wa.gov/policy/20.15.htm) | | Annual assurance / risk assessments. |

# Personnel & Payroll

**Policies, Processes & Resources**

## Agency Policies & Procedures

Washington State Human Resources provides a list of required and optional rules for agencies. For more information see the [Washington State HR](http://www.hr.wa.gov/rules/Tools/Pages/Requiredandrecommendedagencypolicies.aspx) website or the Washington State Legislature for [WACs](http://apps.leg.wa.gov/WAC/default.aspx) and [RCWs](http://apps.leg.wa.gov/rcw/).

Why Policy!

In its simplest form, a policy is a written record of a workplace rule. They form the framework from which consistent decisions can be made across your agency. Benjamin Franklin said it best, "Honesty is the best policy." While that holds true, you do need a little more substance.

What do you need to do?

1. Find out what policies are [required and recommended by OFM State HR](http://ofm.wa.gov/state-human-resources/civil-service-rules/helpful-tools-related-civil-service-rules/required-and-recommended-agency-policies).
2. Create your own agency policy. If you would like to use a DES HR policy as a template, contact the [DES HR Policy Coordinator](mailto:laurie.pate@des.wa.gov?subject=Policy%20Assistance).
3. Have your Management Team meet to review, discuss, and suggest edits.
4. If any edits are made, please send the draft to your Labor Relations Section Staff for their approval.
5. If your agency has represented employees, please refer to their Collective Bargaining Agreement for instruction on their notification process and time frame.
6. Once your Labor Relations Section Staff member and the union (if applicable) have approved the draft, the Agency Director should sign and approve it.
7. Forward a copy to Labor Relations Section Staff member.
8. Communicate the new policy to your staff.

**Contact - Small Agency Human Resources**1500 Jefferson Street SE  
Olympia, WA 98501  
Campus Mailstop: 41407  
Phone: (360) 902-7490

## New Hire Packet

Description

A packet containing information to get a newly hired employed enrolled in the state’s benefits programs and paid. The packet contains the following:

* Health, Life, Long-Term Disability, and Retirement forms and booklets
* Direct deposit form
* Miscellaneous information from the Health Care Authority
* Employment eligibility verification form (I-9)
* Federal Withholding Tax form (W-4)
* Retirement Status form
* PEBB Worksheet
* Emergency Contact Information
* Whistleblower Information
* Liaison Letter
* Employee Letter
* Children’s Health Insurance Program Notice (CHIP)
* Notice of the Benefit Exchange

\*This packet and its contents are subject to change

Agency Responsibilities

* Notify DES each time the agency hires a new employee.
* Have the new employee complete each form in the package that pertains to them.
* Confirm that each form is completed accurately.
* Send the completed forms, with the exception of the I-9 and emergency contact form to DES IMMEDIATELY, once you have received the forms from the employee. Keep the I-9 and emergency contact forms with the employee’s personnel file.
  + Email to DESPayroll@des.wa.gov
  + Fax to (360) 586-0021

Attn: DES / *Payroll Analyst Name*

* + Mail to:

DES / *Payroll Analyst Name*

PO Box 41465

Olympia, WA 98504-1465

## Exit Checklist

State Ethics Law - Former State Employees

Former agency employees are subject to provisions of the state Ethics Law. The Ethics Law (RCW 42.52.080) limits employment and other activities of former employees as follows:

1. Within one year of termination, no employee may accept employment or compensation for an employer, if: 9a) the employee, during the two years immediately preceding termination negotiated or administered contract with that employer or was in a position to make discretionary decisions regarding the negotiation or administration of such contracts; and (b) such contract or contracts had a total value of more than $10,000, and (c) the former state employee's duties would include implementation of such contracts;
2. Within two years of termination, no employee may have a beneficial interest in a contract or grant expressly authorized or funded by specific legislative or executive action in which the former employee participated.
3. A former employee may not accept employment or receive compensation from an employer, if he or she knows, or has reason to believe that the offer is intended to influence the performance or nonperformance of the employee's duties while employed by the state.
4. A former employee may not accept employment or receive compensation from an employer, if the circumstances would lead a reasonable person to believe that the offer or compensation was given for the purpose of influencing the performance or nonperformance of the employee's duties while employed by the state.
5. A former employee may not assist another person in a transaction involving the state in which the employee participated while employed by the state.
6. A former employee may not accept employment or engage in any business or professional activity that the employee might reasonably expect would require or induce him or her to disclose confidential information acquired by reason of his or her official position.

