

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division Policy & Procedure	Date Issued: 2/01/2014	Reviewed: 7/16/2013 By: MG Last Revision:	Section: ADMINISTRATION	Policy No: 010	Pages: 1 of 1
	<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Children's Court Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies	Effective Date: 03/01/2014	Subject: Critical Incident Reporting		

I. POLICY

It is the policy of Delinquency and Court Services Division (DCSD) that all Critical Incidents must be reported within 24 hours to DCSD to ensure that all necessary actions are taken to ensure the health, safety and welfare of all DCSD youth and families.

II. DEFINITION

A. "Critical Incidents" are defined as any events or situations that jeopardize the health or safety of youth and family members involved with DCSD or of staff employed by or associated with DCSD. These situations include, but are not limited to, the following:

1. Death;
2. Physical injury resulting in the youth being taken to the hospital;
3. Fire Setting;
4. Youth attempts suicide or is actively suicidal;
5. Any event that could result in media exposure;
6. Physical or sexual assault on or by youth or employee (includes attempted or alleged);
7. Other - An incident of a critical nature that may not be identified above (i.e., death threat made to any youth or employee, etc.).

III. PROCEDURE

1. Critical Incidents must be reported to DCSD within 24 hours and documented on the CRITICAL INCIDENT REPORT under the Client Forms Tab in Synthesis.
2. Provider Agencies must immediately report Critical Incidents to the parent/guardian, DCSD Human Services Worker or Supervisor and DCSD Management.
3. The Human Service Worker must talk with their Supervisor to address any immediate health or safety needs.
4. The Human Service Worker should immediately inform by phone their Supervisor and DCSD Management of any dangerous or potentially volatile situations.
5. The Human Service Worker may immediately access any available DCSD Management staff to seek support or consultation on any Critical Incident situation as needed.

DCSD QA Department will review the Critical Incident Report and notify the Human Services Worker's Supervisor in Synthesis within 24 hours of any action taken or action needed to be taken, which will be indicated on the bottom portion of the CRITICAL INCIDENT REPORT form.

Reviewed & Approved By: B. Thomas Wanta
B. Thomas Wanta, Division Administrator