

MAR 09 2018

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# SENATE CONCURRENT RESOLUTION

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REQUESTING THE AUDITOR TO CONDUCT A COMPREHENSIVE PERFORMANCE  
AND MANAGEMENT AUDIT OF THE CHILD WELFARE SERVICES BRANCH  
OF THE DEPARTMENT OF HUMAN SERVICES.

1 WHEREAS, the purpose of the Child Welfare Services Branch  
2 (CWSB) of the Department of Human Services is to:

3  
4 (1) Ensure the safety, stability, and well-being of  
5 children in the State; and  
6

7 (2) Respond to allegations of child abuse and neglect  
8 while providing supportive services to children and  
9 their families; and  
10

11 WHEREAS, the public and news media have raised many  
12 questions about the agency's operations, including policies,  
13 procedures, and management; and  
14

15 WHEREAS, a recent review conducted by the United States  
16 Administration for Children and Families concluded that CWSB  
17 made no improvements from the previous evaluation conducted in  
18 2009; and  
19

20 WHEREAS, CWSB was not in "substantial conformity" with any  
21 of the seven outcome categories of the evaluation, including the  
22 outcome that "[c]hildren are first and foremost protected from  
23 abuse and neglect"; and  
24

25 WHEREAS, CWSB only met five of the seven systematic factor  
26 categories, an identical result to the 2009 evaluation; and  
27

28 WHEREAS, attracting and retaining qualified employees has  
29 been a significant, long-standing concern for CWSB; and  
30



1 WHEREAS, at the end of 2017, about a quarter of the  
2 agency's one hundred eighty positions for social workers and  
3 human-service professionals were vacant; and

4  
5 WHEREAS, other concerns include insufficient quality and  
6 frequency of caseworker visits, children remaining in foster  
7 care beyond fifteen months with no viable goal, and maltreatment  
8 allegations in pending cases not formally being investigated;  
9 and

10  
11 WHEREAS, CWSB is still recovering from the State's fiscal  
12 crises in 2009 and 2010, when the Department of Human Services  
13 cut dozens of positions, implemented budget cuts, and eliminated  
14 or reduced certain services, including services that assist  
15 families; and

16  
17 WHEREAS, this body recognizes child abuse and neglect as  
18 serious problems and that there is an urgent need to determine  
19 whether CWSB has the personnel and resources necessary to  
20 effectively investigate allegations of abuse and neglect, and  
21 otherwise perform the agency's duties; now, therefore,

22  
23 BE IT RESOLVED by the Senate of the Twenty-ninth  
24 Legislature of the State of Hawaii, Regular Session of 2018, the  
25 House of Representatives concurring, that the Auditor is  
26 requested to conduct a comprehensive performance and management  
27 audit of the Child Welfare Services Branch of the Department of  
28 Human Services; and

29  
30 BE IT FURTHER RESOLVED that the Auditor is requested to  
31 examine, as part of the audit, the effectiveness of and  
32 compliance with the CWSB's policies and procedures, including:

- 33  
34 (1) Investigating and substantiating reports of child  
35 abuse and neglect;  
36  
37 (2) Providing services for substantiated cases of child  
38 abuse and neglect, including risk assessment methods  
39 to assess whether the child is in danger of abuse or  
40 neglect;  
41



## S.C.R. NO. 112

- (3) Establishing, maintaining, and enforcing policies that safeguard the rights of the child and their non-abuser family members;
- (4) Sharing information and coordinating investigative duties with county police departments;
- (5) Sharing information and coordinating duties with the Department of the Attorney General Family Law Division's policies and procedures;
- (6) Inputting and maintaining the records in the Child Abuse and Neglect Registry database; and
- (7) Providing effective oversight and supervision of all child welfare offices in the State; and

BE IT FURTHER RESOLVED that the Auditor examine and provide recommendations for additional personnel and other resources needed for the CWSB to effectively investigate allegations of abuse, and neglect, and otherwise perform the agency's duties; and

BE IT FURTHER RESOLVED that the Auditor is requested to submit a report of the Auditor's findings and recommendations, including any proposed legislation, to the Legislature no later than twenty days prior to the convening of the Regular Session of 2019; and

BE IT FURTHER RESOLVED that certified copies of this Concurrent Resolution be transmitted to the Auditor, Director of Human Services, and Administrator of the Child Welfare Services Branch of the Department of Human Services.

OFFERED BY:

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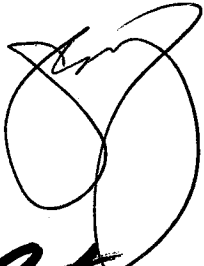
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S.C.R. NO. 112

  
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