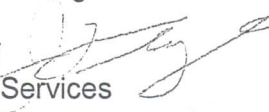




STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Division of Alcohol and Substance Abuse
PO Box 45330, Olympia WA 98504-5330
360-725-3700

July 20, 2009

TO: County Alcohol and Drug Coordinators

FROM: John Taylor, Chief
Office of Program Services 

SUBJECT: Eligibility for Low-income Services

In the 2009-2011 Biennium, eligibility for low-income youth, adult, and PPW services will be income of 220% or less of the Federal Poverty Level.

Contractors for the Division of Alcohol and Substance Abuse (DASA) will be using the attached Federal Poverty Limits (FPL) table. This is the same FPL table used for all contractors within the Health and Recovery Services Administration. The FPL table will also be posted on the Contractors page of the DASA's website.

Eligibility differences between the former DASA Poverty Level table and the new FPL table:

- Eligibility will be at a lower income for patients with six or less family members
- Eligibility will be at a higher income for patients with more than six family members.

Patients who are already receiving services but did not qualify for low-income services under the former eligibility requirement, **but do qualify for the new eligibility requirements**, will be allowed to convert to low-income. Services delivered on or after July 1, 2009, will qualify as low-income services.

Patients who are currently receiving low-income treatment services **but no longer qualify under the new eligibility requirements** will be allowed to be grandfathered in through June 30, 2010. If these patients still do not meet the new eligibility requirements after June 30, 2010, they will no longer be allowed to receive low-income services.

Please contact your Regional Administrator if you need further clarification.

JT:LEW

Enclosure

cc: DASA Regional Administrators
DASA Management Team

OFFICIAL 2009 FEDERAL POVERTY LEVEL (Values Rounded Up)

HRSA - Division of Rates and Finance

January 23, 2009

Family Size	Annual	Monthly									
	100% FPL	100%	120%	133%	135%	150%	175%	185%	200%	220%	250%
A	B	C	E	F	F	F	G	H	I	J	K
1	10,830	903	1,083	1,201	1,219	1,354	1,580	1,670	1,805	1,986	2,257
2	14,570	1,215	1,457	1,615	1,640	1,822	2,125	2,247	2,429	2,672	3,036
3	18,310	1,526	1,831	2,030	2,060	2,289	2,671	2,823	3,052	3,357	3,815
4	22,050	1,838	2,205	2,444	2,481	2,757	3,216	3,400	3,675	4,043	4,594
5	25,790	2,150	2,579	2,859	2,902	3,224	3,762	3,976	4,299	4,729	5,373
6	29,530	2,461	2,953	3,273	3,323	3,692	4,307	4,553	4,922	5,414	6,153
7	33,270	2,773	3,327	3,688	3,743	4,159	4,852	5,130	5,545	6,100	6,932
8	37,010	3,085	3,701	4,102	4,164	4,627	5,398	5,706	6,169	6,786	7,711
9	40,750	3,396	4,075	4,517	4,585	5,094	5,943	6,283	6,792	7,471	8,490
10	44,490	3,708	4,449	4,931	5,006	5,562	6,489	6,859	7,415	8,157	9,269
Added *	3,740	312	374	415	421	468	546	577	624	686	780

* For each additional member in family units of more than 8 members, \$3740 is added to annual values.

Formula: (Column B multiplied by percent of poverty) divided by 12, Rounded UP to nearest whole number



TARGET2000

The Division of Alcohol and Substance Abuse (DASA) provides alcohol and substance abuse prevention and treatment services through an organization of Headquarters staff, regional administrators, county coordinators, and providers. This organization subcontracts service delivery to over 350 public and private providers. In a diverse organization like this, the information system supplies the “glue” that keeps it together.

The Treatment and Assessment Reports Generation Tool (**TARGET2000**) has successfully provided that “glue” for eight years. The latest version of this system was implemented in October of 2001. The DASA operated system has become a national model system in the field of substance abuse. Information from this system has met high standards of accuracy, integrity and timelines. It is used by program and agency administrators as well as academic researchers to assist in their planning and studies. The information from **TARGET2000** has become a critical element in the broad range of research managed and supported by DASA. This system is also integrated into the DASA Substance Abuse Management Information System (SAMIS), which is an enterprise-wide relational database covering contracts management and provider certification.

The current **TARGET2000** is an Internet-based application using high level Washington State approved digital certificates for user authentication. It was designed to run on computers with Intel Pentium processors and 32 Megabytes of RAM. Providers are required to establish Internet connectivity from their reporting sites using Internet Explorer version 5.5 with at least Service Pack 1 and 128-bit encryption capability. Other browser options do not support the Java-script functions incorporated into the application. The system uses the secure socket layer encryption for data transmission over the Internet.

The current version of the **TARGET2000** system includes an expanded dataset that contains over 450 separate data items on each individual receiving publicly funded chemical dependency treatment in Washington State. New items include the elements necessary to calculate the Addiction Severity Index (ASI) composite scores. This addition is expected to make the data more comparable and useful for outcome studies and impact analysis regarding the care given through the service system. Several other data additions are incorporated in the new system. These include:

- Tracking the recommended American Society of Addiction Medicine placement (ASAM) level for the client’s care at assessment, admission and discharge from each modality of service’
- Recording the client’s sexual orientation;
- Recording the number of times that a client has been tested for sexually transmitted disease in the past year.

The **TARGET2000** system utilizes a Microsoft SQL 7.0 database to store information and support data analysis projects. This architecture simplifies the system maintenance and in combination with the web site Active Server Pages screens provides a much more flexible system which is capable of evolving to address changing needs in the field.

The latest version of TARGET, **TARGET 2000**, was funded in part by a Treatment Outcomes and Performance Pilot Studies Enhancement (TOPPS II) grant to DASA from the Center for Substance Abuse Treatment, 1 UR1 T111481-03.