The following items need to be completed prior to the departure of the employee:

* **Letter of resignation**: Ensure the letter references the effective date the employee will go off the agency’s payroll, the last working day if different from the effective date and the new agency the employee is going to, if applicable.
* **Personnel Payroll Data Sheet (PPDS)**
* **PEBB Worksheet**

**The final paycheck for employees who leave the agency to go to another state agency and employees terminating state service will be an actual warrant and will be mailed to the agency. If you are interested in making other arrangements for the final warrant, you must contact DES no later than two working days prior to payday.**

## Exit Checklist (Continued)

Eliminate Access

❑ Email (Network Access) ❑ Travel and Expense Management System

❑ Scheduler (Network Access) ❑ Mainframe Access

Please return the following equipment/supplies to the appropriate staff member. If you do not have the listed equipment, please indicate by marking “NA” in the box.

❑ Cellular Phone ❑ Files

❑ Laptop Computer (state tag #) ❑ Office Keys/Card Keys

❑ Laptop mouse, wiring, power cords, case ❑ Scan+ Card

❑ Pager ❑ Palm Pilot/Blackberry

❑ Parking Sticker/Pass ❑ Safety Kit

❑ Star Pass ($20 if not returned) ❑ Agency Credit Card(s)

❑ Software/Manuals

❑ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have returned all of the above checked items.

Employee's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Verified by (Supervisor) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Contracts and Procurement, Policy and Training

**Policies and Resources**

## Chapter 39.26 RCW, Procurement of Goods and Services

**Background**

Changes in state purchasing practices took effect January 1, 2013. The 2012 Legislature passed a [bill](http://apps.leg.wa.gov/documents/billdocs/2011-12/Pdf/Bills/Session%20Laws/House/2452-S2.SL.pdf) to consolidate procurement laws under Enterprise Services. The legislation is designed to make the procurement process more transparent, competitive and efficient. The changes were codified in chapter [39.26 RCW](http://apps.leg.wa.gov/RCW/default.aspx?cite=39.26), Procurement of Goods and Services and took effect Jan. 1, 2013. This RCW does not include public works.

**What is different from your prior laws?**

* The procurement process for goods and services is now outlined in a single chapter of law. A common approach is used for goods and services.
* Agency employees who develop, manage or execute contracts must receive training (and future certification) to ensure consistent practices are followed for all types of procurement.
* Agencies are each delegated authority for purchasing goods and services based on a risk assessment process developed by Enterprise Services and stakeholders.
* Agencies have to submit sole-source contracts to Enterprise Services for review and approval, but no longer submit personal-service contracts that are competitively solicited for review.
* Contractors and agencies are allowed to submit bid documents and signatures electronically for ease of transaction.
* Contracts may now be awarded based on best value criteria that aligns with the strategic goals and values of the state.
* Agencies must notify bidders and identify awarded contractors in a central system.
* Agencies post information about awarded contracts with Enterprise Services so the public can see basic information about all awarded contracts on a single site.
* Enterprise Services can able to debar contractors for cause.

**What is the same?**

* The bill keeps the same exemptions for the Legislature, higher education, public hospitals, client services and the data center as in current law.
* Enterprise Services establishes rules and guidelines for procurement of goods and services.
* Agencies can continue to make emergency purchases, direct buy purchases and negotiate contracts when appropriate.

## Purchasing and Procurement

In accordance with [RCW 39.26.110](http://apps.leg.wa.gov/RCW/default.aspx?cite=39.26&full=true#39.26.110), DES provides expertise and training on best practices for state procurement. State agencies must require agency employees responsible for developing, executing or managing procurement, to complete DES-approved training or certification programs. No agency employee may execute or manage contracts unless the employee has met the training or certification requirements.

**Policies and Guidelines**

Links to the law, all current policies and guidelines and other resources for the procurement of goods and services in the State of Washington can be found as follows:

**RCW 39.26:**

[Chapter 39.26 RCW: PROCUREMENT OF GOODS AND SERVICES (wa.gov)](https://apps.leg.wa.gov/RCW/default.aspx?cite=39.26)

**Procurement Manual**:

[Washington State Procurement Manual | Department of Enterprise Services (DES)](https://des.wa.gov/purchase/washington-state-procurement-manual)

**Purchasing & Procurement Training:**

[Purchasing & Procurement 101 | Department of Enterprise Services (DES) (wa.gov)](https://des.wa.gov/services/training/contracts-procurement-training/purchasing-procurement-101)

[Contract and Procurement Training Search | Department of Enterprise Services (DES) (wa.gov)](https://des.wa.gov/services/training/contract-and-procurement-training-search)

### Contracts & procurement training team

**Phone**  [360-407-8478](tel:360-407-8478)

**Email**  [DESmiLMSContractTraining@des.wa.gov](mailto:DESmiLMSContractTraining@des.wa.gov)

**Small Agency Contracts and Procurement Support**

[Contracts and Procurement Support | Department of Enterprise Services (DES) (wa.gov)](https://des.wa.gov/services/small-agency-support/contracts-and-procurement-support)

