



HUMAN SERVICES

100 Spader Way • Broomfield, CO 80020 • 720.887.2200 • www.Broomfield.org/HHS

TITLE	Children, Adult and Family Services Quality Assurance and Falsification policy
NUMBER	DHS-CAFS-17_09-01-2024
DATE EFFECTIVE	9/1/2024
DATE LAST UPDATED	8/27/2024
NEXT REVIEW ON	9/1/2025
PROCESS OWNER	Tiffany Ramos, Division Manager, Children Adult and Family Services Division
DIRECTOR APPROVAL	<div style="display: flex; justify-content: space-between;"><div style="text-align: center;"> _____ Signature</div><div style="text-align: center;"><u>9.3.24</u> Date</div></div>

1. PURPOSE:

The purpose of Quality Assurance (QA) in Child Welfare and Adult Protection is to ensure that services and programs designed to protect and support children, adults, and families are effective, consistent, and meet established standards. Key objectives include:

- **Ensuring Safety:** QA helps ensure that services effectively protect children and at-risk adults from abuse, neglect, and exploitation by evaluating and improving safety protocols.
- **Monitoring Compliance:** QA ensures compliance with federal, state, and local regulations, policies, and standards.
- **Promoting Best Practices:** QA identifies and promotes evidence-based best practices in child welfare and adult protection.
- **Improving Outcomes:** QA enhances outcomes related to stability, well-being, and permanency for children, adults, and families.
- **Accountability:** QA holds agencies accountable for delivering high-quality, effective services.
- **Supporting Continuous Improvement:** QA fosters a culture of ongoing evaluation and improvement in service delivery.
- **Ensuring Equity:** QA ensures that services are delivered equitably, addressing disparities across different backgrounds.
-

- **Integrity and Credibility:** It helps ensure that all data, reports, and communications are accurate and reliable. This is vital for maintaining the credibility of the organization and its operations.

Per Volume 7.601.81 (B), states that county departments must submit their agency written protocol regarding the quality assurance and investigatory processes they have in place to monitor for falsification of child welfare records by county staff into Trails.

In accordance with Volume 7.601.81 (C), county departments must also post their agency written protocol regarding falsification of child welfare records on their county department public-facing website or otherwise provide the written protocol to individuals involved in the county child welfare system.

Volume 7.601.81 (A) 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 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.

This was created in conjunction with IM-CW-2024-0037.

It is the expectation that timely, accurate and thorough documentation is completed in all areas of our work. Attached are additional policies related to documentation. [📎 CAFS Policies](#)

2. POLICY:

The Broomfield Children, Adult and Family Services is committed to ensuring the highest standards of care and support for children, adults and families engaged with our services. This Quality Assurance (QA) policy outlines the framework and processes through which we will monitor, evaluate, and continuously improve the quality of child welfare and adult services provided by our agency. The policy aims to promote the safety, well-being, and permanency of children and adults while ensuring compliance with legal and ethical standards.

- Supervisors will complete quality assurance reviews in January and July each year, the cadence of this will be dependent on program area
 - Intake: [☰ Intake case audit form](#)
 - Two assessments every six months per caseworker
 - Additionally, families that are identified to have had a subsequent assessment within six months after an assessment is closed, will be outreached by a lead or supervisor to create an opportunity for learning and ways to reduce re-entry of the system.

Permanency: [☰ Permanency Case Audit Form](#)

Two cases every six months per caseworker of cases where we do not have custody.

This includes Chafee cases

Foster and kinship: [Foster/kinship case audit form](#)

Two cases annually per caseworker

Prevention: [Prevention case audit form](#)

Two PA3's every six months per caseworker

Adult Protection: [APS case audit form](#)

Two cases every six months per caseworker

- Supervisors will complete the spreadsheet as they complete audits here [CAFSS Case Audit Tracking](#)
- These reviews will be provided to the Division Manager within one week after the case review occurred.
- This process may be completed with the unit leads with Supervisor oversight. If it is determined that a lead completes the review, the supervisor and lead need to review the audit form together and ensure the lead has the competency to complete this activity.
- Supervisors may complete case reviews on caseworkers outside of their own unit.
- Caseworkers will be placed on a regular rotation and Taryn Davids will randomly pull involvements assigned to those workers in Trails/CAPS for review.
- Caseworkers will be informed of the rotation and will be notified of the case under review. As well, supervisors will discuss the results of the review with the worker during supervision.
- Families will be outreached to gain their feedback and insight related to the child welfare system and will be utilized to enhance practice and bring family voice forward in how they receive our system.
- In the event a case gets pulled and it seems that it would be impactful to the family, by either the caseworker or supervisor, to do outreach to, this will be discussed with a Manager prior to any outreach to the family.