Use this CheckList to access the web-based TARGET Application for the first time. All steps included in this CheckList must be completed before you will be able to login and select an Agency for data entry or a County for generating TARGET reports.

For additional copies of this CheckList, or assistance with this process please call the specific numbers provided, or the DASA Helpdesk at 1-888-461-8898.

1. Fax the Agency Registration Form to DASA.

Complete the TARGET Agency Registration following the instructions included on page 2 of the form. It must be signed by the Agency Director or County Coordinator, and faxed to DASA at 360-407-1044 (c/o Helpdesk). Please include your return fax number for important reply purposes.

Watch for the TARGET User Notification by return fax within 5 business days. If mistakes on your form were found, the Agency Director, or County Coordinator, will be contacted by DASA staff with instructions for correcting the errors.

2. Received the TARGET User Notification Form from DASA?

When the Target Agency Registration is approved and your TARGET account has been created, DASA staff will return fax the TARGET User Notification. It provides you with your TARGET User ID, Initial (one-time) TARGET Password, and Target Service code (bullseye).

You must have the information contained on this form to add TARGET as a service, or to login to the application later in the process. If, within 5 business days, you do not receive this fax, check at your agency for the missing fax, or call DASA staff at 360-725-3744, to verify, receipt of your Agency Registration form.

3. Visit Transact Washington's Welcome (Home) Page.

Using Internet Explorer (I.E. 5.0 Sp1, or above) go to the Transact Washington Welcome page at [<http://transact.wa.gov/>]. Links (along the left side of the screen) provide access to the TARGET application, as well as, applying for a Digital Certificate and setting up your personal Transact Account.

If you cannot get to the Transact Welcome page contact your Internet Service Provider (ISP), or your agency's technical support staff for assistance. This web-site is available to anyone with normal internet access at their workstation.

4. **Apply for a Digital Certificate from DST.**

At the Transact Washington Welcome page – click, Get Digital Certificate to apply, and pay for (approx \$95) your personal (they cannot be shared, or transferred) digital certificate. Remember to apply for a High Assurance Signing Certificate and a USB Token.

You complete fields of personal information which must be true and accurate, provide a credit card number or a payment method arranged with Digital Signature Trust (DST, 1-888-248-4447), and have the Notary form and identification information notarized and mailed to DST at the address they provide.

As you step through the on-line prompts, be sure you can provide the DST Account Passphrase (and the answers to the three questions, in case you forget) established, by you, during the application. If you cannot remember this Passphrase later, when retrieving your certificates (certs), you will have to begin again and pay to have new certs re-built.

When this application has been completed you will receive email confirmations via your e-mail address. Be sure to use an e-mail address you are regularly accessing and watch for messages from them. Next, you will receive a DST "Welcome Kit" (in a 6x9 envelop) at your home address, containing your token and software CD.

If you do not get confirmation messages, or receive the Welcome Kit within 7 – 10 business days, call DST's Helpdesk at 1-888-248-4447, to request information about your application.

5. **Received the Welcome Kit from DST?**

Once you have received your DST Welcome Kit, containing token, cable, Datakey Software Install CD, installation instruction sheets and cover page, you are ready to load the software and drivers necessary for certificate authentication at your workstation.

6. Install Datakey CIP and Configure the Token.

Installing software usually requires administrative privileges. If you have problems with this step please check with your technical support staff for help.

Begin by following DST's installation instructions for installing the Datakey software, test and run it. Configure the settings which establish the Token Passphrase and customize the device for use. Be sure to remember the Token Passphrase you setup, if you forget it the token will be useless. A tip is to make it the same as your DST Account Passphrase (established in step 4). If you make them match there will only be one to remember!

Once Datakey is working and the token configured, you are ready to retrieve the digital certificates which will be downloaded to your token.

Please note: Tokens are to be plugged into the workstation only when using the TARGET application and unplugged when you are finished. Tokens are the property of the registered individual and cannot be exchanged or shared. Each TARGET user will need their own token and certificates. They are not to be left plugged in all the time.

7. Retrieve your Digital Certificates.

The cover page (with your name on it) enclosed in your Welcome Kit from DST includes your activation code and the internet address (URL) to DST's Retrieve Digital Certificate web-site – [www.trustDST.com/retrieve-cert.html]. Open Internet Explorer and visit the site.

From their Welcome page you will navigate through a few pages of Compatibility Checks before the Login screen is displayed. Carefully enter the activation code, from the cover page, followed by your DST Account Passphrase (as identified in step 4.). When you are successful, you will reach the Start Installation link. If you cannot get passed the Login screen, please call the DST Helpdesk at 1-888-248-4447, for assistance with retrieving your certificates.

Precede through the Cert Retrieval screens; there are quite a few, by following the prompts and accepting the several security warnings presented. Successful retrieval (certificate download) is indicated after you are prompted to Verify twice and are presented with the Congratulations! message. Click the Finish link and the browser will close.

Any problems with Cert Retrieval? Call DST's Helpdesk 1-888-248-4447.

8. Are your Digital Certificates on your Token?

Again, following the Instructions, in your DST Welcome Kit; start the DataKey, CIP Utilities program and confirm that your digital certificate(s) are present. They appear under Slot 10, on the left hand side of this split-screen window, and have gold keys associated with them. Need help? DST Helpdesk at 1-888-248-4447.

Once the certs have been verified, close the program and go to Transact Washington.

9. Register your Digital Certificates at Transact Washington

At the Transact Washington Welcome page – Click, Register My Certificate to associate your new digital certificate with your new Transact account.

