

NUMBER

#19-68-13

DATE

Date

May 20, 2019

OF INTEREST TO

County Directors

Tribal Directors

Social Services Supervisors and
StaffTribal Social Services
Supervisors and Staff

County Attorneys

Tribal Attorneys

ACTION/DUE DATEPlease read information and
prepare for implementation**EXPIRATION DATE**

May 20, 2021

Best Practice for Child Protection Facility Investigations in Minnesota

TOPIC

Best practice protocols for front-end child protection Facility Investigations for local social services agency staff.

PURPOSE

Inform county and tribal agency staff of best practices regarding Facility Investigations, and provide direction for activities related to assessing or investigating reports of alleged child maltreatment.

CONTACT

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Nikki Farago
Assistant Commissioner
Children and Family Services Administration

TERMINOLOGY NOTICE

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

I. Background

Best practice protocols for Facility Investigation were developed by the Minnesota Department of Human Services (department) in consultation with the Facility Investigation Advisory Committee. This committee includes multiple and varied stakeholders to advise department staff in best practices and adherence to Minnesota Statutes and Rules. Minnesota Best Practices for Facility Investigations is at:

<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-7593-ENG>

Purpose of the guidelines

The purpose of the Best Practice Guide for Facility Investigations is to:

- Provide direction for local social services agencies regarding coordinating with other agencies, gathering facts, conducting interviews, and other requirements involved in completing a child protection Facility Investigation
- Promote statewide consistency in protocols related to investigating facility reports of alleged child maltreatment
- Inform the public about protocols related to child protection Facility Investigations conducted by local social services agencies.

Facilities and communities are best served when best practice standards and state mandated practices are clearly understood by local social services agency staff. These best practices are based on Minnesota Statutes, section 626.556, Reporting of Maltreatment of Minors Act. Department staff continue to work with local child welfare agencies and stakeholders to address best practices in working with facilities involved with child protective services.

Changes to the guidelines

The revised Best Practice Guide for Facility Investigation includes the following changes:

- Under “Facility reports under local child welfare responsibility,” updated settings, including removal of juvenile correctional facilities licensed under Minnesota Statutes, section 241.021. These cases are now investigated by the Minnesota Department of Human Services, page 5.
- Updated contact information for the Minnesota Department of Human Services, Licensing, page 6.
- Clarified that reports received about facilities licensed under the Department of Corrections are forwarded to the Minnesota Department of Humans Services Licensing Division, page 6.

- Under “Cross notification to licensing agencies” in screened in facility reports, added the types of situations in which The Minnesota Department of Human Services licensing division must be notified and added contact information, pages 9-10.
- Added website link and phone number for the Minnesota Office of Ombudsman, page 10.
- Added additional procedural information regarding assessing safety during family child care investigations, page 16.
- Listed types of reasons under “No basis for full investigation,” page 17.
- Added “Referral to early intervention services” section, page 18.
- Under “Final determinations – Maltreatment determinations,” added information on preponderance of evidence, fact gathering and decision making, page 19.
- Under “Maltreatment determinations with no known offender,” added information on how this is entered in the Social Service Information System (SSIS), page 20.
- Under “Serious and recurring determinations,” provided new guidance, page 20-23.
- Under “Providing final summary disposition to reporters,” updated summary information for voluntary reporters, page 23.
- Under “Rapid Consultation system,” added email as an alternative contact, page 27.
- In Appendix B, moved “Juvenile correctional facilities licensed under Minnesota Statutes, section 241.021” to the department’s Licensing column, page 30.
- Appendix D, “Facility Investigation flowchart,” updated information, page 33-34.
- Added Appendix F – “Severity of Maltreatment definitions,” page 39.
- Added Appendix G – “Notices,” to clarify who gets notifications, types, and when notifications are sent, pages 40-43.
- Added Appendix H – “Template example,” for memorandums, page 44.
- Updated Appendix I – “County/AICWI tribal attorney consultation on Facility Investigation,” page 45.

Americans with Disabilities Act (ADA) Advisory

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