

Chapter 11

VERIFICATION OF CHILD WELFARE PROFESSIONALS

11-1. Purpose. This chapter describes the process for verification of Child Welfare Professionals' identity and provides direction on what information can be released.

11-2. Scope. This chapter applies to all requests from the public for verification of a Child Welfare Professional's identity.

11-3. Procedure. When a caller contacts the Hotline to request verification of a Child Welfare Professional's identity the counselor must complete the following actions:

- a. Obtain the first and last name given to be verified.
- b. Conduct a worker search in FSFN.
- c. Based on search results, inform the caller that the individual's name is or is not showing as an active child welfare professional.
- d. If the caller has any additional questions or concerns, refer the caller to the local investigative or case management office.