

<p>Milwaukee County Department of Health and Human Services Division of Youth and Family Services</p> <p><b>POLICY &amp; PROCEDURE</b></p>	<p>Original Date Issued: <b>02/01/2014</b></p> <hr/> <p>Last Revision Date: <b>06/21/2017</b></p>	<p>Current Review Date: <b>12/22/2017</b></p> <p>Current Review By: <b>DP</b></p>	<p>Section: <b>ADMINISTRATION</b></p>	<p>Policy No: <b>010</b></p>	<p>Pages: <b>Page 1 of 3</b></p>
<p><input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS)</p> <p><input checked="" type="checkbox"/> Detention Center</p> <p><input checked="" type="checkbox"/> DYFS Services Network</p> <p><input checked="" type="checkbox"/> Purchase of Service Agencies</p>	<p>Current Effective Date: <b>01/01/2018</b></p>	<p>Subject:</p> <p style="text-align: center;"><b>Critical and Serious Incident Reporting Policy</b></p>			

## I. Policy

It is the policy of Division of Youth and Family Services (DYFS) that all Critical and Serious Incidents must be reported within the specified time frames of the incident to DYFS and meet all criteria to ensure that all necessary actions are taken to ensure the health, safety and welfare of all DYFS youth, families and staff. Furthermore, this reporting process will assist with improvements to the quality of the services we provide youth and families, protect and enhance staff capacity and inform the reporting and tracking capabilities of the department.

## II. Definitions

- A. Critical and Serious Incidents are defined as any event(s) or situation(s) that jeopardizes the health or safety of youth and family members involved with DYFS, or of staff employed by or associated with DYFS.
- B. The term “Critical Incident” is used by DYFS for Human Service Worker (HSW) or Youth Correctional Officer (JCO) staff to describe the above mentioned events and/or situations.
- C. The term “Serious Incident” is used by DYFS contracted agencies/agency staff to describe the above mentioned events and/or situations.
- D. Critical Incident Reports are completed by DYFS Human Service Worker (HSW) staff.
- E. Serious Incident Reports are completed by DYFS contracted agencies/staff using the agencies format/document.
- F. Incident Reports (or Use of Force Reports) are completed by DYFS Youth Correctional Officer (JCO) and/or JCO Supervisor staff.
- G. Examples of Serious and Critical Incidents that require reporting may include, but are not limited to, the following:
  1. Any event that could result in media exposure;
  2. Any event that requires contacting child protective services (414-220-SAFE), i.e. HSW receiving first-hand any reports of child sex trafficking in addition to physical, verbal, emotional, or sexual assault on or by youth or employee (*includes attempted or alleged*);
  3. Any unethical conduct perpetrated by DYFS or contracted staff involving youth;
  4. Homicidal ideations or threats made by youth/family member or anyone involved with the case, e.g. death threats, bomb threats, etc.
  5. Death of youth, parent/guardian, sibling residing with the youth or team member;
  6. Fire Setting;
  7. Injuries to HSW, JCO or other internal DYFS or contracted staff resulting from youth interaction;
  8. Parent/Guardian/Youth Complaint and or Grievance
  9. Physical injury resulting in the youth being taken to the hospital;
  10. Youth attempts suicide, has suicidal ideations or is actively suicidal;

11. Any incident of a critical nature that may not be identified above.

### III. Procedure

#### A. Critical and Serious Incident Reporting Criteria

1. **HSWs** must report all critical incidents to their supervisor within 24 business hours of notification of the event to address any immediate health and/or safety needs of the youth/family via phone, email or in person.
2. **JCOs** must report all critical incidents by the end of the shift of which the incident occurred.
3. The **HSW and/or JCO** must immediately inform by phone or in person their Supervisor and DYFS Management of any dangerous or potentially volatile situations and can immediately access any available DYFS Management staff to seek support or consultation on any Critical Incident situation, as needed.
4. A **Critical Incident Report** must be completed in Synthesis within 48 business hours of the initial notification to the HSW.
5. An **Incident or Use of Force Report** must be completed in the Operating System (OS) before the end of the Detention shift.
6. All **contracted DYFS providers** must report all serious incidents to the parent/guardian and DYFS, including the HSW and corresponding Program Coordinator within 24 hours of the incident via a Serious Incident Report.
7. A **Serious Incident Report** must be completed in the manner designated by the respective program/agency.

