

<b>PARK COUNTY DEPARTMENT OF HUMAN SERVICES</b>		
<b>Administration</b>	Department of Park County Human Services Personnel	
Child Welfare/Adult Protection Services Documentation Falsification Policy		
Effective Date: 09/01/2024	Approval: Director <i>Susan L. Walton</i> <small>Susan L. Walton (Sep 1, 2024 09:23 MDT)</small>	Number of Pages: 2
References:	Revaluation Date:  Annually or as needed	Updated

**PURPOSE:**

To monitor casework practice to ensure contacts with children, at-risk adults and families are documented accurately and with integrity, into statewide databases (Trails & CAPS).

**POLICY:**

In addition to promoting effective documentation in state databases (Trails & CAPS), this policy delineates specific documentation requirements that employees must adhere to during their interactions with families to ensure the most accurate documentation. By adhering to these criteria, employees will be better equipped to contribute to the welfare of families in Park County while upholding the county's commitment to accountability and transparency within documentation.

**PROCEDURE:**

1. Falsifying documentation in Trails or CAPS is a criminal act and this behavior will not be tolerated under any circumstance. Failure to comply with this policy shall include disciplinary action to include termination and it will be reported to law enforcement and/or the District Attorney for the filing and prosecution of criminal charges.
2. Any Park County Department of Human Services employees who become aware of suspected or confirmed falsification of casework, shall report the matter to their direct supervisor, immediately. If their supervisor is unavailable for any reason, they shall notify the covering supervisor, Deputy Director, or Director.
3. Supervisors and Administrators shall initiate the following actions when an identified concern has brought to the Department’s attention. These steps shall include:
  - Notify Director immediately, who will involve Park County’s County Attorney and Human Services Director.
  - Consult with the Park County’s Attorney to identify appropriate disciplinary action including paid administrative leave during the investigation.
  - Review the caseworker’s entire workload and complete quality assurance on all assessments and cases to include both open and closed assessments/cases.
  - Review all supervision notes.
  - The Director shall notify CDHS Division of Child Welfare or Division of Adult, Aging and Disability Services and seek assistance as appropriate.

- CAPS Management shall enforce disciplinary action as directed. In order to prevent such actions or to identify concerns early, supervisors shall initiate measures to ensure staff are accurately documenting contact information in the statewide database, which will include the following:
  1. Supervisors will randomly call families on each caseworker's caseload to get feedback once a month.
  2. Supervisors will accompany each caseworker to interviews, court, and/or home visits at least twice a year and document completion of such within their supervisory notes.
  3. Supervisors will randomly call community partners listed as collaterals on each caseworker workload, at least twice a year and document completion of such within their supervisory notes. Supervisors shall engage each caseworker in detailed discussions on what the caseworker observed to inform safety, permanency, and well-being and to verify completion of required duties.
  4. Supervisors shall assign another caseworker to follow up with a family if a caseworker frequently documents that they are unable to locate children or families.
  5. Supervisors shall ensure that casework is in compliance with all applicable laws and regulations. Administrators shall review a sample of assessments and cases once a quarter from each of their teams.
  6. Caseworkers shall utilize the Reasonable Efforts template to guide practice and decisions when unable to locate a child and/or family.
  7. Ongoing training and communication will be relayed to staff on ethics and professionalism through team meetings, Department specific trainings, and CAPS All Staff meetings.
  8. Supervisors and Administrators shall regularly monitor for worker fatigue, burnout, and missed deadlines, as well as other predictive indicators to prevent falsification.
  9. CAPS staff will receive annual training on expectations and consequences for falsification.
  10. CAPS staff will be provided this policy at hire and review and acknowledge this policy on an annual basis.