


CWS Policy & Procedure Review Online Desk Aid

* Use this guide to help you submit a CWS Policy & Procedure Review Request. *

1. Go to the Business Assurance & Compliance: Report a Concern [webpage](#).
2. To submit a CWS Policy & Procedure Review Request form, click on the **CWS Policy & Procedure Review Request** button in blue.



Health & Human Services Agency

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Business Assurance & Compliance

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Privacy and Security Incident Reporting

BAC values the importance of individuals' protected and confidential information. Therefore, it requires HHSA employees and contractors to report all real and suspected privacy & security incidents. The Privacy Incident policy and procedure links below are intended to assist individuals in understanding when, what, and how to report privacy and security incidents.

- [Privacy Incident Policy HHSA L-24](#)
- [Privacy Incident Procedure L-24](#)

To submit a new Privacy Incident Report (PIR), or to update or view a previously submitted PIR, click on the orange button below.

Privacy and Security Incident Reporting

Child Welfare Services (CWS) Policy & Procedure Review

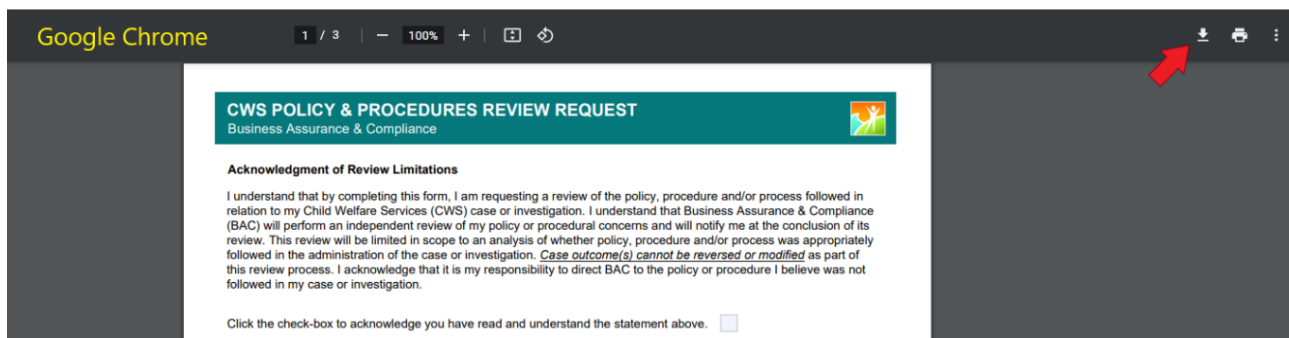
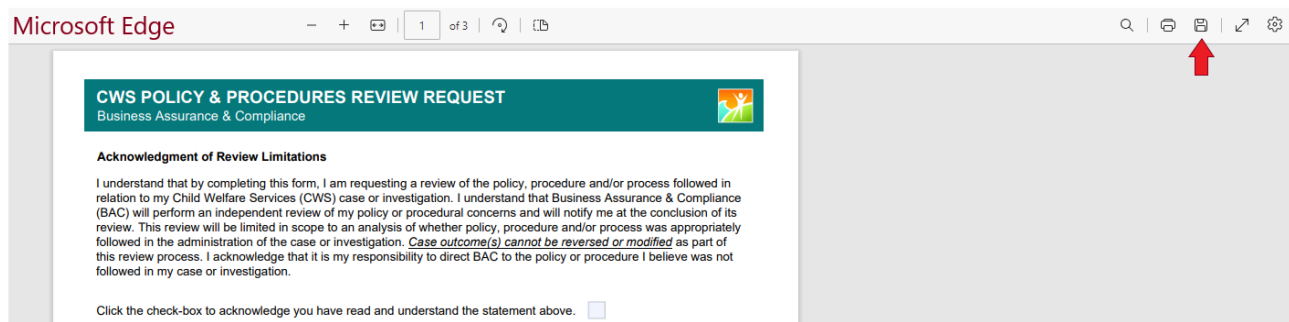
BAC allows clients with current or closed CWS cases to request a review of whether CWS policy, procedure and/or process was appropriately followed in the administration of the case or investigation. By reviewing the CWS Policy Manual, clients can direct BAC to specific policy or procedural concerns for consideration. Click on the links below to view the CWS Policy Manual and relevant subsections.

