

**BOULDER COUNTY  
DEPARTMENT OF HUMAN SERVICES  
DIVISION OF FAMILY AND CHILDREN SERVICES POLICY**

<b>POLICY TITLE</b>	<b>POLICY &amp; PROCEDURE CUSTODIAN</b>
QUALITY ASSURANCE AND INVESTIGORY PROCESS FOR FALSIFICATION OF CHILD WELFARE AND ADULT PROTECTIVE SERVICES	FAMILY AND CHILDREN SERVICES
<b>EFFECTIVE DATE</b>	<b>REVISION DATE</b>
SEPTEMBER 1, 2024	

**PURPOSE:** This policy and procedure outlines the Division of Family and Children Services (FCS) procedures to determine if falsification of child welfare records in the comprehensive child welfare information system (Trails) or of adult protective services records in the comprehensive adult protective services information system (CAPS) has occurred to ensure contacts with families are documented accurately and with integrity. In upholding these values and our vision, accurate and complete documentation must be entered timely into Trails and CAPS. Falsifying documentation in Trails or CAPS is a criminal act which may result in felony charges and/or convictions and this behavior will not be tolerated under any circumstances.

**DEFINITIONS:**

CAPS – Colorado Adult Protection Services Database  
CDHS – Colorado Department of Human Services  
County – Boulder County  
FCS – Children, Youth, Families and Adult Protection  
DCW – Department of Child Welfare  
OAADS – Office of Adult, Aging and Disability Services  
PRAN – Person Responsible for Abuse or Neglect  
Trails – Colorado Child Protection Database

Falsification: A confirmed incident of falsification of child welfare records is an incident where, after an investigation by the county department, the county department establishes by a preponderance of the evidence that a person knowingly or intentionally made a false entry or falsely altered information in the comprehensive child welfare information system known as Trails.

**Suspicion of Falsification**

Any FCS employee who becomes aware of suspected or confirmed falsification of child welfare or adult protection records by another employee will report that information to their direct supervisor

immediately. If their supervisor is not available, the employee will report the suspected falsification to the covering supervisor or someone on the management team immediately.

FCS supervisors will conduct regular reviews of Trails and CAPS, along with other child welfare and adult protection records, as required by rule and FCS best practice. If a supervisor suspects that falsification may have occurred, the supervisor will immediately report this suspicion to their manager or another member of the management team.

If an FCS employee becomes aware of suspected or confirmed falsification of child welfare or adult protection records by a supervisor, program manager or associate director, the employee will report the suspected falsification to the Division Director, Human Services Director, or Deputy County Attorney immediately.

If an FCS employee becomes aware of suspected or confirmed falsification of child welfare or adult protection records by the Division Director, the employee will report the suspected falsification to the Human Services Director or Deputy County Attorney immediately.

The FCS Division Director will notify the Human Services Director of any suspicion of falsification. The Human Services Director will be kept informed throughout the review process.

The FCS Division Director will notify the Deputy County Attorney of any suspicion of falsification. The Deputy County Attorney will be kept informed throughout the review process.

The FCS Division Director will notify the Human Services Director of any suspicion of falsification. The Human Services Director will be kept informed throughout the review process.

### **Investigation of Suspected Falsification**

If it is suspected that falsification of documentation in child welfare or adult protection records occurred, members of the management team, including the Division Director, along with the supervisor, will initiate an investigation that may include, but not limited to the following:

1. A desk audit will be conducted by supervisors and/or members of the management team, which may include but not be limited to calling clients, foster parents, providers, additional collaterals, review of phone records, text messages, emails, calendars, review of mileage reimbursement requests to determine whether the documented activities in Trails or CAPS, and other child welfare and adult protection records did occur as documented.
2. After consultation with Human Resources and the County Attorney's Office, the supervisor and manager will talk with the employee about the suspected falsification. The employee will be provided with the Garrity Warning before the employee answers any questions.
3. After consultation with Human Resources, an employee may be placed on administrative leave during the investigation of the suspected incident of falsification of child welfare or adult protection records. If an employee is placed on administrative leave, FCS will notify CDHS DCW and request that OAAPS suspend the employee's access to Trails or CAPS within one working day from the date the employee is placed on leave.