At the Register Certificate screen you will be prompted for: the Certificate Authority (it defaults to DST), E-mail address (use the same as when you applied), and Assurance Level (choose High) - Click, Continue. At the next screen locate your Name and in the Action column (at the far right) - Click, register this cert. You will receive a message that your Certificate has been successfully registered and the Choose a Digital Certificate window will be displayed. Close Internet Explorer for these registration settings to take effect.

If you encounter problems within the Transact Washington web-pages; registering your certs, or accessing your My Transact Account page, please call the Transact Washington Helpdesk at 1-877-264-8546.

10. Can you Get to your My Transact Account Page?

Return to the Transact Washington Welcome page – Click, MyTransact Account to display the Choose a Digital Certificate (Client Authentication) window and accept your new certificate.

With your certificate highlighted - Click, OK. Within a few seconds you will be prompted for your Token Passphrase. Enter your passphrase (as described in Step 6) and Click, OK. Your My Transact Account web-page will be displayed.

Your name will appear on the page along with the message, “You are currently not registered for any services”. Click the Add a Service link to add the TARGET Application to your Account page and proceed to Step 11.

11. Adding the TARGET Service to your My Transact Page.

At the Transact, Add a Service page ignore the Service List and enter the Service Code (bullseye), found on the TARGET User Notification form which was faxed by DASA to the agency – as described in Step 2.

A screen will be displayed prompting you for your Name, Agency number, County information, and TARGET User Id. These fields must match the information provided on the User Notification form, otherwise the Service Add will be rejected and you will need to repeat the process.

Please do not substitute your Initial TARGET Password for your User Id or you will be rejected.

Click, [Submit] to submit your eform, close your browser, and allow 2 business days for activation. Your TARGET service will be active when the link in your My Transact Account, DSHSDASA – TARGET2000 is functional and the message reads, Services for which you currently have access.

If, after 2 business days, your link is still not functional, and the message still reads Services for which you have applied – please call the TARGET Helpdesk at 1-888-461-8898 for a review of your Add a Service problem.

12. Login to TARGET for the First Time.

Once the DSHSDASA – TARGET2000 link on your My Transact Account web-page is functional, click on it and you will be taken to the Welcome to TARGET – Please Login screen.

Referring, once again, to your User Notification form locate your TARGET User Id and enter it in the User Id field. Next, locate your Initial TARGET Password and enter that in the Password field. This Initial (one time only) password represents a DSHS Secure password, so watch out for special characters and numbers mixed within. Click, [Enter] to enter the TARGET application.

Your User Type will determine the next display. If you do: data entry for a single agency that agency's Main page will be displayed. If the Available Agencies List is displayed, the agencies available to your account will be listed for you to select. County Coordinators see all their agencies. Once one is selected, that agency's Main page will be displayed along with a window prompting you to Change your Password.

13. Changing your Initial Target Password.

TARGET account passwords expire, for all users, every 90 days and must be changed using the following process. You will see a Change Password screen displaying the Target User Id (yours) of the account you're about to change.

For client security purposes DSHS requires that your password be secure, here are the requirements: a) it must be at least eight characters in length, b) it cannot be a simple dictionary word, c) it must contain a number somewhere within the first seven characters, d) it must contain a special character (use the Shift key + any number key) somewhere, e) it cannot contain spaces.. The Initial Password, assigned to you by DASA, provides an example of a DSHS secure password.

Please note: Changing your TARGET Password, as you will do every 90 days, does not change your Token Passphrase as identified in Step 6. They are completely independent and separate!

Also, please note: If you forget your TARGET User Id and/or Password they can be recalled by DASA Staff, call 360-725-3722, for help with them.

Congratulations! You have completed all the steps necessary for accessing the DASA TARGET Application.

14. Logging into the TARGET Application Each Time.

For your convenience here is an 8 step guide for getting into TARGET on a regular basis:

1. Plug in your Token (from Step 6.)
2. Visit Transact Washington's Welcome Page (from Step 3.)
3. Click on MyTransact Account (from Step 10.)
4. Click OK with your Digital Certificate highlighted (from Step 10.)
5. Enter your Token Passphrase and click OK (from Step 10.)
6. Click on the DSHSDASA – TARGET2000 link (from Step 11.)
7. Enter your TARGET User Id and Password (from Steps 12. & 13.)
8. Highlight an agency and click, Select an Agency (from Step 12.)

15. And, Where Do I Go From Here?

With access to the TARGET Application setup and working, “Where do I go from here?” becomes the next question. Here are a few suggestions for getting started.

If you’re a Substance Abuse professional, familiar with DASA’s treatment tracking forms and TARGET data elements you can get a pretty good idea of how to use the program by reviewing the pull-down menus and generating a few reports. Keep the reports simple, the date ranges small, and avoid over filtering until you determine which reports you need and what they mean.

If you’re a Data Entry Operator, please realize that entering data into the program requires dedicated attention. It is not an activity which produces successful results when trying to answer frequent calls, or scheduling clients for intake. Gather and organize your Target forms, allow yourself the necessary time and complete your data entry without interruptions – or unsaved data may be lost.

During the year DASA schedules Training Seminars throughout the state. They provide an excellent overview of the TARGET system. Laptops provide hands-on experience and data entry techniques and report running tips are explained. Hardcopy handouts of the Users Instructions and Reports Manual are furnished. Visit DASA’s web-site (instructions below) or call DASA staff at 360-725-3751, for training information.

For documentation, the Users Instructions and Reports Manual are the most useful. Visit DASA’s web-site at [<http://www1.dshs.wa.gov/dasa/>]. From the Home page select What’s New, then arrow down and select System Documentation, arrow down again and select Users Instructions, click the link. The most current copy of the TARGET2000 Users Instructions will be displayed (you may need to download Adobe Acrobat Reader, also there, first). Once displayed click Save, and follow the prompts to download the file to your hard drive. When the PDF file is available on your hard drive you can print it (careful it’s 162 pages in length) or, better yet, view it with Acrobat Reader on screen as Help support when you need it. The process for downloading the Reports Manual, also available at the web-site, is much the same.

