


Category:

	Policy Title:	Child Protector App Policy			
	Policy Number:	Admin Policy 010	Version:	1	Effective Date:

Approved By: Operations Team

Date: 09/09/2019

Overview

Description: The Child Protector App Policy seeks to provide guidance and recommendations around the decision-making process for cases of suspected child abuse and neglect. Mecklenburg County Department of Social Services -Youth and Family Services (DSS-YFS) staff are expected to utilize this tool for all cases to assess whether additional action steps are needed. This tool may also be utilized as a guide when completing safety assessments. Assessing Child Protective Services cases and using tools to assist with assessing these cases is outlined in statute 7B-302 (a) (e).

Purpose/Rationale: Mecklenburg County DSS-YFS believes that services should be high quality, timely, efficient, and effective. Decision-making tools and guidelines help support rigorous evaluation of safety, risk, and well-being, as well as provide greater consistency and confidence in child welfare casework processes. The purpose of the Child Protector App Policy is to enhance Child Welfare Specialists' practice and assessment involving cases of suspected child abuse and neglect, thus taking a more comprehensive approach to ensuring the safety, permanence, and well-being of the children of Mecklenburg County.

Applicability: Frontline, supervisory and managerial staff from all CPS service areas; Director and Deputy Director(s)


Definition(s): Child Protector App- A free smartphone app that can be used to assist investigative (Child Protective Services and Law Enforcement) personnel and medical providers in decision making in cases of suspected child abuse and neglect.

Failure to Comply: N/A

Policy

DSS-YFS Child Welfare Specialists should utilize the Child Protector App as a navigation tool to assist with decision making and safety assessments for cases of suspected child abuse and neglect. The Child Protector App must serve as an additional assessment resource but is not a replacement for medical evaluations or medical expertise. This tool does not provide medical diagnoses. The recommendations from the Child Protector App will be shared with the YFS nursing team and the social work supervisor.

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Procedure(s) that apply:

- Child Welfare Specialists must download the Child Protector App on their county-provided cell phones, using the App Store (iPhone) and Google Play store (Android).
- The Child Protector App must be consulted for all cases of suspected child abuse and neglect. This should be updated to reflect use on cases of suspected child abuse, medical neglect, failure to thrive, developmental concerns and medical cases. The app can be consulted on all other cases. Use of the Child Protector App and the subsequent recommendations will be included in the documentation tool and the staffing notes.
- Child Welfare Specialists must staff all findings and recommendations from the Child Protector App with their assigned supervisor before making a case decision or before completing a safety assessment with the recommendations from the app.
- Child Welfare Specialists must consult with the YFS Nursing Supervisor as a resource on all case decisions incorporating the Child Protector App recommendations.
- Communication with medical personnel must still occur. Use of the Child Protector App does not override that communication.

Form(s) that apply:

Reference(s):

Child Protector App Handouts (provided by Levine Children's Hospital for the June 5, 2019 presentation)

Contact(s):

Pre-Custody Senior Social Services Managers
Deputy Director of Pre-Custody Services
Policy & Practice Model Supervisor

Policy History:

Developed 7/10/19