



## Department of Social Services

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In accordance with the Code of Colorado Regulations Volume 7.601.81, the Teller County Department of Human Services (“TCDHS”) shall maintain and utilize a written protocol regarding quality assurance and investigatory processes to monitor for falsification of child welfare records in the comprehensive child welfare information system known as Trails.

**Falsification of child welfare 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 then renders the information, or part of the information, inaccurate.

Suspicion of falsification of child welfare records may come to the attention of the Teller County Department of Human Services in various ways such as a grievance filed or as part of a supervisor’s performance review for quality assurance. Regardless of how an allegation of falsification comes to the attention of TCDHS, the Department shall initiate a review of the allegation as a personnel matter with the following considerations.

Upon receiving an allegation of suspected falsification of child welfare records, TCDHS will notify the TCDHS Director and County Human Resources and the County Attorney within 5 working days.

The TCDHS Director and HR Director will determine if the employee in question should be placed on administrative leave.

If it is determined the employee will be placed on administrative leave or temporary suspension for the purpose of investigating a suspected incident of falsification of child welfare records, then TCDHS shall request that the state Department of Human Service (CDHS) suspend the employee’s access to the comprehensive child welfare information system known as Trails within one (1) working day from the date the employee is placed on leave in accordance with Volume 7.601.81 (B, 1).

During the personnel investigation, TCDHS shall make reasonable efforts to promptly preserve evidence that a child welfare record has been falsified and supervise 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.

The personnel investigation will be conducted by the County HR Director and shall be completed even when the employee subject of the investigation resigns, is terminated, or is no longer employed by TCDHS or the County at the time the suspected falsification of child welfare records becomes known to TCDHS.

TCDHS considers a confirmed incident of falsification of child welfare records an ethical violation of expected employee conduct.

In accordance with Volume 7.601.81 (A) a confirmed incident of falsification of child welfare records is an incident where, after an investigation by the County establishes by a preponderance of the evidence that a person knowingly or intentionally made a false entry or falsely altered information in the comprehensive child welfare information system known as Trails.

When the TCDHS confirms an incident of falsification of child welfare records TCDHS will complete the following notifications within the required response times in accordance with Volume 7.601.81.

Within three (3) working days: TCDHS Director (or designee).

- Notification to the Division of Child Welfare.

Within ten (10) working days: TCDHS Director (or designee) will send encrypted notifications to the following agencies and jurisdiction

- 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: TCDHS Director (or designee)

- 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.

TCDHS will consider the following actions in its 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 (breadth and depth)?
  - 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?