Also available within DASA’s web-site are Links to the TARGET Forms. At the Home page select the Link to the DSHS Main Page; find Forms in the Quick Links, then Click the Electronic Forms Link. Instructions for downloading are here and the DASA TARGET Forms begin with DSHS 04-4nnn.

This concludes the Accessing CheckList!

Appendix A

Accessing TARGET

Introduction:

Because we are transmitting private client data, the security of the TARGET system is very important. As such, access to TARGET is very restricted and several safeguards must be passed before you can use the system. This booklet is designed to guide you through the process gaining access to TARGET. To break down what can seem to be a daunting task into more manageable portions this booklet is divided into the following sections.

If you wish, you can use this guide as a checklist, marking off the steps as you proceed through the sections. You do not need to complete all of these sections in one sitting, but it is best to complete each section that you start.

Section I	Getting Started System Requirements Fax Agency Registration
Section II	Fax Agency Registration
Section III	Applying for Your Digital Certificate Online Application Notary Form
Section IV	Token/Certificate Setup Follow DST Installation Guide
Section V	Registering at Transact Washington Register with your Certificate Adding TARGET as a Service
Section VI	Logging Into TARGET
Section VII	Frequently Asked Questions
Section VIII	Forms Notary Form TARGET Agency Registration Form

Section I

Getting Started

Before we get started take a minute to make sure that you have everything set up. A few moments spent now will save you headaches later on.

Your computer should at least meet these minimum requirements:

- 450MHz Processor

- 128 Megabytes of RAM

- 5 Megabytes of free space on the hard drive

- Internet Explorer version 5.5 with Service Pack 1 or above

- Internet access

- CD ROM drive

- Universal Serial Bus (USB) port

- Windows 98 or above

Section II

Fax TARGET Agency Registration Form

Fax TARGET Agency Registration Form:

Fax the **Agency Registration** form to DASA. This form needs to be signed by your agency director or for county staff or ATR users, by the county Alcohol and Drug Coordinator. Explanations of the form fields are on page two of that form.

The fax number for DASA is **360-407-1044**. A copy of the Agency Registration form is included in Section VIII for your convenience.

DASA will fax you confirmation that your Agency Registration form was received. The **Agency User Notification** sent to you will include:

- TARGET user id
- TARGET password
- TARGET service code (for adding a service at Transact WA)

Please keep this form, as you will need this information in Section V, Registering at Transact Washington. You may continue the application process in Section III before receiving your Agency User Notification form.

You can expect to receive the Agency User Notification form within 5 business days. If you do not receive it within that time or have questions about this stage of the process, please call the Target Helpdesk at 888-461-8898.

Section III

Applying for Your Digital Certificate

On-Line Application

1. Connect to the internet and go to the Transact Washington website located at: <http://transact.wa.gov>. If you are unable to view this site please contact your local technical support staff or Internet Service Provider.
2. Click on **Get Digital Certificate** on the left side of the page. This will open up a new browser window displaying the Digital Signature Trust (DST) web pages.
3. Follow the instructions on the Digital Signature Trust web site to complete the on-line portion of your application.

Because DST can change this part of the application process, step-by-step instructions are not given here – follow their screen prompts and use the following guidelines:

- Select a **High-level** assurance certificate.
- Select a **“USB Token and Extension Cable”**.
- Use a valid e-mail account, as DST will be e-mailing you information about your application.
- Use a valid mailing address, as DST will be mailing information there.
- Be sure to mail in the completed **Notary Form** along with a copy of your identification to the address listed on the form. For your convenience a copy of this form is included in Section VII of this document. DST will not complete processing your application until this notarized form is received.

You will be asked to provide a passphrase for your account at DST. Later, in the token setup process, you will be asked for another passphrase for your token. They can be the same if you like. **Remember these passphrases!**

Failure to do so will result in you having to redo the certificate process as well as pay for a new certificate.

What you can Expect to Receive

You will receive e-mail from DST confirming that your application request is being processed. You will receive another e-mail when your request has been reviewed and approved. Next, DST will mail you a **Welcome Kit**, which contains:

- A USB Token
- USB extension cable for connection to your computer's USB port.
- CD to install the DataKey CIP programs and drivers.
 - An installation guide is included on the CD.
- A cover page with account information, which you will need for retrieving your certificates in the next section.

You can expect to receive the Welcome Kit within 7 to 10 business days. If you do not receive it or have questions about this part of the process you can contact DST at 888-248-4447.

Section IV

Token / Certificate Setup

Print out and follow the Installation Guide:

This guide is located on the CD sent to you from Digital Signature Trust and covers how to:

1. Install the DataKey software – to your PC's hard drive
2. Install the Token – connects to your PC, loads USB reader drivers
3. Configure the Token – by running the DataKey CIP software
4. Retrieving Digital Certificates – on-line process, places certificates on token
5. Preparing the Certificates for use – part of the on-line process
6. Downloading the Root Chain – installs device drivers to your PC's hard drive

If you do not have the CD or have questions on a portion of this process you can call Digital Signature Trust at **(888) 248-4447**.

Installing software requires administrative privileges on your computer. If you need help with gaining administrative privileges please contact your local technical support personnel.

Please note: there are two passphrases to remember: the original DST passphrase (given while applying on-line), and the Token's passphrase (which allows access to the certificates on the token).

You will probably be prompted to change your Token passphrase at some point during this process. Remember both the original DST and the new Token passphrase.

You will need the Token passphrase each time you log into Target and you will need the original DST passphrase if you have problems with the token and need to talk to the DST help desk.

