

Case Conflict of Interest and Reporting Policy

Revision Date: January 2005

Replacing: N/A

Policy:

Employees are required to complete a case conflict of interest reporting form. A conflict case is any case in which any of the following are true in any county or region in the State of California:

- Employee is a **Custodial Parent (CP), Non-Custodial Parent (NCP) or Child (CH);**
- Employee's spouse or other family member is a **Custodial Parent (CP), or Non-Custodial Parent (NCP);**
- Employee's relationship with a person who is a **Custodial Parent (CP), Non-Custodial Parent (NCP), Child (CH)**, is such that a person aware of all the facts might reasonably entertain a doubt that you would be able to act with integrity, impartiality, and competence;
- Employee's relationship is close enough with a person who is associated with a case (**current spouse, relative, boyfriend/girlfriend/close friend of a participant**), such that a person aware of all the facts might reasonably entertain a doubt that you would be able to act with integrity, impartiality, and competence;
- **If the employee is uncertain whether or not a case is a conflict case, the employee is to ask their Supervisor.**

If employee has a conflict of interest case:

1. **EMPLOYEE CANNOT OPEN THE CASE.** Employee **must** go through regular channels to open a case.
 - a) Obtain an application from Reception to open a case.
 - b) Call **(866) 901-3212** to request a packet be mailed to employee.
 - c) Use the Web site www.childsup.cahwnet.gov to obtain more information.
2. Employee **must not work** on the case, **look at it** on the computer system, or have **any** contact with the case.
3. Employee **must** go through regular channels on employee's own time (i.e.: break, lunch hour, vacation) to discuss the case in question.
4. Employee **must not obtain or divulge** any information from or work on any conflict case.

Note: Should the employee become aware of a conflict case in the future, the employee will fill out a "Case Conflict of Interest Reporting Form," for each case, and return the

form(s) to the employee's supervisor who will then forward to the Security Team.

Employee is to complete the form(s) to the best of employee's knowledge and understand that a violation of the agency's Confidentiality Policy and Procedures may result in disciplinary action up to and including termination from employment.

**This policy requires completion and signatures of ALL Employees – Please see employee's manager if employee has not done so within the prior 12 months or employee becomes aware of new information.

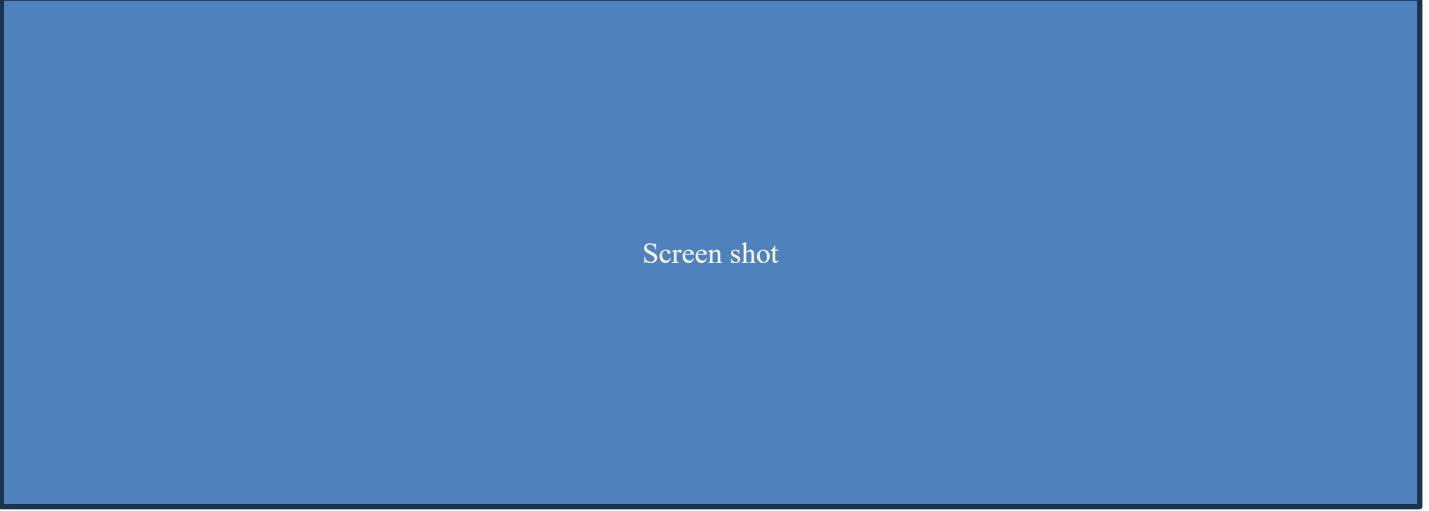
Sent: Wednesday, October 12, 2016 1:04 PM
To: All Staff
Subject: Reporting a Case Conflict of Interest and/or Violation

Importance: High

Good afternoon,

This email is to serve as a reminder regarding the agency's Case Conflict of Interest and Reporting Policy. This agency has a responsibility to safeguard all case information. There are Federal and State requirements that must be followed to ensure case and participant information is not compromised and that information is accessed based on a business need to do so. If you have a case conflict of interest, you are to complete the Case Conflict of Interest Reporting Form and turn it into your supervisor. Details and instructions, including the form, are outlined in the Case Conflict of Interest Reporting Policy located on the intranet: [\[Link to policy\]](#)

You are expected to adhere to this policy, which includes following the protocol for reporting a case conflict violation. The system tracks worker activity within a case, whether or not a case activity note is entered. Additionally, the system tracks attempted access to cases that you have been conflicted out of. If you try to access a conflict case, you will see the following page in the system:



Screen shot

If there is an attempt to access a case you have been locked out of, you must report it immediately to your supervisor. If your supervisor is not available, you must report it to your manager. If they are not available, you must report it to someone of authority, such as another supervisor or manager. You must send an email informing them of the violation. If you have the information, include the case number and/or participant ID, and the situation or reason you were trying to access the case. If your reason for attempting to access the case is due to working a document or piece of mail, you must give the supervisor and/or manager the document or mail at the time you report the incident to them. If the attempted access is due to working a phone call, interview, task, or some other type of case work, you must provide the supervisor and/or manager with this information as the work will need to be reassigned.

Remember, if at any time you become aware of a conflict with a case or participant, you are to complete a conflict form, and not just at the time we update our annual forms. This form is to be submitted even if you do not know the case number.

If you have a conflict of interest case, do not attempt to access the case to work or look at. You are not to ask another employee to look at or work the case. Do not risk your job or your friend's job over a conflict case.

A violation of the Confidentiality Policy and Procedures may result in disciplinary action up to and including termination from employment.

If you have any questions about this policy, please talk to your supervisor. Thank you.