ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL

Effective: February 20, 2008 **Number: A-0416**

Quality Assurance of Child Abuse Referrals—
Supervisory Responsibilities

OCSSA

Purpose

To provide guidelines for supervisory responsibilities for quality assurance of child abuse referral management activities.

Approved

This policy was approved by Mike Ryan, Director of CFS, on February 20, 2008. *Signature on file*.

Background

Timely response, thorough investigation, accurate documentation, and prompt disposition of allegations of child abuse and neglect are critical elements of child welfare services.

Senior Social Service Supervisors (SSSSs) are responsible to ensure that child abuse referral investigations are conducted in a timely and professional manner, following the guidelines below.

POLICY

Oversight Responsibilities

SSSSs who supervise Senior Social Workers (SSWs) who investigate child abuse referrals will:

- Ensure all children are seen and assessed for risk and safety concerns (refer to Children and Family Services [CFS] P&P Abuse Investigations—Practice Guidelines [A-0412] and CFS P&P Referral Compliance Contacts and Documentation [A-0415] for direction on contact requirements)
- Conduct regular consultation with staff
- Maintain current knowledge of critical referral issues
- Ensure efforts are made to provide resources and services to address safety concerns and prevent the need for protective custody, when appropriate
- Ensure resources and services offered to prevent protective custody are documented in the Investigative Narrative and in the Reasonable Efforts section of the Detention Report
- Make regular use of available monitoring tools [e.g., Business Objects reports, Safe Measures, Structured Decision Making (SDM) including Safety Plans]
- Ensure all investigative narratives include any prior CWS/CMS history, interviews of alleged victim(s) and all involved parties, and factual evidence that supports findings and disposition
- Ensure compliance with all mandates, including but not limited to, Child Abuse Neglect and Reporting Act, Welfare and Institutions Code, Division 31 regulations, Department of Justice and Child Abuse Central Index requirements
- Review and complete flowsheets prior to all referral closures or transfers

Conferences

SSSSs will meet individually a minimum of one time per month with each unit SSW to hold in-person conferences to discuss referral management issues.

Exception: Conferences with probationary SSWs will be held a minimum of twice per month until it is mutually determined that this is no longer necessary.

Topics of discussion during individual conferences may include but are not limited to:

- Referral issues
- Findings and dispositions
- Training needs
- Documentation review
- Time management strategies
- Service delivery and resource options
- Professional goals
- Performance issues

Customer Service and Referral Reviews

SSSSs will complete one referral review per unit SSW every six months. To complete this process, the SSSS will contact one parent or caregiver to inquire about their experience with CFS, utilizing the *Customer Service and Referral Review* form (*F063-25-510)*.

The SSSS will submit one *Customer Service and Referral Review* form per unit SSW and one *SSSS Summary Customer Service and Referral Review* form (*F063-25-512*) to the assigned Program Manager (PM) and the PM's secretary no later than June 30th and December 31st. The SSSS will notify the PM if any further action (e.g., SSW training, etc.) is deemed necessary. Refer to Procedure section below for further direction on this process.

Note: Referral reviews may be completed at any time during the six-month period; however, all *Customer Service and Referral Review* and *SSSS Summary Customer Service and Referral Review* forms will be submitted together. If a referral review is completed at any point during the review period prior to the due date, and significant concerns are identified, the SSSS will consult with the PM to determine whether immediate action is needed.

PM Responsibilities

PMs will review their program's *SSSS Summary Customer Service and Referral Review* forms to identify trends in referral management activities, the need for additional training or feedback, and to provide suggestions for resolution of any identified concerns.

PMs will ensure that copies of all program *Customer Service and Referral Review* and *SSSS Summary Customer Service and Referral Review* forms are submitted to their Deputy Director and to the Quality Assurance (QA) program no later than July 15th and January 15th.

Non-English Speaking Referrals

When the SSSS is unable to communicate with the parent or caregiver due to a language barrier, the SSSS will attempt to arrange for an interpreter (i.e., another SSSS or PM) to conduct a conference call with the assigned SSSS present. If no interpreter is available, the SSSS will select an alternate referral to review.

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Review Follow-Up

The SSSS will provide each unit SSW with a copy of the completed *Customer Service and Referral Review* form that corresponds to their referral and verbal feedback.

The SSSS will ensure that any referral management concern identified during the customer service and referral review process is resolved, based on the nature of the concern (e.g., provide SSW with additional training, hold more frequent individual conferences, etc.).

Response to Parent/ Caregiver Concerns

If a parent or caregiver has questions or concerns that are identified during the customer service and referral review interview, the SSSS will provide resources as requested.

REFERENCES

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

CFS P&P Abuse Investigations—Practice Guidelines (A-0412)
CFS P&P Referral Compliance Contacts and Documentation (A-0415)
CFS P&P Structured Decision Making (D-0311)
CFS P&P Abuse Investigations—Findings, Documentation, and Cross Reporting (A-0305)

Other Sources

Other printed references include the following:

None.

REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Customer Service and Referral Review	F063-25-510
SSSS Summary Customer Service and Referral Review	F063-25-512

Hard Copy Forms

Forms listed below can be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only,*** links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

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CWS/CMS Forms The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only,*** links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

PROCEDURE

Required Actions—SSSS Responsibilities	The following actions must be completed by the SSSS when conducting customer service and referral reviews.	
Staff Responsible	**Step**	**Required Action**
SSSS	**1.**	Randomly select one closed referral per unit SSW to be reviewed.
	2.	Complete C*ustomer Service and Referral Review* form, per policy above.
	3.	When one C*ustomer Service and Referral Review* form has been completed per unit SSW, complete *SSSS Summary* C*ustomer Service and Referral Review* form.
	4.	Provide each unit SSW with completed copy of C*ustomer Service and Referral Review* form, per policy above.
	5.	Compile copy of *SSSS Summary* C*ustomer Service and Referral Review* form and one copy of each C*ustomer Service and Referral Review* form per unit SSW and submit to PM and PM's secretary no later than June 30th and December 31st.
	6.	Maintain copies of customer service and referral reviews for future reference, if needed.

Required Actions—PM Responsibilities	The following actions must be completed by the PM when compiling the customer service and referral review documentation.	
Staff Responsible	**Step**	**Required Action**
PM	**1.**	Obtain copies of *SSSS Summary* C*ustomer Service and Referral Review* and C*ustomer Service and Referral Review* forms from each SSSS.

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2. Review forms and identify trends, areas of excellence or concern, or need for additional training.

3. Submit copies of *SSSS Summary Customer Service and Referral Review* and *Customer Service and Referral Review* forms to assigned Deputy Director and to QA program for review and tracking.

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