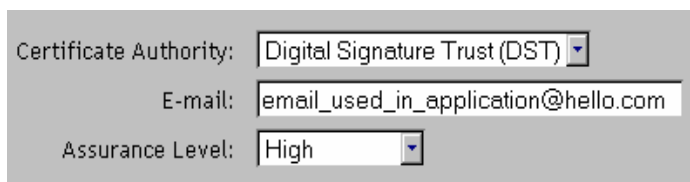
Make sure that you follow all of their instructions step by step. Failure to follow all of the instructions will affect your ability to access Target.

Section V

Registering at Transact Washington

Registering your Certificate

1. **Plug in your token** whenever going to Transact Washington. Tokens should be taken with employees when they are not using the Target program (not left in the computer).
2. Connect to the Internet and open up Internet Explorer.
3. In the address bar of your browser type: <http://transact.wa.gov/> and press the Enter key.
4. Click on **Register My Certificate** on the left side of the web page.
5. Select **Digital Signature Trust**.
6. Enter the same e-mail address that you used in your application to Digital Signature Trust
7. Select **High** assurance level.
8. Click **Continue**.
9. On the next page click on **register this cert**.
10. Once this has been processed you will see a page that states that your certificate has been successfully added to the user registry.



Certificate Authority:	<input type="text" value="Digital Signature Trust (DST)"/>
E-mail:	<input type="text" value="email_used_in_application@hello.com"/>
Assurance Level:	<input type="text" value="High"/>

Adding TARGET as a Service

11. Click on the **myTransact Account** link located on the left side of the web page.
12. Click on the **Add a service** link.
13. In the Service Code box enter the TARGET service code that was sent to you by DASA on the User Notification Form.
14. Click **Continue**.
15. Fill in the required fields.

It is important that the name and e-mail fields be the same as you had listed in your application to Digital Signature Trust

The TARGET User ID is your Target User ID supplied to you by DASA on the User Notification form (this is not your password).

16. Click on the **Submit** button when you are done.

Your request to add TARGET as a service will be reviewed within 48 hours, but turnaround time is usually faster. Once your request has been approved you will be able to click on the **DSHSDASA-TARGET2000** link on the myTransact page.

Section VI

Logging Into TARGET2000

1. Plug your token into your computer's USB port.
2. Connect to the Internet and go to <http://transact.wa.gov/>
3. Click on the **myTransact** link.
4. Click [OK] at the Client Authentication window.
5. You will be prompted to enter your token passphrase. Enter the passphrase and click [OK]
6. Click on the link to **DSHSDASA-TARGET**.
7. Enter your TARGET User ID and TARGET password. This is originally provided to you in the User Notification form. Click [Enter]
8. If you have access to more than one agency then you will need to select an agency. You will only see those agencies that you have been authorized to access through the Agency Registration form.
9. If this is your first time in Target, and every 90 days thereafter, you will be prompted to change your password.

Congratulations, you are now logged into TARGET!

Just follow the steps in this section whenever you want to access TARGET.

Section VII

Frequently Asked Questions

How do I know what version of Internet Explorer I have?

Open up your Internet Explorer. Click on Help. Click on About Internet Explorer. The Version number should be at least version 5.5 with an Update version of at least Service Pack 1 (SP1).

How do I obtain a newer version of Internet Explorer?

If your browser is not at least version 5.5 you can download a free upgrade from www.microsoft.com. Contact your local technical support if you are having trouble with the installation. Please note that this is a large file and depending on the speed of your connection could take some time.

My USB port is not working.

- Make sure the USB Token and/or cable is securely plugged into the computer.
- Microsoft NT 4.00 may need service patch 6 in order to recognize the USB ports properly. This can be downloaded from www.microsoft.com.
- Check in the System Properties box by clicking on Start/ Settings/ Control Panel. Double-click on the System icon. Click on the Device Manager tab. Check to make sure that your Universal Serial Bus controllers are displayed (and no X's or question marks by them).
- Contact your agency's technical support staff.

Why was my application to Digital Signature Trust refused?

Your application may have been refused for a variety of reasons. Here are a couple of the more common reasons that we have encountered:

- Make sure that you use the same identification when applying for your certificate online as you do when filling out the Notary Form.
- Make sure that you have mailed in the Notary form.

Why was my application to add Target as a service refused?

Most commonly it is because either the TARGET Agency Registration Form has not been faxed in to DASA or that the user id has been entered incorrectly. A copy of the Agency Registration form can be found in Section VIII. Your user id can be found on the User Notification form that DASA has faxed back to you. Contact the Target Help Desk if you have any questions.

How many people can use a digital certificate?

Each person is issued his or her own digital certificate. Only one person can use a single digital certificate. Do not share!

How do I pay for a digital certificate?

Each agency is responsible for the cost of certificates. You can use a credit card or contact DST to arrange for a purchase order. It is recommended that at least two people in your agency have certificates so that you have a backup in case the primary data entry operator is out.

We have several computers; do we need to go through this entire process for each one?

- You would need to go through the entire process once for each **person** that will be accessing TARGET2000.
- You will need to install the Token Manager software and Root Chain Certificate for each **computer** that will be accessing TARGET2000. Remember to also copy the certificate from the token to the computer (Copy to System button in the token software)

Now that I have access to TARGET, how do I use it?

If you or some of your staff would like to attend a training session please contact the Target Help desk at 888-461-8898 or look in a recent Target Update to find the training sessions being held in your area.

How do I create a shortcut to TARGET?

You can create a shortcut by first navigating to <http://transact.wa.gov>. Click on File, Send, Shortcut to Desktop. This will place a shortcut to the Transact Washington website on your desktop.

You can also click on Favorites, Add to Favorites to add Transact to your list of favorites.

Note: It is important that you go to this first page of the Transact site. Trying to shortcut to any other page will cause sporadic problems when you are trying to enter information.

What do I do when one of my data entry personnel leaves the agency?