- [CWS Policy Manual \(Home\)](#)
 - [CWS Acronyms](#)
 - [Continuing Services \(CS\)](#)
 - [Emergency Response \(ER\)](#)
 - [ER - Investigations](#)
 - [ER - Court Intervention Procedures](#)
 - [Protocols](#)
 - [Cross Program Contacts](#)
 - [Cross Program Contacts - General](#)

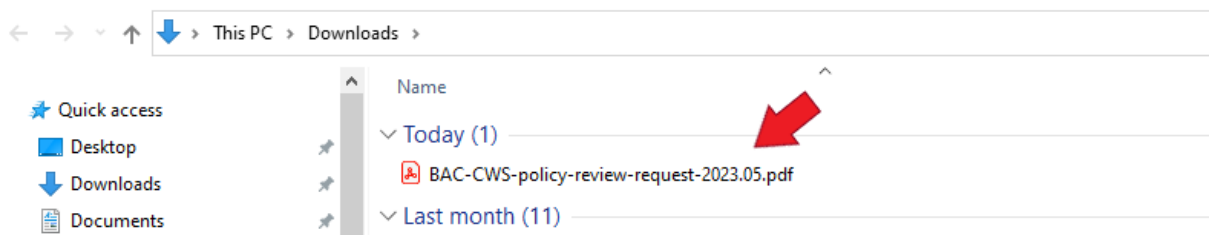
To submit a CWS Policy & Procedures Review Request form, click on the blue button below to download the form.

CWS Policy & Procedure Review Request

3. You will be taken to the form. Before completing the form, it is recommended you save the form to your device by clicking the save or download icon on your web browser.



4. Go to the file path where the form was saved or downloaded to (the default save location for most devices is the **Downloads** folder). Find the file and double-click on the file name to open the form.



Note: If you cannot view the form, you may need to install a PDF viewer software to your device. The most common PDF viewing software is Adobe Acrobat Reader. It can be downloaded [here](#) for free.



Acknowledgment of Review Limitations

I understand that by completing this form, I am requesting a review of the policy, procedure and/or process followed in relation to my Child Welfare Services (CWS) case or investigation. I understand that Business Assurance & Compliance (BAC) will perform an independent review of my policy or procedural concerns and will notify me at the conclusion of its review. This review will be limited in scope to an analysis of whether policy, procedure and/or process was appropriately followed in the administration of the case or investigation. *Case outcome(s) cannot be reversed or modified* as part of this review process. I acknowledge that it is my responsibility to direct BAC to the policy or procedure I believe was not followed in my case or investigation.

Click the check-box to acknowledge you have read and understand the statement above.

Requester Information

Please enter your contact information below.

Current Date:

First Name: Contact Phone:

Last Name: Contact Email:

Mailing Address:

What is your relationship to the CWS client in this review request?

Case/Referral Information

Please enter the case or referral information below. If you have a referral closure letter, it will contain a 16-digit referral number.

Client First Name: Case or Referral Number:

Client Last Name:

If you entered a referral number, is the referral currently open or still under investigation?

If you entered a referral number, what year was the referral for this case completed?

Have you received a copy of the investigation report for this case?

Has this case or referral been referred to juvenile court?

Request Information

Please select the category that best fits the policy, procedure or process you are requesting BAC to review in the case or referral you provided. Select up to three (3).



Personal Statement

Please explain how you believe CWS policy, procedure and/or process was not appropriately followed in the administration of the case or investigation provided in this form. Please provide specific names, dates and locations. Limit 2,000 characters.

