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| Policy and Procedure<br><br>Milwaukee County<br>Housing Division | Date Issued<br>09/21/2015  | Policy Number<br>HOUSING 108            | Page 1 |
|  | Date Revised<br>10/18/2016 | Subject:<br>Critical Incident Reporting |        |

**1. POLICY:**

It is the policy of the Housing Division that all “critical incidents” must be reported and documented to Housing Division with **24 hours of becoming aware of the critical incident** to confirm that necessary actions are taken in an attempt to ensure the health, safety and welfare of Housing Division consumers.

**2. PROCEDURE**

**A. "Critical Incidents"** are defined as events or situations that jeopardize the health or safety of consumers and/or the staff employed by or associated with the Housing Division and the provider recipients of the current year's Purchase of Service Contract, Fee for Service Agreement or Professional Services Contract. These situations include, but are not limited to, the following (Attachment 1):

1. Abuse/Neglect
2. Violence
  - i. Threat of Harm/Physical Assault to Others
  - ii. Actual Physical Assault
  - iii. Serious Criminal Offense
  - iv. Weapons
  - v. Seriously Escalating Behaviors
  - vi. Firesetting
3. Medical
  - i. Physical Injury
  - ii. Medical Emergency
  - iii. Death
4. Sexual
  - i. Sexual Assault/Sexual Misconduct
  - ii. Commercial Sexual Exploitation/Trafficking
  - iii. Pregnancy
  - iv. Adverse Exposure to Media
5. Safety
  - i. Threat to Self-Harm/Threat to Commit Suicide
  - ii. Actual Self-Harm
  - iii. Incident Involving Law Enforcement
6. Wellness Checks
  - i. No contact within 72 consecutive hours
  - ii. In imminent danger

**B. Reporting Procedure for Providers**

1. Critical incidents must be reported and documented to the Housing Division **within 24 hours** of becoming aware of the critical incident.
  - i. Critical incidents are to documented on the Provider Critical Incident Report (Attachment 2) and emailed or faxed to the Special Needs Housing Manager
2. Immediately inform Housing Division staff, via phone, of any dangerous and potentially volatile situations.
  - i. A threat to harm others may be required to be reported to Law Enforcement depending on who was threatened and/or the situation (i.e., threat to public official, threat to public safety)
  - ii. After hours (after 4:30pm Monday through Friday), weekends and holidays,

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|--|----------------------------|---|--------|
| Policy and Procedure<br><br>Milwaukee County<br>Housing Division | Date Issued<br>09/21/2015  | Policy Number<br>HOUSING 108            | Page 2 |
|  | Date Revised<br>10/18/2016 | Subject:<br>Critical Incident Reporting |        |

- notification should be made to the Special Needs Housing Manager at 414-335-6367
3. Wellness Checks should **only** be conducted by Property Management and/or the police. Provider should contact Property Manager and/or the police if there has been no contact within 72 hours or there is a belief of imminent danger.
  4. May access any available Housing Division staff member to seek support or consultation on critical situations as needed.
  5. This policy does not exempt the provider from following all reporting requirements of their own agency related to critical incidents.

**C. Housing Division Administrative Processing**

1. The Housing Division will review the Critical Incident Report (Attachment 2) within 1 business day of receipt and notify the provider of the Housing Division's review and any further required action needed.

Reviewed & Approved by:   
**Stacey L. Bielski, Manager**  
**Special Needs Housing Division**