4. FCS will make reasonable efforts to promptly preserve evidence that a child welfare or adult protection record has been falsified.
5. FCS will supervise or restrict the employee's access to child welfare or adult protection records including but not limited to Trails or CAPS, hard copy case files, virtual files and other child welfare or adult protection case related documentation.
6. FCS will complete the investigation about the suspected falsification of records in child welfare or adult protection records even if the employee subject to the investigation resigns, is terminated, or is no longer employed by FCS at the time the suspected falsification of child welfare or adult protection records becomes known to FCS. If the employee admits to falsifying child welfare or adult protection records, the investigation will still be conducted.

#### **Next Steps as to the Employee if Investigation Supports That Falsification Occurred**

If the investigation confirms, by a preponderance of the evidence, that falsification occurred, the following will occur:

1. Human Resources will be consulted for disciplinary action, including termination, of the employee.
2. FCS, through the county attorney's office, will refer confirmed incidents of falsification of child welfare or adult protection records to local law enforcement or the district attorney's office within ten working days of the confirmation. This referral to local law enforcement or the district attorney's office will be documented in the employee's personnel record.

#### **Correction of the Record**

If the investigation confirms that falsification occurred, FCS will correct the Trails or CAPS record, as directed by the CDHS DCW or OAAPS.

#### **Notification of Falsification in Child Welfare**

If the investigation confirms that the falsification occurred, the following will occur:

1. FCS will notify CDHS DCW within three working days of a confirmed incident of a falsification of child welfare protection records.
2. If the falsification of records relates to a referral, assessment, or case for which there is not corresponding dependency and neglect or juvenile delinquency case, FCS will notify the following parties that a child welfare record has been corrected:
  - a) Parents and guardians of the child/youth
  - b) Identified PRAN
  - c) Youth, age ten year old or older

FCS will make this notice using the individual's preferred method of contact identified in Trails and sending the state approved notification letter which shall be mailed by first class mail to the last known address of each individual within ten working days.

3. If the falsification of records relates to an open dependency and neglect or juvenile delinquency case, FCS will notify the following parties that a record in Trails has been corrected within ten working days of making the correction:
  - a) Court
  - b) Parties to the case and their legal counsel
  - c) Guardian ad Litem and/or Counsel for Youth
  - d) Parents and guardians of the child/youth
  - e) Identified PRAN
  - f) Youth, age ten years old or older

FCS will make this notice using the individual's preferred method of contact identified in Trails and sending with the state approved notification letter which shall be mailed by first class mail to the last known address of each individual.

4. Any notices of a corrected child welfare record due to falsification will be documented in Trails.

#### **Notification of Falsification in Adult Protection**

If the investigation confirms that the falsification occurred, the following will occur:

1. FCS will notify CDHS OAADA of the confirmed incident of a falsification of adult protection records within three working days of confirmation.
2. If the falsification of records relates to an investigation and/or case, FCS will notify the impacted adults that an adult protection record has been corrected. FCS will make this notice with the notification letter approved by the county attorney, and which shall be mailed to the last known address of each individual within ten working days.
  - a) If the falsification of records relates to a guardianship case, FCS will notify the following parties that a record in CAPS has been corrected within ten working days of making the correction:
    - a) Court
    - b) Parties to the case and their legal counsel
    - c) Any guardians

#### **FCS Employee Notification and Training**

To ensure all FCS employees are aware of and understand these policies and procedures, FCS Leadership will ensure the following:

1. All FCS employees will receive annual training on this policy, related expectations and potential consequences for falsification.
2. All FCS employees will be provided this policy at hire and review and acknowledge this policy on an annual basis.