



New Hampshire Division for Children, Youth and Families Policy Manual

1099 CRITICAL INCIDENT REPORTING-CASE SPECIFIC

Chapter: Staff Responsibilities

Section: Standards and Expectations

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **21-36**

Effective Date: **June 2021**

References Of Note

Federal Authority:

Statutes: [RSA 126-A:4](#), [RSA 169-B](#), [RSA 169-C](#),
and [RSA 169-D](#)

Administrative Rules:

Case Law:

This policy requires the reporting of all critical incidents regarding a family with whom DCYF is involved or if staff are exposed to potentially hazardous substances.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Staff must report any of the following critical incidents involving families who are currently involved with DCYF to the Supervisor (or designee) immediately:
 - A. The death of a child, including circumstances of:
 1. Accident;
 2. Child abuse/neglect;
 3. Homicide/Violence;
 4. Natural causes;
 5. Overdose;
 6. Suicide;
 7. Terminal illness; or
 8. Unknown/Unexplained;
 - B. Serious injury to a child due to child abuse or neglect;
 - C. The abduction of a child;
 - D. A hostage situation involving a child or family involved with DCYF;

- E. Alleged incident(s) of human trafficking involving a child, including circumstances of:
 - 1. Labor trafficking;
 - 2. Sex trafficking; or
 - 3. Child sexual abuse images;
 - F. The death of a parent/guardian (regardless of the circumstances of their death);
 - G. An accident involving a staff member and a child, parent/guardian, or provider;
 - H. An incident of a staff member being injured by a household member when meeting with a family outside traditional work hours (specific to On-Call);
 - I. An incident of a staff member being exposed to a clandestine drug lab or other hazardous substances that could significantly affect their health; or
 - J. Media inquiry regarding any incident outlined above.
- II. Upon becoming aware of a critical incident, the Supervisor (or designee) must:
- A. Verbally report the incident to the Field Administrator (or designee) immediately; and
 - B. Complete the Critical Incident Report (Form 1099) as soon as possible, but no later than the next business day, and submit it to the Field Administrator; or
 - C. Contact the Bureau Chief of Field Services directly for any incident noted directly above when outside of traditional work hours and refer to the On-Call procedures outlined in 1099.2 for more information.
- III. The Field Administrator (or designee) will immediately report the incident to the Bureau Chief of Field Services (or designee), who will ensure all other necessary and appropriate notifications are made.
- IV. Bureau of Evaluation, Analytics, and Reporting (BEAR) staff must review the Critical Incident Report (Form 1099) and determine if the incident meets the criteria for a sentinel event based on NH DHHS Sentinel Event Policy.
- V. BEAR staff must notify all appropriate parties immediately and complete the DHHS Sentinel Event Form and submit it as soon as possible, but no later than 72 hours, for any of the following events regarding a family involved with DCYF through an Assessment or case (CPS or JJS), or who have received DCYF funded services within the preceding 30 calendar days:

- A. Any sudden, unanticipated, or accidental death, not including homicide or suicide, and not related to the natural course of an individual's illness or underlying condition;
 - B. Permanent loss of function, not related to the natural course of an individual's illness or underlying condition, resulting from such causes including, but not limited to:
 - 1. Medication error;
 - 2. Unauthorized departure or abduction from a facility providing care; or
 - 3. A delay or failure to provide requested or medically necessary services due to waitlists, availability, insurance coverage, or resource limits;
 - C. Homicide;
 - D. Suicide;
 - E. Suicide attempt, such as self-injurious behavior with a non-fatal outcome, with explicit or implicit evidence that the person intended to die and medical intervention was needed;
 - F. Rape or any other sexual assault;
 - G. Serious physical injury to or by a client;
 - H. Serious psychological injury that jeopardizes the person's health that is associated with the planning and delivery of care;
 - I. Injuries due to restraint; or
 - J. A high profile event, such as:
 - 1. Media coverage;
 - 2. Police involvement related to a crime or suspected crime; or
 - 3. An issue that may present significant risk to DHHS staff or operations.
- VI. DCYF staff will make themselves available to participate in any Sentential Review held by the Department's OQAI or requested by the Associate Commissioner of Human Services and Behavioral Health. This may include, but is not limited to: field staff, Supervisors, Administrators, the Safety Culture Specialist (or designee), and BEAR staff.
- VII. If a staff member is injured during the course of their employment, refer to policy 1105 Staff Field and Office Safety as well.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
1099.1	Case-Related Critical Incident Reporting	CPS and JJS
1099.2	On-Call Procedures	CPS and JJS
1099.3	Sentinel Event Reporting	BEAR

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