Fax an Agency Registration form to DASA indicating that this person should no longer have access to your agency's data. We will inactivate their access to Target. Since the token is registered in their name, they should keep their token.

TARGET 2000
User Instructions

I have questions. Who do I contact?

There are several sources that would be glad to assist you.

- | | |
|--|--|
| ▪ Problems with the digital certificate, Token Manager software or DST website | Digital Signature Trust
1-888-248-4447 |
| ▪ Questions about the application process, Transact, Target or other general questions | DASA TARGET Help Desk
1-888-461-8898 |
| ▪ Problems with setting up your computer | Contact your agency's technical support personnel |

Section VIII

Forms

Explanation of the forms in this section:

- **Notary form**

This form is used in the initial application for a digital certificate.

- **Agency Registration form**

Use this form to request access to Target. You will also need this form to change access rights. When an employee with access to Target leaves your agency, it is important to use this form to revoke their access to your agency's data. Please note that this form needs to be signed by your agency's director.

It is recommended that you make copies of these forms and keep the originals to use as a template.

**INSTRUCTIONS FOR STATE OF WASHINGTON PKI
HIGH ASSURANCE LEVEL CERTIFICATE**

Thank you for choosing Digital Signature Trust, LLC (“DST”) to issue you a High Assurance Level Certificate for use in the State of Washington Public Key Infrastructure ("State of Washington PKI").

High Assurance certificates are issued when a Subscriber desires or a Relying Party requires a higher level of in-person authentication than what is provided by Intermediate or Standard Assurance Level Certificates. (A High Assurance certificate can also be used where an Intermediate or Standard Certificate is needed).

To complete the enrollment portion for your High Assurance Level Certificate, you must complete the following steps:

1. Take the attached Identification Form and Acknowledgment (“ID Form”) **to a licensed Notary Public** (most banks have notaries on staff);
2. Present the Notary with:
 - (a) the ID Form, and
 - (b) the current **state--issued ID card or drivers license that you reported to DST on the application screen**, and
 - (c) a **second form of identification**, which may be a valid passport, military ID, college or university photo ID, an alien registration card, a major credit card, an employee photo ID card containing your employer’s name and address, your social security card, or a recent utility bill (with your name and address that must match the address you reported on the application screen);
3. Sign the ID Form **in the presence of the Notary**;
4. Have the Notary verify your identity by (a) reviewing and recording on the ID Form the information from your two forms of ID, and (b) attaching photocopies of your two forms of ID to the ID Form;
5. Make sure the Notary has (a) properly notarized your signature, (b) affixed his or her raised seal or colored ink stamp, (c) included all pertinent information from your two forms of ID, (d) attached a copy of each ID, and (e) filled in his or her employer information; and

6. **Make and keep a copy of the notarized ID Form and send the originals**
by mail to: **by courier to:**

State of Washington PKI
c/o Digital Signature Trust, LLC
P.O. Box 22930
Salt Lake City UT 84122-0930

State of Washington PKI
c/o Digital Signature Trust, LLC
255 North Admiral Byrd Road
Salt Lake City UT 84116-3703

Identification Form and Acknowledgement
State of Washington PKI – High Assurance Level Certificate

You, the undersigned applicant (“Applicant”), have applied for a State of Washington High Assurance Level Certificate (the “Certificate”). Applicant should already have accepted the online Agreement for High Assurance Level Certificate (“Subscriber Agreement”). By signing below, Applicant further represents, warrants and attests that all facts and information provided by Applicant to DST during the application process are current, complete, true and not misleading. Applicant also represents, warrants and agrees that Applicant:

- a) is applying for issuance of a High Assurance Level Certificate;
- b) is who Applicant represents himself or herself to be; and
- c) has read, understands, and agrees to be bound by all of the terms and conditions of the Subscriber Agreement and the other documents referenced therein, including all responsibilities associated with being the Subscriber of a Certificate.

Print Name: _____
(First Name, Middle Initial, Last Name)

E-mail Address: _____

Signature: _____
(Sign Only In The Presence Of Notary)

State of _____

County of _____

I hereby certify that on this ___ day of _____, 200___, personally appeared before me the signer and subject of the above form, who signed or attested the same in my presence, and presented the following two forms of ID as proof of his or her identity, BOTH OF WHICH I HAVE PHOTOCOPIED AND AFFIXED TO THIS FORM:

1. _____
Exact Name Listed on State ID Serial Number of State ID Expiration ID Type (e.g., Wash. DL)

2. _____
Exact Name on other ID Serial/Account Number Expiration ID Type*

*Valid passport, military or college ID, alien registration, major credit card, employee badge, social security card, or recent utility bill.

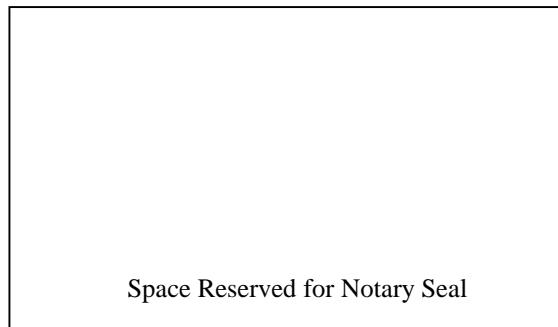
Notary Public _____

Residing in: _____

My Commission Expires: _____

Name of Organization Employing Notary

Street Address, City, State, Zip Code





Agency Registration

Division of Alcohol and Substance Abuse

Agency Name (or County if county staff)