Sworn Declaration & Consent

My initials below affirm that the information I provided in this form is true and correct to the best of my knowledge and belief. I consent to allow the County of San Diego to contact me to provide and to gather information necessary for the processing of this review request.

Enter your initials to acknowledge you have read and understand the statement above.

* Please click the button below to submit your review request via email to Business Assurance & Compliance. *

Submit to BAC

5. Complete pages 1 and 2. To avoid errors, please follow the tips below:

- Do not enter protected, confidential, or client-identifying information in the web form beyond what is asked.
- The form cannot be submitted unless all questions with a red outline are completed.
- Enter only numbers (including area code) when providing a contact phone.
- Fill out all other questions as completely as possible (this will help us identify the case and route it faster).
- Do not answer questions on page 3 labeled “For BAC Office Use Only.”
- Date questions use the feature ‘calendar date picker’. Select a date from the calendar.
- Do not copy and paste text from another document into the form (the original format may cause problems).
- Save the document frequently to avoid losing progress.
- The form can be downloaded using the Google Chrome or Microsoft Edge web browser.

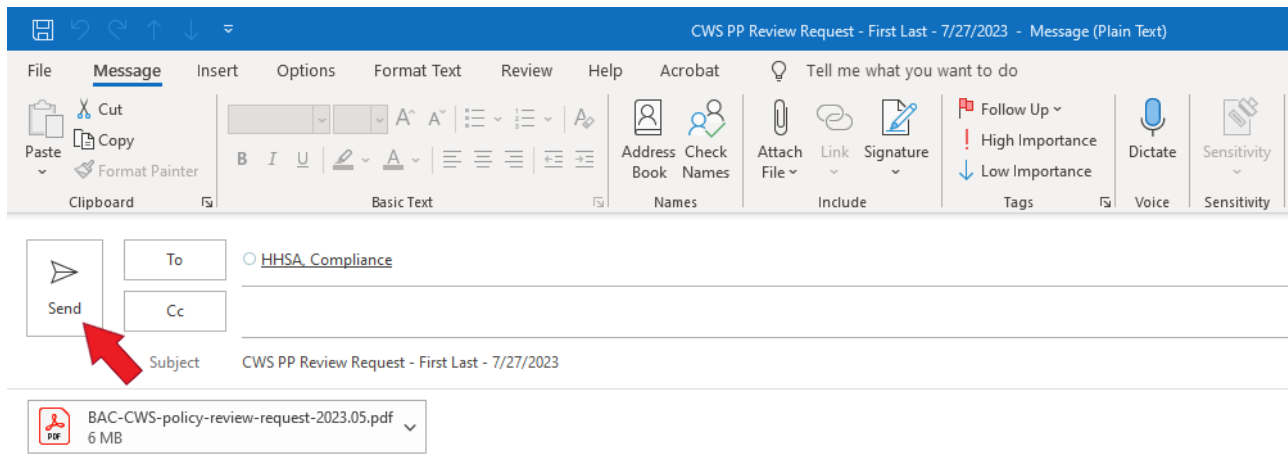
6. When you have completed all required questions, save your form. Once you have done so, click on the **Submit to BAC** button in orange (at the bottom of page 2).

* Please click the button below to submit your review request via email to Business Assurance & Compliance. *



Note: If you are having trouble using the **Submit to BAC** button, you may disregard it and draft an email manually. Attach your form and send it to: compliance.hhsa@sdcounty.ca.gov

7. The button should create an email message automatically. Your form should be attached to the email and the email should be addressed to the following email: compliance.hhsa@sdcounty.ca.gov



Hello,

My name is First Last. Please find my attached CWS Policy and Process Review Request completed on 7/27/2023.

Thank you.

Note: If you are using Outlook, the recipient of your email may appear as "HHSA, Compliance."

8. Click the **Send** button to submit your form to Business Assurance & Compliance.