

Policy Title:	Reporting Sensitive Child Welfare Issues – Policy		
Policy Number:	III-A.1.2		Effective Date: 01-01-2002

Approved By: *on file*

Date Approved:

Policy

Forms, etc.

Definitions

References

Contact

Reference(s):

- "Sensitive Child Welfare Issue Report" DHS 150 (download from the forms server)

Form(s) that apply:

- None referenced.

Policy:

Purpose

The purpose of this policy is to describe how Department of Human Services (DHS) staff report and communicate sensitive child welfare issues, including child fatalities [If the issue is a child fatality, refer to DHS policy # (under development - to be announced soon)] to responsible managers and central office program staff.

Definitions

"**Sensitive Issues**" include events or situations which are highly concerning, may pose a potential liability, are of emerging public or media interest, or represent an interest of security. These may include but are not limited to:

- Death of a child while in DHS care and custody, or death of a child who has been the subject of a child protective services (cps) referral or services within the past year;
- Any other child fatality suspected to be due to abuse or neglect that is reported to DHS/Child Protective Services (CPS) staff or that receives public attention in the media;
- Allegations of abuse, domestic violence, serious misconduct by staff, volunteers, or DHS providers licensed, certified, or contracted to serve children;
- Reports that an employee, a volunteer, or a provider licensed or certified by DHS to serve children and families is arrested or charged with a crime;

- Legal actions, including court orders, which may require additional review or support;
- Public, media, or legislative inquiry or involvement regarding policy or a case decision;
- Any significant client concern or complaint which cannot be resolved at the local level or where calls of complaint or requests for intervention or review to central office are anticipated;
- Threats or other security concerns are made to staff or facilities.

Policy

Sensitive Issue Notification Responsibilities (1) Staff or Volunteers shall immediately notify a supervisor when information is received that may be a Sensitive Issue as defined by this policy.

(2) A supervisor or designee shall immediately notify the Service Delivery Area Manager (SDA), the SDA Child Welfare Manager, or other designated responsible manager(s) of the Sensitive Issue.

Also, immediately notify others by phone or page when appropriate to the event or situation (i.e. law enforcement, Risk Management, Employee Services, CPS Manager).

(3) A supervisor or designee shall without delay,

(a) Complete a Sensitive Issue Report, CF150 (Attachment A), using a brief narrative description of the preliminary information that is currently known. Transmit the CF 150 with a priority send option on electronic mail, to the Service Delivery Area Manager, SDA Child Welfare Manager, other SDA management staff as appropriate, and to all persons listed on the current distribution list found on the Sensitive Issue template (CF150) in the forms directory.

Further distribution to Central Office staff shall be done by the Management Assistants to the Assistant Directors of Children, Adults and Families (CAF), and Community Human Services.

If there are special concerns for security or privacy, such as with personnel issues, the document may be faxed or sent electronically with password protection. The branch should call the Management Assistant to the Assistant Director for CAF to discuss the password or special distribution issues and instructions.

(b) When the Sensitive Issue is a child fatality, also immediately notify the CPS Program Manager, and the designated CPS consultant (refer to DHS policy # - under development - to be announced soon));

(c) Provide follow-up information when necessary, or as requested.

(4) The Management Assistants to the DHS Assistant Directors of CAF and CHS shall:

(a) Provide notification to other DHS Central Office staff as directed by the Assistant Directors of CAF and Community Human Services (CHS).

(b) Keep a log of all Sensitive Issue Reports.

(5) **CF 150 recipients** shall notify other DHS staff, when appropriate, on a need-to-know basis.

(6) The **DHS Assistant Directors of CAF and CHS or designees** shall direct follow up activities, if needed.

Contact(s):

- **Name:** CAF Reception; **Phone:** 503-945-5600