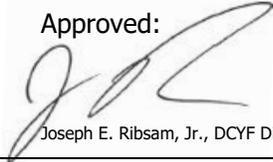


1099 CRITICAL INCIDENT REPORTING (CASE & STAFF SPECIFIC)	
Chapter: Staff Responsibilities	Section: Standards and Expectations
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 18-16 Effective Date: March 2018 Scheduled Review Date:
Related Statute(s): RSA 126-A:4 , RSA 169-B , RSA 169-C , and RSA 169-D Related Admin Rule(s): Related Federal Regulation(s):	Approved:  Joseph E. Ribsam, Jr., DCYF Director Related Form(s): FORM 1099 Bridges' Screen(s) and Attachment(s):

The Division for Children, Youth and Families believes safety is paramount in all activities. The culture of safety extends beyond those children, youth, and families that we serve to include victims, communities, and employees. Through an organized and informed practice, the Division strives to track all incidents that put the safety of children, youth, families, and staff at risk, or in which there has been harm to be able to advocate for a continuous quality improvement approach to improving outcomes and safety for all.

Purpose

This policy establishes the procedures for reporting all incidents where the safety of a staff or individual involved with the Division is adversely impacted or at risk. This policy is intended for use by all Bureaus within the Division. SYSC staff will follow facility specific policies.

Definitions

"Child" or **"Youth"** for the purpose of this policy means any individual engaged with the Division pursuant to RSA 169-B, RSA 169-C, or RSA 169-D up to age 18 years old or up to age 21 if receiving out-of-home care pursuant to RSA 170-E.

"Clandestine Drug Lab" means an illegal operation at which drugs are or were produced.

"DCYF" or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

"Human Trafficking" for the purpose of this policy means, Sex Trafficking, Labor Trafficking, and the Commercial Sexual Exploitation of Children.

"Sentinel Event" means an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury in a Sentinel Event specifically includes loss of limb or function. The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant change of a serious adverse outcome." (Refer to DHHS Policy: PR 10-01)

"Serious Injury" means any harm to the body which requires hospitalization or results in the fracture of any bone, non-superficial lacerations, injury to any internal organ, second- or third-degree burns, or any severe, permanent, or protracted loss of or impairment to the health or function of any part of the body.

“Sex Trafficking” means the recruitment, harboring, transportation, provision, obtaining, patronizing or soliciting of a person for the purposes of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such an act has not attained 18 years of age.

“Threat to Staff” means violent acts, threats of violence, or threatening behavior by an individual that would cause another individual to feel unsafe due to the threat of physical harm. The violent behavior may take the form of verbal threats to harm another individual or damage to property, physical aggression, or harassment. Threats of violence include possession or display of a weapon of any type or exhibiting an object in such a manner that it appears to be a weapon or is otherwise intended for this purpose.

Policy

- I. Staff must immediately report any event that may qualify as a critical incident to their Supervisor.
- II. A Critical Case Incident Report (Form 1099) must be completed by the Supervisor any time:
 - A. A child or youth dies, including circumstances of:
 1. Accident;
 2. Child abuse;
 3. Child neglect;
 4. Homicide/Violence;
 5. Natural cause;
 6. Overdose;
 7. Suicide; or
 8. Terminal illness.
 - B. A child/youth sustains a serious injury due to child abuse or neglect;
 - C. A child/youth is abducted;
 - D. A child/youth is involved in alleged incident(s) of human trafficking, including circumstances of:
 1. Labor Trafficking;
 2. Sex Trafficking; or
 3. Child Sexual Abuse Images.
 - E. A parent dies;
 - F. A staff is party to an accident with a child/youth, parent, or provider;