## Procurement Training Information

# Ethics

**Policies and Resources**

## Ethics in Public Service Act

**Background**

The Executive Ethics Board (the Board) was created in 1994 by legislation at the request of the Governor and Attorney General. The law went into effect on January 1, 1995. The Board is comprised of five members appointed by the Governor and serve five year terms:

* State Exempt Employee
* State Classified Employee
* Recommended by State Auditor
* Recommended by Attorney General
* Member at large

**Roles of the Members**

The members have statutory responsibility to:

* Develop training materials
* Adopt rules
* Issue advisory opinions
* Investigate and hear complaints
* Impose penalties for violations
* Recommend suspension or other disciplinary action

**Violations and Penalties**

If the Board determines that a state employee or officer violated the ethics law, they can order the following:

* Penalties up to $5,000 per violation
* Damages sustained by the State
* Investigative Costs

**Staff**

The agency is staffed by members of the Office of the Attorney General and is comprised of an Executive Director, Administrative Officer and an Investigator. They are charged with:

* *Issuing non-binding staff opinions*: Staff frequently receives questions from the public or state employees about a variety of topics. Staff provides answers to these questions in the form of a non-binding staff opinion.
* *Approving contracts for outside employment if with another state agency*: With a few exceptions, when a state employee contracts with another state agency to perform work, the employee must seek approval from the Board.
* *Investigating complaints & making recommendations to the Board*: The Board members decide if the law was violated and what penalty should be assessed for the violation.
* *Developing training materials and conducting training*: The Board has partnered with the Department of Personnel to provide training to state employees. The Board staff will provide Executive Management training as requested. Board staff also conducts Train-the-Trainer classes.

## Laws & Rules Governing the Ethics in Public Service Act

**Laws**

* [RCW 42.52](http://apps.leg.wa.gov/RCW/default.aspx?cite=42.52), Ethics in Public Service

**Rules**

* [WAC 292-100](http://apps.leg.wa.gov/WAC/default.aspx?cite=292-100), Procedural Rules
* [WAC 292-110](http://apps.leg.wa.gov/WAC/default.aspx?cite=292-110), Substantive Rules
* [WAC 292-120](http://apps.leg.wa.gov/WAC/default.aspx?cite=292-120), Penalty Rules
* [WAC 292-130](http://apps.leg.wa.gov/WAC/default.aspx?cite=292-130), Public Record and Agency Organization Rules

## Ethics Training

**www.ethics.wa.gov**

**Agency Provided Ethics Training**

The Executive Ethics Board staff has put together materials that will allow agency's to provide in house Ethics Training. Please feel free to download, print and use these materials within your agency to assist in giving all state officers and employees the information they need to learn about the Ethics in Public Service Act.

Below are links to the Agency Guide and Agency Guide Answer Key:

* [Agency Guide](https://ethics.wa.gov/sites/default/files/public/documents/training/2016/Ethics%20in%20Public%20Service%20In%20Depth%20without%20laws%20and%20rules_2016.pdf)
* [Agency Guide Answer Key](https://ethics.wa.gov/sites/default/files/public/Ethics%20in%20Public%20Service%20In%20Depth_Scenario%20Answers_2016.pdf)

Contact Ethics Board Staff at 360-664-0871 if you have any questions or comments regarding the materials. The staff also provides training to executive management teams.

**Helpful Links and Resources from the Executive Ethics Board**

* [New State Employee Guide](https://ethics.wa.gov/sites/default/files/public/documents/brochures/New%20Employee%20Guide_2014.pdf) (PDF)
* [Ethics in Public Service Brochure](https://ethics.wa.gov/sites/default/files/public/documents/brochures/Ethics%20in%20Public%20Service_2014.pdf) (PDF)
* [Can I Accept a Gift Brochure](https://ethics.wa.gov/sites/default/files/public/documents/brochures/Can%20I%20accept%20the%20Gift_2014.pdf) (PDF)
* [Post-State Employment Brochure](https://ethics.wa.gov/sites/default/files/public/documents/brochures/Post-State%20Employment._2014doc.pdf) (PDF)
* [Filing a Complaint Brochure](https://ethics.wa.gov/sites/default/files/public/documents/brochures/Filing%20a%20Complaint_2014.pdf) (PDF)
* [Public Disclosure Commission](http://www.pdc.wa.gov)**:** Lobbying, campaign finance questions
* [Legislative Ethics Board](https://leg.wa.gov/LEB/Pages/default.aspx)**:** Ethics questions related to members or staff of the legislature

## Whistleblower Program

The Whistleblower Act, enacted by the Washington State Legislature in 1982 and amended in 1999 and 2008, provides an avenue for state employees to report suspected improper governmental action (Chapter 42.40 RCW).

