

**Cheyenne County Department of
Human Services**



POLICY AREA <i>Child Welfare and Adult Protection</i>	Policy Number: CWOM-2024-01 and APOM-2024-01
EFFECTIVE DATE <i>9/24/2024</i>	REVISION DATE <i>11/19/2024</i>
TITLE: <i>Falsification of Documentation or Record</i>	Approved <i>Jane Tallman Director</i>

Purpose

Clear process and expectations around falsification of documentation in Child Welfare (CW) and Adult Protection (APS)

Policy Statement: To clarify the process where upon falsification of documentation is suspected, investigated, and steps taken when falsification of documentation is confirmed. A confirmed incident of falsification is an incident that was found to be substantiated after an investigation by the county department where the county

department establishes by a preponderance (more likely to be true than not) of the evidence, that a person knowingly or intentionally made a false entry in or falsely altered information in the Comprehensive Child Welfare Information System known as Trails or Colorado Adult Protection Services (CAPS) System in Adult Protection.

Procedure:

If at any time a Supervisor, Manager, or the Director of Child Welfare and Adult Protection has or has been given information that a staff member in the Child Welfare/Adult Protection Division has falsified documentation in their respective systems (Trails for CW and CAPS for APS) the following will be the process:

1. Upon a suspected incident of falsification of documentation, the Manager or Supervisor of record will notify the Director of Child Welfare and Adult Protection.
2. The staff person will be put on paid administrative leave so the incident(s) can be thoroughly investigated. This will include a suspension of their email and access to their respective data bases (CAPS/Trails)
3. Once an incident of falsification is confirmed, through consultation with the Cheyenne County Department of Human Services (CCDHS) Director of Child Welfare and Adult Protection, CCDHS Child Welfare and Adult Protection Director shall notify the Division of Child Welfare or the Division of Adult Protection within three (3) working days.
4. The Supervisor of record shall create an addendum with the original date where information was falsified to outline accurate information and captured in the system of record but the original documentation will not be deleted. The notice to the individuals of the corrected record shall be documented in the respective systems.
5. No later than 10 working days from the date of a confirmed incident of falsification the information shall be shared with the District Attorney's Office. The referral to the appropriate investigatory agency or the district attorney shall be documented by the county department in the staff member's personnel record.

6. If the falsified child welfare record relates to an open dependency and neglect or juvenile delinquency case, the county department shall notify the court, parties to the case, their legal counsel and/or Guardian ad Litem that a record in the comprehensive child welfare information system known as Trails has been corrected...

7. If the falsified child welfare record relates to an assessment, referral or case for which there is no corresponding dependency and neglect or juvenile delinquency case, the county department shall notify 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, the person found or alleged to be responsible for the abuse or neglect, and the child/youth if the age is 10 years or older.

8. The county department shall make reasonable efforts to promptly preserve evidence that a child welfare record has been falsified and supervised or restrict the employee's access to child welfare records including but not limited to the comprehensive child welfare information system known as Trails, hard copy case files, and other child welfare case related documents.

9. The investigation shall be completed by the county department even when the employee subject of the investigation resigns, is terminated, or is no longer employed by the county department at the time the suspected falsification of child welfare records becomes known to the county department.

10. The county department shall use a state department approved letter of notice when there is a confirmed incident of falsified child welfare records.

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

- Supervisors have the ability to accompany a caseworker to interviews, court, and/or home visits as a piece of intervention for performance improvement and training.

- Child Welfare/Adult Protection Case Review Requirements-
 - o Each supervisor pre-audits cases for Foster Care Reviews/Foster and Kin Desk Review/In home and Assessment Reviews/Adult Protection Reviews through Administrative Review Division
- Supervisors shall engage each caseworker in detailed discussions on what the caseworker observed to inform safety, permanency, well-being, and children, youth and at-risk adults and to verify completion of required duties.
- Supervisors, Managers, Child Welfare/Adult Protection Director shall regularly monitor for worker fatigue, burnout, and missed deadlines, as well as other predictive indicator to prevent falsification

- Supervisors will be required to complete outreaches with the families their staff are working with. This could look like a meeting in the field with their staff and the family or attending a court hearing with their staff.
 - o Minimum of twice a year going into the field per worker
- Managers will be responsible for overseeing the data, information and outcomes of the CQI Process