

# TERM Provider Complaints

(Revised 04/24/20)

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## Introduction

SWs are expected to have ongoing communication with the assigned TERM (Treatment and Evaluation Resource Management Team) provider. TERM providers may include:

- Licensed Clinical Social Workers (LCSWs)
- Licensed Marriage and Family Therapists (MFTs)
- Licensed Professional Clinical Counselors (LPCC)
- Licensed Psychologists (Ph.Ds/Psy.Ds), or
- those working towards licensure (ASW, AMFT) supervised by a licensed professional.

SWs are expected to provide clinicians who serve our clients with adequate background information, including court reports, as needed to facilitate appropriate treatment services. The SW is expected to discuss treatment goals and progress with the provider on a regular basis when therapy is being provided. It is the SW's responsibility to ensure that all protective issues are being addressed in therapy and evaluations by ensuring the clinician has all of the information regarding the protective issue/petition filed in Juvenile Court. As part of the contractual agreements with OPTUM TERM, clinicians must accept the true finding of Juvenile Court as part of their work with the client.

OptumHealth completes quality review on all Psychological Evaluations and Treatment Plans/Updates for clinicians assigned through OPTUM TERM before forwarding to the SW.

The SW may have concerns about the documents they receive. Concerns can include:

- Timeliness of receipt of reports
- Therapist does not accept the Juvenile Court's True Findings
- Therapist advocates for the adult client to the detriment of the child's welfare
- Evaluations do not adequately address the risk factors and safety concerns in referral questions
- Conclusions or recommendations are not supported by test results and/or clinical interviews
- Type of treatment does not appear related to the risk factors
- Therapy is not addressing Treatment Plan protective issues or goals
- Therapist's lack of understanding of child abuse dynamics and/or protective issues.

**NOTE:** If the SW is unsure regarding the quality of the services or work product, they should consult with the CWS Staff Psychologist.

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**Who can file a complaint**

The following individuals may file a complaint about a TERM Provider:

- CWS clients (if a child, a complaint can be completed on behalf of the child by the parents, SW, attorney, or caregiver)
- parents or other family members
- guardians or caregivers
- CWS staff (SW, PSS, PSPM)
- other HHS staff
- attorneys
- probation officers
- other service providers.

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**How a SW files a complaint**

To file a complaint regarding a TERM provider, the SW will follow this process:

Step	Who	Action
1	SW	Consult with PSS regarding reason for filing a complaint.
2	SW	If SW and PSS are in agreement about filing a complaint an email will be sent to the CWS Staff Psychologist with the Manager copied on the email.  <b>NOTE:</b> If the SW and PSS are unsure about filing a complaint they can consult with the CWS Staff Psychologist prior to sending an email to initiate a complaint.
3	CWS Staff Psychologist	Consult with SW, PSS and Manager as needed and elevate complaint to OptumHealth. CWS Staff Psychologist will track complaints to determine trends with providers.
4	OptumHealth	Ask CWS to provide additional information to assist with their investigation, if necessary.

**NOTE:** Depending upon the nature of the complaint, the CWS complaining party *may* be required to file a:

- police report,
  - child abuse report,
  - complaint with appropriate state licensing board upon direction.
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**How a SW supports a child/parent/caregiver to file a complaint**

To support a child/parent/caregiver who wishes to file a complaint regarding a TERM provider, the SW will follow this process:

Step	Who	Action
1	SW	Speak with the child/parent/caregiver regarding their concern, document concern in contact in CWS/CMS and send email to PSS, CWS Manager, Staff Psychologist and Policy Analyst at bottom of file so they are aware of the concern.
2	SW	Any child/parent/caregiver with concerns about a OPTUM TERM therapist has the right to file a complaint.  Refer them to the following OPTUM website and link for filing a grievance/complaint: <a href="https://www.optumsandiego.com/content/dam/sandiego/documents/tempviders/forms/TERM_Grievance_Procedures_and_Complaint_Form_English.pdf">https://www.optumsandiego.com/content/dam/sandiego/documents/tempviders/forms/TERM_Grievance_Procedures_and_Complaint_Form_English.pdf</a>
3	Optum Health	Ask CWS to provide additional information to assist with their investigation, if necessary.

**Alignment with SET**

- SET [Value 1](#) by building shared understanding and agreement through family engagement, collaborating with the whole family to create well-being, and honoring and incorporating the voices of children and youth.
- SET [Value 3](#) by having a continual focus on children’s well-being while they are in the care of CWS.
- SET [Value 4](#) by maintaining open communication and transparency with families and community partners as well as ensuring that staff and community partners have a shared vision for safety, permanency, and well-being.