Fax #

Step 1	For All Users		
	a) Name [Last, First, Middle Initial]		g) Agency #'s or County
	b) Phone number	c) E-mail address	
	d) User status <input type="checkbox"/> New User <input type="checkbox"/> Remove User <input type="checkbox"/> Add/Change User Type <input type="checkbox"/> Add Agencies for User	e) Select user type(s) <input type="checkbox"/> TARGET- Data Entry <input type="checkbox"/> ATR (Access to Recovery) <input type="checkbox"/> TARGET – Reports <input type="checkbox"/> Treatment Analyzer <input type="checkbox"/> TARGET – ADATSA	
	f) User Signature		

Step 2	For All Users	h) Date
	This form must be signed by the treatment Agency Director or, for county staff, by the County Drug and Alcohol Coordinator	i) Print Name
		j) Authorizing Signature

Step 3	<i>For ATR Users Only: Fax to County Alcohol and Drug Coordinator</i>	l) Date
	k) ATR user type <input type="checkbox"/> RSS <input type="checkbox"/> RSS-Data Entry Only <input type="checkbox"/> ATR Interview Only – Data Entry (GPRA) <input type="checkbox"/> ATR County Rate Manager/Provider List Manager	m) Print Name
		n) Signature of County Coordinator

Step 4	For All Users
	Please Mail to: DASA TARGET2000 Helpdesk, PO Box 45330, Olympia, WA 98504 or Fax to (360) 586-0702 .

Agency Registration

The Target Agency Registration Form is used to manage access and user rights on the Target system. Each person that wishes to use Target must complete this form and have it signed by either their agency director or, for county staff, by the County Alcohol and Drug Coordinator.

This form is also used to request that a user's access to Target be revoked if the user changes positions or leaves the employment of the agency or county.

With the exception of Step 3, which is conditionally required, please fill out all portions of this form.

Step 1

d) User Status Definitions:

New User: Select this option for new users to Target

Remove User: Remove access for selected user

Change User Type: Add or change user rights

Add Agencies for User: Add access to more agencies for selected user

e) User Type Definitions:

TARGET Data Entry: Able to input data and run reports

TARGET Reports: Reports only, no data entry

TARGET ADATSA: Able to enter ADATSA assessments or admissions

Treatment Analyzer: Report generating program. Users must also register at www.dasa-ta.com

ATR: (Access To Recovery) Able to perform the various ATR functions. If you select this then Step 3 must be completed as well.

g) Agency #s or County

Agency Number: If the user works at a treatment agency, enter the six-digit "Greenbook" number for the agency or agencies for which access is to be given

County: If the user works for the county, enter the name of the appropriate county

Step 2

i,j) Authorizing Signature

Printed name and signature of the treatment agency director or, for county staff, by the County Drug and Alcohol Coordinator.

Step 3

This section must be completed if the user is requesting access to ATR functionality within Target. All other users may skip this section.

k) ATR User Type

RSS: Authorizes services, creates vouchers, documents eligibility, add and edit recovery plan, interviews (GPRA's), ATR reports

RSS – Data Entry Only: Creates vouchers, documents eligibility, add and edit recovery plan, interviews (GPRA's)

ATR Interview Only – DATA Entry (GPRA): access to interview screens (GPRA) for data entry

ATR County Rate Manager/Provider List Manager: Add and change the County Rate Table and the Provider list

m,n) Signature of County Coordinator

The printed name and signature of the Drug and Alcohol Coordinator in your county or another person specifically authorized to approve ATR access must be obtained.

Step 4

Once this form is received by DASA it will be processed. Any return correspondence will be sent to the fax number provided in the initial section of the form.

Target site: <http://transact.wa.gov>

Treatment Analyzer site: www.dasa-ta.com

Target Forms: www.dshs.wa.gov/msa/forms/eforms.html

Target Documentation: www.dshs.wa.gov/dasa/services/target/T2KSysDoc.shtml

Digital Signature Trust site: www.digsigtrust.com/state/wa

DST HelpDesk: 888-248-4447 (for questions concerning your digital certificate)

Please contact the **Target Help Desk** at **888-461-8898** if you have any questions.

Snohomish County Human Services Department

Labor Harmony Requirement

Adopting Written Contracting Policies for Certain Human Services Contracts
in Accordance With SCC 2.400.067

On March 25, 2009, the Snohomish County Council passed Ordinance No. 09-011 relating to contracts for all home care services and for those services funded by revenues derived from the tax imposed by SCC 4.25.010. The ordinance requires the Snohomish County Executive to adopt such written contracting policies as he determines necessary "to prevent or mitigate service disruptions caused by labor unrest within private sector providers of home care services, chemical dependency or mental health treatment services, or therapeutic court services, that would harm vulnerable members of the community, compromise the efficient delivery of county services, or adversely impact law enforcement services provided by the county" (SCC 2.400.067(1)). For purposes of these policies, the services described in SCC 2.400.067(1) are hereinafter referred to as the "Services."

I. No Service Disruption Guarantee

As of January 1, 2010, all new contracts and contract amendments with Snohomish County (hereinafter, the "County") for the provision of Services shall specify the normal days and hours during which Services will be provided.

As of January 1, 2010, all new contracts and all contract amendments with the County for the provision of Services shall require that appropriate levels of service be maintained by the provider at all times in order to prevent or mitigate disruptions to the contracted-for services caused by labor unrest. In addition, every provider seeking a new contract or contract amendment with Snohomish County for the delivery of Services must sign a no service disruption guarantee that appropriate levels of service will be maintained by the provider at all times specified in the contract (hereinafter, a "No Service Disruption Guarantee"). Provided, however, that the provision of a signed, enforceable agreement (including but not limited to a collective bargaining agreement) between the provider and the exclusive bargaining representative of the provider's employees who are essential to the delivery of Services may substitute for the provider's signing of a No Service Disruption Guarantee, so long as that signed agreement includes a No Service Disruption Guarantee and both the provider and the exclusive bargaining representative agree to the substitution.