3. Falsification:

Per Volume 7.601.81 (A) 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 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.

Falsifying documentation, a person knowingly or intentionally a false entry or falsely entered information in the Comprehensive Child Welfare Information known as Trails, in Trails or CAPS is a criminal act (18-8-114(1)(a), C.R.S) and will not be tolerated under any circumstance. Falsifying documentation shall result in disciplinary action to include termination, reported to law enforcement, and/or the District Attorney for the filing and prosecution of criminal charges.

It is the expectation that timely, accurate and thorough documentation is completed in all areas of our work. Attached are additional policies related to documentation.

Any Broomfield County Department of Human Services employee who becomes aware of suspected or confirmed falsification of casework shall report the matter to their direct supervisor and Division

Manager within the same business day. This notification should occur both verbally and via email. If their direct supervisor is unavailable for any reason, they shall notify the covering supervisor, manager or Deputy Director. The staff with the information related to falsification shall provide the reason for suspected falsification, to include case name, specific dates, and other pertinent information. In the event individuals have information related to falsification or were involved in the falsification and did not come forward, this could also result in disciplinary action.

4. PROCEDURE:

The following actions shall be taken upon suspicion of documentation falsification:

- Notify Supervisor and Division Manager within the same business day.
- Division Manager will involve the Deputy County Attorney, Human Services Deputy Director, Human Services Director and DHS Human Resources business partner.
- Division Manager will consult with the DHS Human Resources Business Partner to identify appropriate action during the investigation that may include placing the suspected employee on paid administrative leave during the investigation.
- In the event an individual is put out on administrative leave the Supervisor shall ensure that all state and county systems including Trails, CAPS, Colorado Courts, email, and any other system will be locked within 1 business day of the individual being put out on leave.
- The Division Manager will retrieve all employee assigned items that include: badge, keys, computer, and cell phone from the employee.
- The Division Manager will assign appropriate staff to review the caseworker's entire workload and complete quality assurance on all assessments and cases to include all open and closed assessments/cases.
- The Division Manager will review all relevant supervision notes.
- The Division Manager and Deputy County Attorney will involve law enforcement and the District Attorney.
- The Division Manager shall notify CDHS Division of Child Welfare or Division of Adult, Aging and Disability Services within 3 working days of confirmation of an incident and seek assistance as appropriate.
- This investigation will occur regardless of the status of current employment.
- In the event that there is a confirmed incident of falsification, there will be a formalized notice sent to the individual and all families impacted.
- [Volume 7.601.81 Falsification Letter of Notice](#)
- Confirmed falsification will result in disciplinary action up to and including employment termination.

Supervisor responsibilities:

- Supervisors shall reasonably monitor that casework is in compliance with all applicable laws and regulations
- 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.
- 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.
- Supervisors and Manager shall regularly monitor for worker fatigue, burnout, and missed

deadlines, as well as other predictive indicators to prevent falsification. A referral to Alvarado Consulting group will be made if/when appropriate.

- CAFS staff will receive annual training on expectations and consequences for falsification.
- The Division Manager will provide this policy at hire and will have employees review and acknowledge this policy on an annual basis.
- All CAFS employees will complete this form after receiving the policy and training annually.
 - <https://docs.google.com/forms/d/e/1FAIpQLSdMGSH9o4uPWqu-RgtYrbe00-7Vatn177YeI0Ax8iCK55fVDA/viewform>

Applicable References and/or Regulations	Link
Policies and Procedures folder	https://drive.google.com/drive/folders/0B8QI4bT4gpcHZXJ0eWRVVmx0d28?ogsrc=32
Archived policy folder of old versions of policies	https://drive.google.com/drive/folders/0BzUui6tnmiVXS WRfS3dLUFhGakE?ogsrc=32

Revision (if substantial per process owner)	Date

Authorized Partner/Collaborator	Date