

# MANAGEMENT DIRECTIVE

## CHILD WELFARE INFORMATION SECURITY

Management Directive # 08-07

Date Issued: 11/17/08

- New Policy Release
- Revision of Existing Management Directive

**Revision Made:**

Cancels: None

### DEPARTMENTAL VALUES

The Department of Children and Family Services (DCFS) continues to focus on the three priority outcomes; improved safety for children, improved timelines to permanency and reduced reliance on out-of-home care.

### APPLICABLE TO

This directive applies to all Department staff (County employees, contractors, sub-contractors, volunteers and other governmental and private agency staff) who use Child Welfare Information (CWI), and information obtained from accessing the California Department of Social Services (CDSS) Child Welfare Services/Case Management System (CWS/CMS) and all DCFS applications containing Child Welfare information.

### POLICY

DCFS) is responsible for securing Child Welfare information. DCFS takes this responsibility seriously. **Child Welfare information is confidential.** Child Welfare information includes DCFS plans, processes, procedures, memoranda, correspondence, research documents, and statistical analysis concerning DCFS Child Welfare Programs.

**All current DCFS policies regarding confidentiality of Child Welfare case records and information shall be followed.**

Confidential information in any form (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc.) is not public and requires special precautions to protect it from wrongful access, use, disclosure, modification, and destruction.

Wrongful access, inspection, use or disclosure of confidential child welfare information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws. Wrongful access, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in disciplinary and/or civil action including but not limited to: reprimand, suspension without pay, salary reduction, demotion, or dismissal and /or fines and penalties resulting from criminal prosecution or civil lawsuits and/or termination of contract.

- A. Protect Child Welfare information in any form, (e.g. paper, CDs, DVDs, computer drives, portable computing devices, etc.) by:
  - B. Accessing Child Welfare information only as needed to perform Child Welfare business duties.
  - C. Never accessing information for curiosity or personal reasons.
  - D. Never showing confidential information to or discussion of confidential information with anyone who does not have the need to know.
  - E. Storing confidential information only in approved locations.
  - F. Never removing sensitive or confidential information from the work site without authorization.
  - G. Operating any computer providing access to Child Welfare information constitutes consent to monitoring of all system activity. Evidence of unauthorized use collected during monitoring may be used for adverse or criminal action. Logging on to any system providing access to Child Welfare information indicates acceptance of Los Angeles County and DCFS Information Security policies.
  - H. Do not disclose password(s) that provide access to Child Welfare systems to any other person.
  - I. Protect Child Welfare information against unauthorized access, at all times, in all forms.
  - J. Store Child Welfare information, in any form, in a place physically secure from access by unauthorized persons.
  - K. Ensure computer monitors, printers, hard copy printouts or any other forms of Child Welfare records are placed so that they may not be viewed by the public or other unauthorized persons.
  - L. Ensure computers will not be left unattended while in active logon access session to Child Welfare information unless secured by functioning locking device which prevents entry, viewing or receipt of information or secured in a locked room which is not accessible to unauthorized personnel.

M. Sign the NA 981 A, Child Welfare Information Confidentiality Statement, annually at the time of annual Personnel Evaluation review.

## STATUES/REGULATIONS

California Welfare and Institution Code Sections 827 and 10850

## LINKS

**DCFS Policy** <http://lacdcfs.org/Policy/Hndbook%20CWS/default.htm>

**Board of Supervisor Policy Manual** <http://countypolicy.co.la.ca.us>

## RELATED POLICIES

**Board of Supervisor Policy 3.040**, General Records Retention and Protection of Records Containing Personal and Confidential Information

**Board of Supervisor Policy 6.101**, Use of County Information Technology Resources

**Board of Supervisor Policy 6.109**, Security Incident Reporting

**Board of Supervisor Policy 6.110**, Protection of Information on Portable Computing Devices

**Management Directive 08-01**, Use of Department Information Technology Resources

**Management Directive 08-03**, Use of Department Portable Computing Devices

**Management Directive 08-04**, Information Technology Security Incident Reporting

**Procedural Guide 0500-501.30**, Disclosures of Health and Mental Health Information To and From County Departments Providing Services to a Child/Youth

**Procedural Guide: 0500-507.10**, Confidentiality Protocols for Telecommuting, Users of Portable Computing Devices and Mobile Workers.

## FORM(S) REQUIRED/LOCATION

**LA Kids:** **NA 981-A**, Child Welfare Information Confidentiality Statement

Original – Official Personnel Folder

Copy – Office Personnel Folder



## CHILD WELFARE INFORMATION CONFIDENTIALITY STATEMENT

The Department of Children and Family Services (DCFS) is responsible for securing Child Welfare information. CDSS takes this responsibility seriously. The information below describes serious consequences you are subject to in the event that you unlawfully access or disclose Child Welfare information. **Child Welfare information is confidential.** Child Welfare information includes DCFS plans, processes, procedures, memoranda, correspondence, research documents, and statistical analysis concerning DCFS Child Welfare Programs. Confidential information in any form (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc.) is not public and requires special precautions to protect it from wrongful access, use, disclosure, modification, and destruction. DCFS strictly enforces information security. If you violate Los Angeles County and/or DCFS confidentiality policies, you may be subject to administrative, civil, and or criminal action.

You may only access confidential information if you have a specific Child Welfare business need for that information. You may only disclose confidential information to other individuals that have a specific Child Welfare business need for that information. If you access confidential information without a Child Welfare business need or if you disclose confidential information to another person that does not have a Child Welfare business need, you may be subject to discipline by the department, termination of your or your employer's contract, criminal fines, or imprisonment.

By your signature and initials below, you acknowledge that confidential Child Welfare information is subject to strict confidentiality requirements imposed by state and federal law including, but not limited to: California Welfare and Institution Code, Sections 827 and 10850.

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### **READ AND INITIAL EACH OF THE STATEMENTS PRINTED BELOW**

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- I acknowledge that operating any computer providing access to Child Welfare information constitutes consent to monitoring of all system activity. Evidence of unauthorized use collected during monitoring may be used for adverse or criminal action. Logging on to any system providing access to Child Welfare information indicates acceptance of this directive and all Department policies regarding confidentiality.
- I acknowledge responsibility for knowing that Child Welfare information is confidential.
- I acknowledge that wrongful access, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in disciplinary and/or civil action taken against me – including but not limited to: reprimand, suspension without pay, salary reduction, demotion, or dismissal – and/or fines and penalties resulting from criminal prosecution or civil lawsuits and/or termination of contract.
- I acknowledge that wrongful access, inspection, use, or disclosure of confidential information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws.
- I hereby agree to protect Child Welfare information in any form, (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc) by:
- Accessing Child Support information only as needed to perform my Child Welfare business duties.
  - Never accessing information for curiosity or personal reasons.
  - Never showing confidential information to or discussion of confidential information with anyone who does not have the need to know.
  - Storing confidential information only in approved locations.
  - Never removing sensitive or confidential information from the work site without authorization.
- I agree that I will not disclose my password(s) that provide me access to Child Welfare systems to any other person.
- I agree that I will not duplicate or download confidential Child Welfare information unless I am authorized to do so.

**I certify that I have read and initialed the confidentiality statements printed above**

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PRINT FULL NAME

SIGNATURE

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EMPLOYEE NUMBER

DATE