


MESA COUNTY DEPARTMENT OF HUMAN SERVICES	
Policy and Procedure	
POLICY/PROGRAM AREA: Child Welfare Adult Protection	POLICY NUMBER: CWOM-2024-01 and APOM-2024-01 EFFECTIVE DATE: 08/07/2024 REVISION DATE:
TITLE: Falsification of Documentation	AUTHORIZING SIGNATURE(S): 

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.

Federal Law/Regulation References:

N/A

State Law/Regulation References:

N/A

State Required Policy:

[County Responsibilities, Staff Training and Qualifications, Client Rights, Confidentiality -- 7.601.81](#)

[Colorado Revised Statutes 2023 -- Title 18 -- § 18-8-114\(1\)\(a\), C.R.S.](#)

[Colorado Revised Statutes 2023 -- Title 26 -- § 26-1-118\(2\), C.R.S](#)

Policy Terminology:

N/A

Procedure:

If at any time a Supervisor, Manager, or the Division 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 of record will notify the Division Direction of Child Welfare and Adult Protection who will subsequently notify the Executive Director of the situation.
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 Mesa County Department of Human Services (MCDHS) Division Director of Child Welfare and Adult Protection, MCDHS Child Welfare and Adult Protection Division Direction 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.

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-
 - 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
- Each Team will undergo a peer review process to ensure quality and consistency of work is maintained.
- 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, Service Administrator and Child Welfare/Adult Protection Division 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, a call to the family, attending a court hearing with their staff.
 - Minimum of twice a year going into the field per worker
 - Minimum of two phone calls to a client/placement on their workload per worker per year
- Managers will be responsible for overseeing the data, information and outcomes of the CQI Process

Contact Person (for Division Specific Policy):

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