- G. A staff is exposed to a [clandestine drug lab](#); or
 - H. An inquiry is made regarding a case by the Governor’s office, Office of the Child Advocate, Commissioner’s office, or DCYF Director’s office and the staff are specifically asked by their Administrator to complete this form.
- III. Any time a Critical Case Incident Report that meets the criteria in the NH DHHS Sentinel Event Policy is received by the DCYF Director’s office, the DHHS Sentinel Event Form will be completed by the Bureau Chief or designee, and submitted by the DCYF Director or designee.
- A. All DHHS Sentinel Events must be reported on the DHHS Sentinel Event Reporting Form and submitted pursuant to the DHHS Sentinel Event Policy.
 - B. The following incidents must be reported as DHHS Sentinel Events when they involve a person subject to a Child Protective Services’ Assessment or Family Services case , Juvenile Justice Case, or other Division involvement within the preceding 30 calendar days, and/or they have received DCYF funded services within the preceding 30 calendar days:
 - 1. Unanticipated death or permanent loss of function or risk thereof, not related to natural course of one’s illness or underlying condition, other than homicide or suicide;
 - (a) A death that is related to the natural course of one’s illness or underlying condition is not a sentinel event and should be identified as a critical incident pursuant to paragraph I above;
 - 2. Homicide;
 - 3. Suicide;
 - 4. Suicide attempt (when there is explicit or implicit evidence that the person intended to die and that medical intervention was needed);
 - 5. Rape or any other sexual assault;
 - 6. Serious physical injury or risk thereof to/by client (jeopardizing a person’s health); or
 - 7. Serious psychological injury or risk thereof (jeopardizing a person’s health).
- IV. Any staff who experienced unwanted physical contact by a parent and/or child/youth, or is subject to a threat, whether face-to-face, by phone, or by print (handwritten, typed, or electronic/social media) shall complete and submit a DHHS Work Environment Threat – Incident Report Form.
- V. Any staff injured during the course of their employment shall complete and submit the DHHS Employee Notice of Accidental Injury or Occupational Illness.

Procedures For Case-Specific Incidents

- I. The Supervisor must report any critical incident immediately by phone to the respective Field Administrator or Bureau Administrator.

- A. If this happens during business hours, then the Supervisor of the assigned staff will make the contact.
 - B. For child protection matters, if this occurs during On-Call coverage, the On-Call Supervisor will notify the On-Call Field Administrator.
 - C. For juvenile justice matters after standard business hours, the Juvenile Justice On-Call staff will notify the appropriate Field Administrator as follows:
 - 1. If it is about the death of a child/ youth or parent, notification will occur immediately; or
 - 2. For all other incidents, notification will occur immediately at 8 AM the next business day.
- II. The Supervisor must complete and forward Form 1099, Critical Case Incident Report to the Administrator notified of the incident, and the Administrator assigned to the involved worksite if different, as follows:
- A. For the death of a child/youth or parent, immediately or by the close of the business day; or
 - B. For all other critical case incidents, within 24 hours of when the Supervisor was notified of the critical incident.
- III. The Field Administrator or Bureau Administrator must:
- A. For all critical case incidents, forward all reports to their Bureau Chief and the DCYF Safety Specialist; and
 - B. For all critical case incidents involving death or serious injury to a child/youth, also forward the Critical Incident Report to:
 - 1. The DCYF Director of Legal Services;
 - 2. The DHHS Office of the Commissioner (DHHS Associate Commissioner of Human Services and Behavioral Health or DHHS Deputy Commissioner, if the former is unavailable). The Office of the Commissioner will notify the Governor's Office; and
 - 3. The Associate Bureau Chief for Field Services for communication to the Office of the Child Advocate within 48 hours of the occurrence.
- IV. The Bureau Chief or designee will:
- A. Notify the DCYF Director immediately of any critical case incidents involving death or serious injury to a child/youth; and
 - B. Determine immediately if the critical incident meets the policy for the DHHS Sentinel Review, and when it does the Bureau Chief or designee will:
 - 1. Make immediate verbal notification to Department's Office of Quality Assurance and Improvement (OQAI) Senior Director and the Department's Associate Commissioner;

