

MAR 11 2022

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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, due to recent tragic events, the public and news  
12 media have raised many questions about the CWSB's operations,  
13 including policies, procedures, and management; and

14  
15 WHEREAS, a 2017 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 determined to not be in "substantial  
21 conformity" with any of the seven outcome categories of the  
22 evaluation, including the outcome that "[c]hildren are first and  
23 foremost protected from abuse and neglect"; and

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

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

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31 WHEREAS, other concerns include insufficient quality and  
32 frequency of caseworker visits, children remaining in foster



1 care beyond fifteen months with no viable goal, and maltreatment  
2 allegations in pending cases not formally being investigated;  
3 and  
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5 WHEREAS, this body recognizes child abuse and neglect as  
6 serious problems and that there is an urgent need to determine  
7 whether CWSB has the personnel and resources necessary to  
8 effectively investigate allegations of abuse and neglect, and  
9 otherwise perform CWSB's duties; now, therefore,  
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11 BE IT RESOLVED by the Senate of the Thirty-first  
12 Legislature of the State of Hawaii, Regular Session of 2022, the  
13 House of Representatives concurring, that the Auditor is  
14 requested to conduct a comprehensive performance and management  
15 audit of the CWSB; and  
16

17 BE IT FURTHER RESOLVED that the Auditor is requested to  
18 examine, as part of the audit, the effectiveness of and  
19 compliance with the CWSB's policies and procedures, including:  
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- 21 (1) Investigating and substantiating reports of child  
22 abuse and neglect;  
23
- 24 (2) Providing services for substantiated cases of child  
25 abuse and neglect, including risk assessment methods  
26 to assess whether the child is in danger of abuse or  
27 neglect;  
28
- 29 (3) Establishing, maintaining, and enforcing policies that  
30 safeguard the rights of the child and their non-abuser  
31 family members;  
32
- 33 (4) Sharing information and coordinating investigative  
34 duties with county police departments;  
35
- 36 (5) Sharing information and coordinating duties with the  
37 Department of the Attorney General Family Law  
38 Division's policies and procedures;  
39
- 40 (6) Inputting and maintaining the records in the Child  
41 Abuse and Neglect Registry database; and  
42



(7) Providing effective oversight and supervision of all child welfare offices in the State; and

BE IT FURTHER RESOLVED that the Auditor is requested to 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 CWSB'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 forty days prior to the convening of the Regular Session of 2023; and

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

OFFERED BY: Karl Rhoads

