

## **Risk Management in Child Welfare Services**

**1. C&YS employees must increase their knowledge of liability law and develop an understanding of malpractice and negligence and what steps need to be taken for prevention**

- *Understanding the major risks*
- *Understanding malpractice insurance*
- *Knowing how to respond to complaints*

**2. Agencies must enhance quality assurance and risk management systems to reduce the occurrence of malpractice**

- *Reviewing consent procedures and forms*
- *Strengthening confidentiality*
- *Improving recording guidelines*
- *Assessing the potential for violence*

**3. Agencies must address the problem of impairment among C&YS colleagues since many lawsuits stem from incompetent or unethical practice**

- *Strengthening supervisory practice*
- *Improved training and education*