

POLICY TITLE:

Child Welfare/Adult Protection Falsification Documentation Protocol
Code of Colorado Volume 7.601.81, Colorado Revised Statute (CRS) 18-8-114

EFFECTIVE DATE

09/01/2024

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, Director or the County has or has been given information that a staff member in the Child Welfare and/or Adult Protection unit has falsified documentation in any of their duties to include but not limited to Trails Legacy and Modernized Trails for Child Welfare and CAPS for Adult Protection the following will be the process:

Falsification of child welfare records examples include but 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 documentation then renders the information, or part of the information, inaccurate.
1. Upon a suspected incident of falsification of documentation, the Child Welfare/Adult Protection Supervisor, the County Director, County Administrator and if warranted the Department attorney will be notified of the situation.
 2. KCCDHS Director with consultation of the County Administrator 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 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. KCCDHS shall make reasonable efforts to preserve all evidence in any form.
5. KCCDHS 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, KCCDHS 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:

- Notification to the appropriate CDHS division director or designee to the Division of Child Welfare or Adult Protective Services.
- Notification to the Kit Carson County Administration office and Board of County Commissioners

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 child welfare 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.

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 and/or individual supervision.
3. Supervisor will perform regular case reviews of all documentation on cases that will be discussed with the worker during individual supervision.
4. Supervisor will regularly monitor for worker fatigue, burnout and missed deadlines, as well as other predictive indicators to prevent falsification.
5. Supervisor will attend Court hearings with caseworkers.
6. 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.