The Legislative intent is to encourage state employees to report improper governmental actions. The law makes retaliation against people whose assertions result in a whistleblower investigation unlawful and authorizes remedies should it occur. The State Auditor’s Office is responsible for investigating and reporting on assertions of improper governmental action.

Improper governmental action (RCW 42.40.020(6)(a)), is defined as any action by an employee undertaken in the performance of the employee’s official duties which:

• Is in violation of federal or state law or rule, if the violation is not merely technical or of a minimum nature

• Is a gross waste of public funds or resources

• Is of substantial and specific danger to the public health or safety

• Is gross mismanagement

• Prevents dissemination of scientific opinion or alters technical findings

• Using a state computer or email for a private business

[State Auditor’s Office Whistleblower Program](https://www.sao.wa.gov/report-concern/how-report-concern/whistleblower-program)

[Whistleblower FAQ](https://www.sao.wa.gov/report-concern/how-report-concern/whistleblower-faqs)

## Open Public Meetings Act

The legislature passed legislation that requires all public commissions, boards, councils, committees, departments, offices, and all other public agencies of this state to take actions openly and intends that their deliberations be conducted openly.  
  
RCW 42.30 – Open Public Meetings Act

<http://app.leg.wa.gov/rcw/default.aspx?cite=42.30>

**More Information**

Training and additional resources about open public meetings and records is available on the Office of Attorney General website at the link below.

<http://www.atg.wa.gov/open-government>

## Questions to Ask when Preparing for a Meeting

**Helpful Meeting Hints**

General

* What is the purpose of the meeting?
* Can the agency absorb all costs associated with the event?
* Have you followed the requirements established in your Light Refreshment policy?
* Is the event provided by another state agency at a lower cost?

Location

* What city?
* Are there state facilities available? If so, who do I contact, and when? [SAAM 10.10.55](http://www.ofm.wa.gov/policy/10.10.htm)
* If no state facilities are available, will the hotel where the attendees are staying give the agency a free or reduced rate on a conference room? [SAAM 10.10.55](http://www.ofm.wa.gov/policy/10.10.htm)

Attendees

* Who? (Agency staff, commissioners, presenters, public)
* How many?
* Will they require overnight lodging? [SAAM 10.30.25](http://www.ofm.wa.gov/policy/10.30.htm)
* What is the maximum amount allowable per person per night?
* How will they get there? (Airplane, personal vehicle, or rental car)
* Will guest speakers be present?
* Will the agency have to pay the guest speaker(s)?
* Will you need to prepare a contract for the guest speaker(s)?

Food

* Can the agency pay for all of the attendees’ meals?
* What is the maximum amount allowable per person per meal?
* How many meals are being provided?
* Who will receive these meals?
* Are you planning to serve light refreshments to all attendees? [SAAM 70.10](http://www.ofm.wa.gov/policy/70.10.htm)
* Will the agency staff be eligible for the meal? [SAAM 70.15](http://www.ofm.wa.gov/policy/70.15.htm)
* Did you document the request and prior approval for coffee/light refreshments and/or meals? [SAAM 70.10.40](http://www.ofm.wa.gov/policy/70.10.htm)

## Agency Request Legislation

**Office of the Code Reviser Bill Drafting Guide**

<http://leg.wa.gov/CodeReviser/Pages/bill_drafting_guide.aspx>

**OFM Procedures and Required Elements Checklist**

<https://www.ofm.wa.gov/budget/budget-instructions/other-instructions>

## Rule Making Process

A rule (or regulation) is a written policy or procedure by a state agency that is generally applicable to a group of people, industries, activities, or circumstances. Rules are used by agencies to “fill in the gaps” of legislation. They implement, interpret, apply or enforce a state or federal law or court decision. A rule is adopted by an agency; a statute is a law that is passed by the state Legislature. In both cases, state law provides for citizen participation before a rule or law is approved.

After laws are passed by the state Legislature and signed by the Governor, they are compiled in the Revised Code of Washington, or RCWs. Rules to carry out those laws — often called regulations or WACs, for the Washington Administrative Code — are adopted by agencies through a process mandated in law by [Washington’s Administrative Procedure Act (APA)](http://apps.leg.wa.gov/RCW/default.aspx?cite=34.05).

Governor’s Office for Regulatory Innovation and Assistance

Rulemaking Process:

<http://www.oria.wa.gov/site/alias__oria/448/default.aspx>

Office of the Code Reviser

WA State Register Flowchart:

<http://leg.wa.gov/CodeReviser/Documents/registerflowchart.pdf>

RCW 34.05 – Washington Administrative Procedures Act

<http://apps.leg.wa.gov/RCW/default.aspx?cite=34.05>