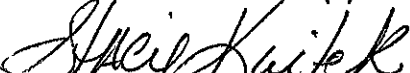


**El Paso County Department of Human Services**

Vision: The El Paso County Department of Human Services will be trusted to provide access to high-quality services and programs.

<b>POLICY SCOPE/PROGRAM AREA:</b> Child Welfare Adult Protection	<b>Protocol Compliance:</b> § 26-1-118(2), C.R.S. § 18-8-114(1)(a), C.R.S. Volume VII, (7.601.81) APS Statute 26-3.1-103, 1.5, e: APS Rule 30.260(A): Trails – Colorado Child Protective Services system CAPS – Colorado Adult Protective Services system
<b>TITLE:</b> Falsification of Documentation; effective September 1, 2024	<b>AUTHORIZING SIGNATURE(S):</b> 

**Underlying Value- Transparency:** We embrace open, honest and clear communication with those served, our teammates and the community.

Trust and accuracy are at the center of all our work. Falsifying records is serious and has serious consequences. Falsification includes, but is not limited to, documenting records with any fraudulent or intentionally false or misleading information. DHS employees in violation will be subject to disciplinary action, up to and including termination of employment. Employees may also be subject to civil or criminal liability for any violation.

**Protocol Steps:**

- I. If at any time a Supervisor, Manager, or the Division Director of Child Welfare(CW) and Adult Protection(APS) 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 supervisor, and the Manager will begin an investigation. Examples of falsification are as follows:
  - a. *Representing that a contact occurred when it did not.*
  - b. *Representing specific content was discussed during a contact when it was not.*
  - c. *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).*
  - d. *Representing that information was sent to a client or collateral (e.g., letter, text, etc.) when it was not sent.*
  - e. *Representing that someone was present during a contact or meeting when that individual was not present.*
  - f. *Changing information in an area of Trails or CAPS that renders the information, or part of the information, inaccurate.*

- II. Upon a suspected incident of falsification of documentation, the Manager of record will notify the Division Director of Child Welfare or Adult Protection, as applicable **immediately**.
  - a. The Manager or Supervisor that identifies the suspected incident/information of falsification, must take a screen shot or 'print screen' of the documentation in question to capture point in time information. This captured point in time information will assist in the formal review.
- III. The Division Director will subsequently notify the Executive Director, and/or Deputy Executive Director of the situation within **one (1) working day**.
- IV. The staff person will be put on paid administrative leave so the incident(s) can be thoroughly investigated. The employee's access to all work technology items shall be suspended. Suspension of access to work technology shall be at a minimum at the same time of the employee's notice of administrative leave and may be prior to notification of administrative leave.
  - a. The Manager shall request that the state department suspend the employee's access to the comprehensive child welfare information system known as Trails, or the Colorado Adult Protective Services system known as CAPS, within **one (1) working day** from the date the employee is placed on leave in accordance with Volume 7.601.81 (B, 1).
- V. Once an incident of falsification is confirmed, through consultation with the El Paso County Children, Youth & Family Services (CYFS) Division Director, or the Adult & Family Services (AFS) Division Director (whichever is appropriately correlated to the allegation),
  1. The CYFS Director shall notify the Division of Child Welfare, respectively, when applicable, the Adult Protection Division Director shall notify the Division of Adult Protection within **three (3) working days**.
  2. The Supervisor or Manager 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.
  3. **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 or local Law Enforcement Agency. 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.
  4. If a falsified adult protective services record relates to an open or founded upon case, the county department shall notify the court, parties to the case, their legal counsel and/or Guardianship representative that a record in the Colorado Adult Protective Services (CAPS) data system has been corrected. If a 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. The Department will reasonably assess the outcome of a finding, and if it is determined that

falsification had a direct and/or significant impact on the determination of decision, the Department may amend the finding as necessary.

5. If a falsified adult protective services record relates to a case that is founded upon, the Department will reasonably assess the outcome of the finding, and if it is determined that falsification had a direct and/or significant impact on the determination of decision, the Department may amend the finding as necessary.

#### **Continuous Quality Improvement (CQI) to support documentation integrity for Child Welfare:**

- Supervisors can accompany a caseworker to interviews, court, and/or home visits for performance improvement and training.
- Child Welfare/Adult Protection Case Review Requirements- Supervisor pre-audit 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 various ways, formal and informal, through 1:1's, case consults, case reviews, group supervisions, and shadowing on what the caseworker observed to inform safety, permanency, well-being of the assigned population.
- Supervisors, Managers and assistant managers will complete random Q&A outreach with the families or adults their staff are serving for the purpose of quality customer service and continuous quality improvement.
  - The Q&A methods: direct phone calls, text messages, and field observations.
  - Minimum of two phone calls to a client/placement on their workload per worker per quarter
  - Managers will be responsible for overseeing the data, information and outcomes of the CQI Process

#### **CQI for Adult Protection:**

- Quarterly direct observation of the worker either for initial investigation and/or monthly contact
- Case reviews
- Direct observation of cases