

DRAFT: CWS Case Reviews – Mandated Reporting and Safety Concerns

OVERVIEW

As part of the case review process, case review staff may encounter or be provided with information directly from key stakeholders during interviews that may cause concern or be considered helpful for FCS staff to know. However, in order to maintain the efficacy of the review process, information gathered during the case review is confidential and is not to be shared with program staff.

The only two exceptions to this policy are:

1. suspected child abuse or neglect
2. other safety issues and/or egregious behavior on the part of an employee

MANDATED REPORTING

During the course of a review, if the reviewer suspects child abuse/neglect, they will make a report directly with the appropriate county hotline, completing the required documentation as a mandated reporter.

As per the CDSS Case Review Procedures Manual, “all case review staff are mandated reporters, and as such must follow the legal and ethical obligation associated with this responsibility. Any immediate safety issues that emerge during the review process, including but not limited to, new allegations of abuse/neglect, must be reported to the county hotline and accepted as a referral. No instances of new allegations may by-pass the required intake process.”

OTHER SAFETY ISSUES AND EGREGIOUS BEHAVIOR

During the course of a review, if the reviewer identifies a concern regarding the conduct of an employee that they believe to be an egregious violation of policy/procedure (ie: it presents a safety issue), the reviewer is to report the situation to the QI Manager who will discuss the concern with the appropriate FCS manager.

As per the CDSS Case Review Procedures Manual, “if a concern about a child’s safety or possible illegal behavior by an employee is identified while reviewing a case, the concern must be immediately reported by the case reviewer or QA staff to their supervisor and the appropriate Program Manager. This level of information should be provided in the OMS for documentation purposes of both the report and the rating affected by the action. For example, if through the case review, it is determined that the caseworker has not conducted the required monthly contacts for an excessive amount of time, this would be a safety concern that does not rise to the level of a mandated report yet still needs to be addressed.”