



DEPARTMENT OF HUMAN SERVICES

CW 1.05

CHILD WELFARE/ADULT PROTECTION FALSIFICATION, MONITORING AND QUALITY ASSURANCE

Code of Colorado Volume 7.601.81, Colorado Revised Statute (CRS) 18-8-114

Purpose:

To provide a clear process and expectations around the ramifications of falsifying documentation in Child Welfare (CW) and Adult Protection (APS).

Procedure:

If at any time the Child Welfare/Adult Protection Supervisor or the County has or has been given information that a staff member in the Child Welfare and/or Adult Protection units has falsified documentation in their respective system (Trails Legacy and Modernized Trails for Child Welfare and CAPS for Adult Protection) the following will be the process:

1. Upon a suspected incident of falsification of documentation, the Child Welfare/Adult Protection Supervisor, the County Director and if warranted the Department Attorney will be notified of the situation.
2. MCDHS and Moffat County Human Resources will determine if the employee in question should be placed on administrative leave or temporary suspension.
3. If it is determined necessary, the staff person will be put on paid administrative leave or temporary suspension to allow for the incident (s) to be thoroughly investigated. Within one (1) day of the employee being placed on administrative leave or temporary suspension, the county department will request that the state department suspend the employee's access to the appropriate state automated systems, including access to email. The county will assure that security access such as door keys and electronic records are suspended.
4. The investigation will be completed by the county department even when the employee subject to the investigation resigns, is terminated, or is no longer employed by the county department at the time the suspected falsification of records becomes known to the

county department. MCDHS shall make reasonable efforts to preserve all evidence in any form.

5. MCDHS considers a confirmed incident of falsification of records an ethical violation of the Department's Code of Conduct.

6. If the incident/s of falsification is confirmed, MCDHS Director and/or Child Welfare/Adult Protection Supervisor will complete the following notifications within the required response times.

Within three (3) working days, through email to the appropriate CDHS division director or designee:

- Notification to the Division of Child Welfare or Adult Protective Services.

Within ten (10) working days, through a written report:

- Notification to the appropriate law enforcement agency or the district attorney.
- Notification to the court for any open dependency and neglect or juvenile delinquency case.

Within ten (10) working days and utilizing both the preferred contact method of the individual and the state approved notification letter which shall be mailed by first class U.S. mail to the last known address of each individual:

- Notification to the parents and guardians of the child/youth who was alleged or found to be the victim of abuse or neglect or a youth in conflict.
- Notification to the person found or alleged to be responsible for the abuse or neglect.
- Notification to the child/youth if age ten (10) years old or older.
- Notification to the legal counsel and Guardian ad Litem for the individuals involved in an open dependency and neglect or juvenile delinquency case.

Any notice of a corrected record provided to the individuals named above shall be documented in the comprehensive child welfare information system known as Trails or the comprehensive adult protection system known as CAPS.

Falsification of records examples can include and are not limited to:

- Representing that a contact occurred when it did not.
- Representing specific content was discussed during a contact when it was not.
- Representing facts about a contact that was not true (e.g., representing that someone was not part of a contact because they were out of the state when they were not).
- Representing that information was sent to a client or collateral (e.g., letter, text, etc.) when it was not sent.
- Representing that someone was present during a contact or meeting when that individual was not present.
- Changing information in an area of Trails that renders the information, or part of the information, inaccurate.

The Moffat County Department of Human Service will consider the following actions in the agency's review of this personnel matter (include and not limited to):

- Identifying who all from the agency is involved (names and roles)?
- Pull a comprehensive report of the employee's workload current and past.
- Initiate quality assurance steps:
 - Calls to clients and/ or collateral contacts
 - Interview with employee in question
- Determine what is the nature of the falsification:
 - When did the suspected incident(s) occur?
 - How many incidents have been confirmed?
 - Did the employee admit to the falsification (if interviewed)?
- Determine if there are any unresolved safety issues that exist for families:
 - Have any assessments and/or cases been reassigned?
- Confirm all required parties have been notified.
- Determine what additional steps the agency needs to take to address this matter.

Efforts to prevent falsification and assist workers with accurately documenting their work in the statewide systems.

1. Supervisor may accompany a caseworker to interviews and home visits as part of intervention for performance improvement and training.
2. Supervisor will engage caseworkers in detailed discussions on what the caseworker observed to inform safety, permanency, and well-being and to verify completion of required duties. This can be done through group supervision or individual supervisory staffing's.
3. Supervisor will regularly monitor for worker fatigue, burnout and missed deadlines, as well as other predictive indicators to prevent falsification.
4. Supervisor will attend court hearings with caseworkers.
5. Child Welfare and Adult Protection staff upon hire will be provided a copy of the falsification of records policy. This policy will be reviewed with staff annually.