II. Labor Harmony Plan

As of January 1, 2010, all new County contracts and contract amendments for the provision of Services will, unless exempted under Section VI below, be contingent on the submission of a plan to address how the provider will make every good faith effort to resolve labor disputes without disrupting contracted-for services.

- If the employees of the provider who are essential to the delivery of Services have an exclusive bargaining representative when the County contract or contract amendment is executed, that representative must jointly develop and approve the Labor Harmony Plan.

- If, during the course of the term of a contract for services, a labor organization informs the provider and the County in writing that it is seeking to become the exclusive bargaining representative of the employees essential to the delivery of Services, the County will notify the provider and the labor organization within seven (7) days that they must jointly submit to the County a Labor Harmony Plan to avoid service disruption (hereinafter, the "Notice"). If, after ninety (90) calendar days from the date of Notice, the provider and the labor organization have not reached an agreement on a labor harmony plan and submitted it to the County, then the arbitration provision contained in Section V, below, shall apply.
- If the same labor organization is subsequently certified as the exclusive bargaining representative for the provider's employees who are essential to the delivery of Services during the course of the term of a contract for Services, an updated Labor Harmony Plan jointly agreed to by the provider and that exclusive bargaining representative must be submitted to the County by the provider within ninety (90) calendar days from the date of certification of the labor organization as the exclusive bargaining representative or from the date of its voluntary recognition. If, after ninety (90) calendar days from the date of certification or recognition, the provider and the labor organization have not reached an agreement on a labor harmony plan and submitted it to the county, then the arbitration provision contained in Section V, below, shall apply.

The Labor Harmony Plan must be signed by the provider and the labor organization or collective bargaining representative, as the case may be, and may (but is not required to) be contained in a collective bargaining agreement signed by the employer and the representative if that agreement includes a No Service Disruption Guarantee and if it will be in effect during the full term of a contract for Services. A collective bargaining agreement that will expire before the end of the contract period may only serve as the Labor Harmony Plan if it is supplemented by a Labor Harmony Plan signed by the employer and the labor representative that addresses how the provider will make every good faith effort to resolve labor disputes without disrupting contracted-for services during the portion of the contract period not covered by the agreement.

III. Sanctions For Noncompliance

- Any efforts by the County to bring applicable service providers into compliance with these requirements must be consistent with the County's proprietary interest in preventing or mitigating disruptions in Services caused by labor unrest.
- As of January 1, 2010, a provider's failure to submit a No Service Disruption Guarantee and, unless exempted under Section VI below, a Labor Harmony Plan to the County in accordance with these requirements may result in a denial of that provider's application to contract for Services.
- In addition, as of January 1, 2010 and for contracts let or amended on and after January 1, 2010, a provider's failure to maintain its No Service Disruption Guarantee and, unless exempted under Section VI below, to follow its Labor Harmony Plan may result in the mid-term termination of that provider's contract for Services.

- In addition, the County may, in its sole discretion, deduct from the compensation that would otherwise have been paid to a provider of Services the cost to the County of mitigating the impact on its clients caused by disruption of Services in violation of the provider's No Service Disruption Guarantee.
- If the provider and an exclusive bargaining representative, if any, do not take progressively responsible steps to restore Services within a reasonable period of time after a service disruption caused by labor unrest, such determination to be made in the sole and absolute discretion of the County, the County may terminate the provider's contract for cause.
- A history of disruptions to Services due to labor unrest may also result in a disqualification of the provider from the award of future County contracts for Services.

IV. Appeals Of Sanctions

A provider may choose to appeal the imposition of the sanctions described above, such appeal to be submitted in writing to the Director of the Snohomish County Human Services Department within thirty (30) calendar days of their assessment by the County. All appeals will be reviewed and decided within 15 calendar days of submittal by a panel of three persons appointed by the County Executive, one of whom shall be the Director of the Snohomish County Human Services Department. None of the three persons shall be employed by either the provider or the labor organization. The review on appeal shall be limited to whether there was a reasonable basis for the original imposition of sanctions. The decision of the panel will be final, after which no further appeals will be accepted by the County.

V. Arbitration Procedures

If a provider and a labor organization or collective bargaining representative cannot agree on a Labor Harmony Plan as provided in the second or third bullet in Section II above, either or both may submit the matter to a neutral third-party arbitrator. The arbitrator's decision will not in any way establish the terms of a collective bargaining agreement unless both parties agree to the terms.

In determining the appropriateness and efficacy of the parties' proposals, the arbitrator shall compare the parties' proposals with agreements entered into by other employers and labor organizations involving services similar to the Services under similar working conditions and with other similarly situated employees in comparable communities in the state of Washington unless an inadequate number of comparable employers exists within the state of Washington, in which case comparable communities in the Pacific Northwest may be considered.

VI. Exemptions

- When the employees of a provider who are essential to the delivery of Services are not represented by an exclusive bargaining representative and when no labor organization has notified the provider that it is seeking to become the exclusive bargaining representative of those employees, a provider will be exempted from submitting a Labor Harmony Plan.

- The County may, in its sole and absolute discretion, determine that its proprietary interests may be harmed if it refuses to contract with a provider as a result of this policy. Among the factors that the County may consider in making this determination are whether the County has the ability to contract with another provider that could provide the same Services with comparable cost and quality, has a record of avoiding labor unrest, and that has, if applicable, submitted a Labor Harmony Plan to the County.
- In addition, if the labor organization or collective bargaining representative refuses to engage in arbitration with a provider after the provider's efforts to meet have been rebuffed and the provider has requested arbitration, the provider may be relieved of its obligation to engage in arbitration to develop its Labor Harmony Plan.

VII. Severability

If any section, subsection, sentence, clause, phrase, portion or part of these written contracting policies is for any reason held to be invalid or unconstitutional by any court of competent jurisdiction, such decision shall not affect the validity of the remaining portion of these policies.