#### B. Critical and Serious Incidents Resulting in Formal Complaints – Quality Assurance

There are circumstances in which negligence and/or inappropriate behavior have been demonstrated by a provider, agency and/or employee in the incident that is being reported. In this case, a formal complaint with the DYFS Quality Assurance Department is required to be completed by the person that witnessed and/or has been impacted by the event, e.g. the HSW, JCO, contracted provider staff, outside entity, etc.

In the event that a formal complaint with Quality Assurance (QA) is required, additional information may be necessary and requested. When information is requested, it must be submitted timely and in accordance with time frames designated by the QA investigator. To determine whether QA must be consulted, seek supervisory and/or management guidance to assess whether there has been negligence and/or inappropriate behavior.

The following are instances where QA should be notified via a formal complaint:

1. There has been a serious injury to a youth,
2. A criminal act has occurred by any staff employed, contracted or associated with DYFS,
3. A serious policy and/or rule violation has occurred,
4. Any unethical behavior of any staff employed, contracted or associated with DYFS that has directly impacted the youth and/or family,
5. 220-SAFE has been contacted due to suspected child physical, verbal, emotional, or sexual assault by an employee, either contracted or direct staff person (includes attempted or alleged),
6. A parent has made a complaint that cannot or has not been resolved with the assigned staff,
7. Any incident of a critical nature that may not be identified above (i.e., death threat made to any youth or employee, etc.);

#### C. Wraparound Milwaukee Involvement

There are circumstances when Wraparound Milwaukee (WM) providers, agencies or contractors are involved in the allegation, complaint or incident being reported. In these instances, WM Quality Assurance must be notified in order to effectively respond to and address the concern.

1. DYFS QA Department will be responsible for reporting any matter that involve WM providers, agencies or contractors to WM Quality Assurance (QA) Department. WM QA will then follow their internal protocol to investigate the concern that has been raised, which includes but is not limited to notifying the assigned Care Coordinator (CC) when applicable.

2. The HSW must also ensure that the WM CC and team remain aware of any issues raised with team members and/or provider, agencies or contractors that have resulted in Critical and/or Serious Incidents that have been reported to DYFS QA.

#### IV. Documentation

- A. Upon receipt of notification that a critical or serious incident has taken place, all Critical Incident Reports are to be entered into Synthesis for HSW staff and Operating System (OS) for JCO staff.

##### Human Service Workers

1. All HSW staff must access Synthesis and go to your youth file. When in your youth file, click “forms” at the top of the page and then click on Critical Incident-CCC. Complete the report as indicated.
2. The HSW Supervisor must review all Critical Incident Reports in Synthesis and depending on the nature of the event, determine if it must be reported to Quality Assurance (QA).
3. The assigned DYFS Manager must then review the report in Synthesis and notify the HSW and HSW Supervisor if any additional action is required, which will also be recorded on the bottom portion of the Critical Incident Report.

##### Juvenile Correctional Officers

1. All JCO/Sup staff must access the Jail Log or Incident or Use of Force Report in the Detention Operating System (OS).
2. Upon completion, the JCO/Sup that completed the report must notify the JCO Supervisor on duty of the reports’ completion for supervisory review and approval.
3. Upon supervisory review of the Jail Log, Incident or Use of Force Report, the JCO Supervisor must approve the report and conduct any follow-up necessary. This includes but is not limited to notifying the DYFS QA Department of any incidents that meet the criteria as established in III.B. of this policy.

##### DYFS Contracted Providers

1. All DYFS Contracted provider staff must complete a formal Serious Incident Report (SIR) using the format designated by the respective program and/or agency.
2. The completed SIR must be submitted to required parties within 24 hours of the incident via email.

- B. Quality Assurance Formal Complaint Form: The QA Complaint Form can be found on the shared “H” drive for internal DYFS Staff or the DYFS website for all parties. To access the form on the website, use the following link:

<http://county.milwaukee.gov/Delinquency&CourtS7764/Continuous-Quality-Improvement-CQI/DYFS-Complaint-Form.htm>

Reviewed & Approved By: \_\_\_\_\_

  
Mark Mertens, Division Administrator