2. Completed and uploaded the Sentinel Event Reporting Form within 72 hours, to the NH DHHS Sentinel Event Reporting E-Studio application, available at <https://nh.same-page.com>; and
 3. Send an email notifying the DCYF Director, Bureau Chief for the involved DCYF Bureau, and the Office of the Commissioner (DHHS Associate Commissioner of Human Services and Behavioral Health or DHHS Deputy Commissioner, if the former is unavailable) of the event.
- V. The Director of Legal Services for DCYF must inform the Office of the Attorney General when a child/youth is reported to have died or to have sustained a serious injury.
- VI. Any Sentinel Event may be selected by the Department's OQAI for a Sentinel Review or requested for a Sentinel Review by the Associate Commissioner of Human Services and Behavioral Health.
- A. These will be attended by DCYF staff, Supervisors, Administrators involved, and a member of the Bureau of Organizational Learning and Quality Improvement.
- VII. Specific critical incidents that have not required a Sentinel Event review may require further follow-up pursuant to [policy 2850](#) for a Quality Assurance Specific Case Review.
- VIII. Data about all Critical Incident Reports will be documented by staff from the Bureau of Organizational Learning and Quality Improvement.

Procedures For Staff-Related Incidences (Threats/Injuries/Etc.)

- I. The Supervisor must report any threat or staff injury immediately by phone to the respective Field Administrator or Bureau Administrator.
 - A. If this happens during business hours, then the Supervisor of the assigned staff will make the contact.
 - B. For child protection matters, if this occurs during On-Call coverage, the On-Call Supervisor will notify the On-Call Field Administrator.
 - C. For juvenile justice matters after standard business hours, the Juvenile Justice On-Call staff will notify the appropriate Field Administrator at 8 AM the next business day.
- II. For all incidents of threats to staff, the Supervisor will complete and forward the DHHS Work Environment Threats Form within 24 hours to:
 - A. The Administrator notified of the incident;
 - B. The Administrator assigned to the involved worksite if different; and
 - C. The DCYF Safety Specialist or designee.
 - D. In addition, the form must be emailed to:
 1. The District Office's Regional Facilities Coordinator;

2. The DHHS Associate Commissioner;
 3. The DHHS Director of Facilities; and
 4. The following email: SecurityAdvisories@dhhs.nh.gov
- III. The DCYF Safety Specialist or designee, in consultation with the office involved, DCYF, and Facilities Administration staff, will determine what course of action(s) shall follow:
1. Security Alert Issued;
 2. Letter-Banned from Office;
 3. Letter-Phone Contact Only;
 4. Letter-Zero Tolerance;
 5. No Trespass Notice Issued;
 6. Law Enforcement Notified; and/or
 7. No Contact Order Issued.
- IV. In the event a No Contact Order is appropriate, the DCYF Safety Specialist or designee will contact the Attorney General's office to initiate the process.
- V. The DCYF Safety Specialist or designee will make the Supervisor and staff aware of what action(s) were taken after receiving the DHHS Work Environment Threats Form.
- VI. For all incidents where staff were injured during the course of duty, the staff will complete and the Supervisor will forward the DHHS Employee Notice of Accidental Injury or Occupational Illness Form within 24 hours to:
- A. The Administrator notified of the injury;
 - B. The Administrator assigned to the worksite if different;
 - C. The DCYF Safety Specialist or designee; and
 - D. DHHS Human Resources.

Practice Guidance

Where can I find the DHHS Sentinel Event policy and reporting form?

- The Sentinel Event Reporting Form and policy can be accessed through the DHHS website at <https://www.dhhs.nh.gov/dcbcs/sentinel.htm>.

Where can I find the DHHS Work Environment Threats form?

- The Work Environment Threats form can be accessed through the DHHS website at <http://intranet/forms/documents/incident-rpt-form.doc>.

Does this include if I fall at work?

- Staff who have a slip, fall or other injury at work must complete the Human Resources form available at <http://intranet/hr/forms.html#injury>.
- This includes circumstances where staff are in a motor vehicle accident while conducting their job responsibilities (Accidents in a State Vehicle must be handled pursuant to policy 1090 Use of State Vehicles in addition).