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**ORANGE COUNTY SOCIAL SERVICES AGENCY  
CFS OPERATIONS MANUAL**

**Effective: February 20, 2008**  
**Revised: November 5, 2015**

**Number: A-0416**

## **Supervisory Oversight of Child Abuse Referrals**

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<b>Purpose</b>	To provide guidelines for supervisory responsibilities for quality assurance of child abuse referral investigation activities.
<b>Approved</b>	This policy was approved by Gary Taylor, Director of CFS, on November 5, 2015. <i>Signature on file.</i>
<b>Most Recent Revision</b>	<p>This revision of the Policy and Procedure (P&amp;P), previously titled “Quality Assurance of Child Abuse Referrals—Supervisory Responsibilities,” incorporates the following changes:</p> <ul style="list-style-type: none"><li>• Use of <i>Emergency Response Review Tool (F063-25-762)</i> for quality assurance of child abuse investigations</li><li>• Use of <i>Emergency Response SSSS Customer Service Call Survey (F063-25-766)</i> for quality assurance of parent/caregiver contact by the Senior Social Worker</li><li>• Identification of additional tools for supervisory oversight</li></ul>
<b>Background</b>	<p>Supervisory oversight of child abuse referrals is critical to promoting the consistent application of CFS policies and procedures, and to ensuring that allegations of child abuse and neglect are investigated in a professional manner and in accordance with legal mandates.</p> <p>Within CFS, Senior Social Services Supervisors (SSSSs) assume primary oversight and quality assurance responsibilities of child abuse and neglect investigations conducted by Senior Social Workers (SSWs).</p>

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**Definitions** None.

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## **POLICY**

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**Oversight of Investigation Process** Per CFS policy, SSSSs who supervise SSWs investigating child abuse referrals will:

- Monitor the investigation of child abuse and neglect allegations for compliance with applicable statutory and regulatory guidelines, and Social Service Agency (SSA) P&Ps
- Consult with County Counsel, as needed, on statutory issues
- Ensure children are seen and assessed for risk and safety concerns as outlined in CFS P&P [Abuse Investigations—Practice Guidelines \(A-0412\)](#)
- Make regular use of available tools to monitor the SSW’s compliance, including but not limited to:
  - Referral Response and Closure Compliance reports
  - Safe Measures reports
  - Structured Decision Making (SDM) assessment tools
  - Quality Support Team (QST) reports (e.g., Child Abuse Central Index [CACI] Grievance Review findings, complaint reviews, etc.)
- Provide consultation to SSWs during the investigation of a referral, as needed, to discuss referral concerns and maintain knowledge of critical referral issues (refer to policy section “Conferences” for additional information)

**CWS/CMS Documentation Review** Prior to referral closure, SSSSs are responsible for review of Child Welfare Services/Case Management System (CWS/CMS) to ensure investigation narratives include documentation of:

- Interviews of alleged victim(s), parents/caregivers, and other pertinent involved parties
- Unsuccessful efforts at contacting the alleged victim(s), parent/caregiver, or other pertinent involved parties
- Factual language that supports the findings and disposition

Refer to CFS P&P [Abuse Investigations—Findings, Documentation, and Cross and Reporting \(A-0305\)](#) for further information.

## Conferences

Per best practice, SSSSs are expected to meet individually a minimum of one time per month with each SSW in the unit, to hold in-person conferences to discuss referral investigation issues.

**Exception:** Conferences with probationary SSWs should be held a minimum of twice per month until it is determined in consultation with a Program Manager (PM) that this is no longer necessary.

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

- Referral concerns (e.g., difficulty locating a parent or child, etc.)
- Findings and dispositions
- Compliance with CFS P&Ps and legal mandates
- Training needs
- CWS/CMS 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 for each SSW in the unit **every six months**. Reviews will be completed as follows:

- A. Randomly select a minimum of one referral investigated by the SSW and contact one parent or caregiver associated with the referral to inquire about his or her experience with the SSW. Complete *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* based on response provided.
- B. After making contact with the parent or caregiver, complete *Emergency Response Review Tool (F063-25-762)*.

**Note:** If 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.

The SSSS will submit copies of the completed *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* and *Emergency Response Review Tool (F063-25-762)* forms to the

PM's secretary by **June 30<sup>th</sup>** and **December 31<sup>st</sup>**, and will notify the PM if further action is deemed necessary (e.g., review of P&P, SSW training etc.).

**Note:** Referral reviews may be completed at any time during each six-month period; however, completed copies of *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* and *Emergency Response Review Tool (F063-25-762)* 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 to address the concern.

**PM  
Responsibilities**

PMs will review copies of their program's completed *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* and *Emergency Response Review Tool (F063-25-762)* forms to identify trends in referral investigation activities, the need for additional training or feedback, and to provide suggestions for resolution of identified concerns.

PMs will submit copies of their program's *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* and *Emergency Response Review Tool (F063-25-762)* forms by **July 15<sup>th</sup>** and **January 15<sup>th</sup>**.

**Review  
Follow-Up**

The SSSS will provide each SSW in the unit with verbal feedback regarding the referrals selected for review and a copy of the corresponding, completed *Emergency Response SSSS Customer Service Call Survey (F063-25-766)* and *Emergency Response Review Tool (F063-25-762)* forms.

The SSSS will ensure that any referral investigation concern identified during the customer service and referral review process is addressed, 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**

The SSSS will respond to questions or concerns identified by a parent or caregiver during the customer service and referral review interview, and will provide resources as appropriate.

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## REFERENCES

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### Attachments and CWS/CMS Data Entry Standards

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

None.

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### Hyperlinks

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

- CFS P&P [Abuse Investigations—Practice Guidelines \(A-0412\)](#)
  - CFS P&P [Abuse Investigations—Findings, Documentation, and Cross Reporting \(A-0305\)](#)
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### Other Sources

Other printed references include the following:

None.

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## FORMS

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### Online Forms

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
Emergency Response Review Tool	F063-25-762
Emergency Response SSSS Customer Service Call Survey	F063-25-766

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### Hard Copy Forms

Forms that may be completed in hard copy (including multi-copy NCR forms) are listed below. ***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**

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

	<b>Form Name</b>	<b>Form Number</b>
	None.	

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**Brochures**

Brochures to distribute in conjunction with this policy may include:

	<b>Brochure Name</b>	<b>Brochure Number</b>
	None.	

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**LEGAL MANDATES**

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None.