

Documenting Confidential Information

Policy/Approach:

Some confidential information is not recorded in a child and family's regular file in order to comply with state regulations and interagency agreements, such as child abuse reporting, and to protect individuals, such as when there are concerns of domestic violence. Access to the information is limited to certain staff members, law enforcement or through a subpoena or court order.

Oregon Revised Statutes:

419 B.035 Confidentiality of Records

Procedures:

What qualifies as a confidential document?

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There may be times when you will want to have a record of confidential information, such as concerns that may not rise to the level of a child welfare report, information that supports a report that has already been made, or documentation of domestic violence concerns that may or may not be related to a child abuse/ neglect report.

If you are unsure of if a report should or should not be made, please reach out to your Site Manager or a Family Services staff person. Please refer to the Child Welfare Reporting Form and Child Abuse Reporting policies and procedures for more information.

Completing the Form

- Use the online "[Child Welfare & Documenting Confidential Information Form](#)" located on our agency website
- Complete the online form with full details: list the names of those involved, time, observations, using specific quotes or actions before making the call. May also include prior concerns/observations that contribute to suspicion.

- Consult with the Site Manager, Family Services Department staff, or Family Advocate if support is needed.

A purple dot will be put on the child's Shine profile picture. This will indicate to staff that either a **Child Welfare Report** has been made, or **Confidential Information** has been collected. This information can be requested by sending an email to Family Services with the child's name.

Family Services will manage, data enter and keep on file all electronic Child Welfare reports/Confidential Information for a minimum of 5 years.

Requesting to View Confidential Documents

A. Staff requests to view:

The Site manager/directors or other necessary staff may request by email to the Family Services staff to view a copy of the digital report.

B. Parent Requests:

What happens when a parent requests a file review?

[See Child and Family File Parent Request for Copy of Student's Education Records](#)

- Head Start has 45 days to prepare a file for parent review.
- Please note that if a Family and Child file is subpoenaed the Confidential Information Form may be included.
- Data and Compliance Manager will request a copy of any CW documentation from Family Services staff.