

IEU Investigations of Child Abuse Referrals at PCC

(Revised 03/27/20)

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Forms

The following forms are referenced in this file:

- 04-51A Critical Incident Report
- 04-184 CWS Suspected Child Abuse Report

Policy

Child abuse/neglect referrals received for youth with an open case will be assigned to the Open Case Investigations (OCI) unit. This unit is staffed with SWs trained in Emergency Response (ER) and will be referenced throughout this protocol as ER workers. The ER worker will be assigned as primary in CWS/CMS. The Institutions Evaluation Unit (IEU) will be assigned secondary in CWS/CMS for referrals alleging abuse/neglect of children detained at Polinsky Children's Center (PCC) by volunteers, contractors, and/or county employees working at PCC.

Investigations of abuse/neglect at PCC will be conducted collaboratively between the ER worker and IEU. The ER worker will interview the child/victim. The IEU will be responsible for interviewing the alleged perpetrator(s) and collaterals. Unless it would compromise the safety of the child, the ER worker and IEU should communicate to develop an investigation plan. The ER worker will **not** disclose to PCC whether IEU and/or Community Care Licensing (CCL) will be involved in the investigation.

PCC Responsibilities

When child abuse/neglect is alleged to have occurred, PCC Leadership will be responsible for completing the following steps:

Step	Action
1	<ul style="list-style-type: none">• Initiate an immediate preliminary review of the situation to determine if the county or contract employee should be temporarily placed on (administrative) leave or temporarily assigned non-child care related activities.• Document any information learned in the preliminary review. <p>NOTE: If the alleged abuser is a volunteer, have the volunteer leave the facility immediately.</p>
2	<p>If abuse/neglect is known or reasonably suspected, immediately (or as soon as practically possible):</p> <ul style="list-style-type: none">• Complete the 04-184.• File a Critical Incident Report. <p>PCC will designate a CWS Manager as the primary contact for IEU.</p>
3	<p>PCC management will make decisions related to personnel action after reviewing the IEU investigation reports.</p>

IEU Responsibilities

While considering the safety of the child, the IEU monitor will be responsible for completing the following steps:

Step	Action
1	Start an investigation within five days of receiving the referral with hard copy documentation from PCC.
2	Contact the ER worker regarding the pending investigation. Collaborate on the investigation as much as possible.
3	Contact the Residential Care Supervisor to arrange interviews with children or staff. Whenever possible, the IEU monitor will discuss the child's interview with the ER worker and/or read the CWS/CMS contacts and only re-interview the child when absolutely necessary. The IEU's primary responsibility is to interview the PCC staff and necessary collaterals. The IEU will contact contract staff directly or via a PCC Duty Officer or CWS Manager.
4	Contact the ER worker for concurrence on the allegation conclusion.
5	Provide an investigation report to the PCC management, including a finding on the child abuse report.

**Hotline
Responsibilities**

When the Child Abuse Hotline receives a referral related to an alleged incident of abuse and/or neglect at PCC, the Hotline SW will be responsible for completing the following steps:

If...	Then...
<p>the referral alleges that the perpetrator is a staff at PCC;</p>	<p>Complete the following steps:</p> <ul style="list-style-type: none"> • Enter the referral in CWS/CMS • Create a client notebook for the alleged perpetrator(s) • Select the relationship of child to perpetrator as Child/Residential Facility Staff • Indicate perpetrator type as “SCP/Res Facility Staff” in the Allegation Notebook • Assign primary to the OCI Unit and secondary to the IEU PSS. <p>NOTE:</p> <ul style="list-style-type: none"> • If the perpetrator is unknown, use Facility Type of “Group” for the first name and use the Facility Name as last name; i.e., Group PCC. • Update the perpetrator’s name in the Client Notebook once the perpetrator is identified.
<p>If the perpetrator is someone other than PCC staff;</p>	<p>consult with the Hotline PSS to determine if the referral should be handled the same as other PCC referrals.</p> <p>NOTE: The IEU would not need to be involved if the perpetrator was not a PCC staff and supervision by the PCC staff was not a concern.</p>

NOTE: If the child abuse report is generated by anyone other than PCC, the Hotline SW will immediately notify a PCC CWS Manager or Duty Officer via their direct telephone line. If direct contact is not established, contact the PCC Reception or Intake telephone line for assistance in reaching the PCC CWS Manager or Duty Officer.

Notification will always be via a direct and live telephone connection and not by a telephone message or email.

ER Worker Responsibilities

The table below describes the responsibilities of the ER worker:

Step	Action
1	Assist the IEU with any information necessary for their investigation regarding the facility/staff issues.
2	Complete the investigation with the child/victim and enter information into CWS/CMS regarding the investigation and its findings. NOTE: If the perpetrator is initially unknown but subsequently identified, update the information in the Client Notebook. The Allegation Notebook must indicate perpetrator type as "SCP/Res. Facility Staff."
3	Complete entries into CWS/CMS for the child abuse report finding. Prior to closing the referral: <ul style="list-style-type: none">• ensure that IEU has completed their investigation. Do not close the CWS/CMS referral until IEU has completed their investigation.• consult with IEU to ensure there is an agreement with the disposition on the abuse allegation. If there is a disagreement, elevate to the manager.

Alignment with SET

This policy aligns with SET [Value 1](#), which supports that relationships with children, youth and families are the foundation.
