



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1099.1 CASE-RELATED CRITICAL INCIDENT REPORTING

Policy Directive: **21-36**

Effective Date: **June 2021**

Implements Policy: **1099**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines how to report case-related critical incidents.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. CPSWs/JPPOs report any critical incident as outlined in policy to the Supervisor (or designee) immediately and provide the Supervisor (to the best of their ability) with the information necessary to complete a Critical Case Incident Report (Form 1099) as indicated directly below.
- II. The Supervisor (or designee) immediately reports any critical incident (by phone) to the respective Field Administrator and provides the following information (as available):
 - A. The reporting individual's name, phone number, and agency/organization;
 - B. The name and date of birth (DOB) of the individual(s) involved in the event;
 - C. The location, date, and time of the event;
 - D. A description of the event, including what, when, where, and how the event happened;
 - E. Other relevant information, as well as the identification of any other individuals involved;
 - F. Whether law enforcement was involved due to a crime or suspected crime; and
 - G. The identification of any media that had reported the event.
- III. The Supervisor (or designee) completes and forwards the Critical Case Incident Report (Form 1099) to the Field Administrator notified of the incident and the Field Administrator assigned to the involved worksite (if different), as soon as possible, but no later than the next business day.

- IV. The Field Administrator notifies the Bureau Chief of Field Services (or designee) immediately and forwards the completed Critical Case Incident Report (Form 1099) to the Bureau Chief of Field Services upon receipt.
- V. Upon learning that a child involved with DCYF has died, appears close to death, or has sustained a serious injury, the Bureau Chief of Field Services (or designee) immediately makes verbal notification to the DCYF Director, the DCYF Director of Legal Services, and the Office of the Child Advocate (OCA).
 - A. DCYF Director of Legal Services (or designee) informs the Office of the Attorney General.
- VI. The Bureau Chief of Field Services (or designee) forwards the Critical Case Incident Report (Form 1099) to the following:
 - A. The DCYF Director (or designee);
 - B. The DCYF Chief of Operations;
 - C. The CPS and JJS Associate Bureau Chiefs;
 - D. The Bureau Chief (or designee) of Professional and Strategic Development (BPSD);
 - E. The Bureau Chief (or designee) of Evaluation, Analytics, and Reporting (BEAR);
 - F. The Quality Improvement Administrator;
 - G. The Senior Planner;
 - H. DCYF Data Tracking;
 - I. The DCYF Director of Legal Services (or designee);
 - J. General Counsel;
 - K. The DHHS Office of the Commissioner (who will notify the Governor's Office);
 - L. The Clinical Services Specialist (or designee); and
 - M. The Office of the Child Advocate (within 48 hours of the occurrence).
- VII. BEAR staff review the Critical Case Incident Report (Form 1099), determine if the critical incident meets the criteria for a "Sentinel Event," and follow the procedures outlined in SOP 1099.3 Sentinel Event Reporting.
- VIII. Specific critical incidents that do not require a Sentinel Event review may fall under the scope of the Division's Quality Assurance Specific Case Reviews (policy 2850).

IX. Data about all Critical Incidents will be managed by BEAR staff.

Applicable Forms	
Form	Title
1099	Critical Case Incident Report

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date