

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



Administrative Issuance: CFSA-12-01

TO: All Staff

FROM: Winifred Wilson, Deputy Director for Community Services
Valerie Douglas, Administrator
Contract Management and Performance Improvement Administration

DATE: January 1, 2012

RE: Unusual Incidents Related to Children and Youth

It is the mission of the Child and Family Services Agency (CFSA) to promote the safety, permanence, and well-being of children and families in the District of Columbia. Any occurrence or event that substantially interferes with a child or youth's safety, well-being, or living arrangement, or in any way places the child or youth at risk, is considered an "unusual incident". Child and youth-related unusual incidents require a response and action from CFSA and its contracted private providers.

The purpose of this administrative issuance is to describe those events or activities that can be categorized as "child and youth-related unusual incidents" and to provide procedures for notification and reporting. In addition, the issuance provides guidance for staff of CFSA and the private providers on the occurrence of an unusual incident. This administrative issuance covers children and youth in the custody or care of CFSA or of any CFSA-contracted provider.

If you have any questions regarding this administrative issuance, please contact Valerie Douglas, Administrator for the Contract Management and Performance Improvement Administration (CMPPIA).

General Considerations

The following considerations are important when determining if an occurrence or event can be categorized as a "child and youth-related unusual incident" and requires action based on the procedures outlined in this administrative issuance.

1. A child- and youth-related unusual incident contains risk and safety issues, and requires follow-up by the social worker. Unusual incidents include, but are not limited to the following examples:
 - a. The death of a resource parent, a facility staff member while on official duty, or any other person where the child or youth is currently placed
 - b. An attempted suicide by a child or youth, by a resource parent, or by a facility staff member
 - c. A child or youth's expulsion from school
 - d. Any situation in which a child or youth is missing

- e. A child or youth's alleged delinquent or criminal behavior, including but not limited to possession or use of controlled substances
 - f. Any situation in which a child or youth is the victim of alleged delinquent/criminal behavior
 - g. A facility staff member's actual or alleged possession of controlled substances, actual or alleged use of controlled substance, or appearance of being under the influence of controlled substances while on duty or at the facility; or a resource parent's actual or alleged possession of controlled substances, actual or alleged use of controlled substance, or appearance of being under the influence of controlled substances while in the presence of a child or youth
 - h. A facility staff member's misconduct or fraud
 - i. An injury, trauma or illness requiring treatment of a child or youth at a hospital
 - j. Any use of restraint
 - k. Any sexual contact between a child or youth and another individual when the child or youth is a resident of a facility or in a private provider or CFSA foster home, and is not of the age of consent or is not cognitively able to provide consent
 - l. An outbreak of a communicable disease
 - m. An incident requiring intervention by the fire or police department
 - n. An automobile accident involving residents or facility staff on duty or involving a resource parent if a child or youth is in the car
 - o. A loss of any utilities that impacts the safety, health, and well-being of a child or youth, including but not limited to power, water, or sewage
 - p. Any condition resulting in closing of a facility or foster home
2. A "critical event" is an unusual incident but of a more serious nature. It is defined in the Critical Events policy as "an event or incident that threatens or compromises the well-being of a child or youth and requires the immediate response and action of CFSA and its private agencies". Events or incidents considered "critical" include the death of a child (birth to age 21 years) currently known or who has been known to the Agency within 4 years prior to the child's death. Critical events include a near-fatality incident or serious bodily injury resulting from child abuse, neglect, or other means while a child is under CFSA care and custody. CFSA and private provider staff shall refer to the [Critical Events](#) policy for additional guidance on any incident deemed a "critical event", including guidance on notification and follow-up procedures for social workers and other CFSA and private provider staff.
3. Any child- and youth-related unusual incident, including those listed in the section "General Considerations" above, that are of an urgent nature (i.e., requiring an immediate response) but are not defined as "critical events", shall be immediately reported to the assigned supervisor. The supervisor shall immediately alert the appropriate CFSA Deputy Director or the private provider's Chief Executive Officer, if applicable. The proper external authorities, such as Emergency Medical Services (EMS), or the Metropolitan Police Department (MPD), shall also be notified immediately. The assigned social worker shall convene a staffing as necessary.
4. The [Employee Unusual Incident Reporting](#) policy is applicable to all CFSA and CFSA-contracted employees. When an unusual incident involves an employee or contractor of CFSA, the procedures described in this policy shall apply.
5. CFSA and private provider staff are responsible for documenting all unusual incidents, reviewing the data for trends, and providing analysis of the trend data upon request.

Reporting and Notification Requirements

Note: There may be additional reporting and notification requirements to an unusual incident. For these additions, please see the section below, "Additions to the Reporting and Notification Requirements".

1. Notification of a child- and youth-related unusual incident may be made by the following methods: telephone, electronic mail, completion of a Child and Youth-related Unusual Incident Form (see *Attachment*), or an Employee Unusual Incident Report Form (see [Attachment A of the Employee Unusual Incident Report](#) policy).
2. Notification shall be made as soon as possible, unless the incident requires immediate notification (see *General Considerations, #3 above*). Verbal notification shall be given no later than 24 hours after the event; written notification shall be provided no later than the next business day.
3. A child- or youth-related unusual incident requires reporting to one or more of the following individuals or entities: the assigned social worker and supervisor (CFSA or private provider), the Child Protective Services (CPS) Hotline, CFSA's Office of Risk Management, the contract monitor, and the child's biological parent(s) or legal guardian.
 - a. All child- and youth-related unusual incidents shall be reported by telephone to the assigned social worker and supervisor. (Private provider staff shall include the contract monitor for notification.) The private provider staff or assigned social worker shall complete the Child- and Youth-related Unusual Incident Form and submit it to the social worker, supervisor, and contract monitor (for private providers).
 - b. If the child- or youth-related unusual incident involves child abuse or neglect, the private provider staff or assigned social worker shall notify the CPS Hotline (see the [Hotline](#) policy).
 - c. If the unusual incident involves an employee or contractor of CFSA, the CFSA Office of Risk Management shall also be notified by telephone. The assigned social worker shall complete the Employee Unusual Incident Report Form ([Attachment A of the Employee Unusual Incident Reporting policy](#)) and submit to his or her supervisor and the CFSA Office of Risk Management.
 - d. If the child- or youth-related unusual incident involves a child or youth in the care and custody of CFSA or its contracted private providers, the birth parent(s) and/or legal guardians may be notified, if appropriate.

Additions to the Reporting and Notification Requirements

The following are additional reporting and notification requirements to those listed in the section above.

1. An attempted suicide by child or youth
 - Classified as a Critical Event (see [Critical Events](#) policy for additional requirements).
 - i. Private provider staff or resource parent shall telephone the Hotline.
 - ii. The Hotline worker shall complete a Critical Event Reporting Form.
2. Any situation in which a child or youth is missing (see the [Missing Children and Youth](#) policy for specific reporting requirements and applicable forms)
3. An outbreak of a communicable disease
 - If a child or youth presents with symptoms of a communicable disease, the private provider or assigned social worker shall immediately contact the Office of Clinical Practice (see the [Preventative and Ongoing Health Care](#) policy, *Procedure G: Communicable Disease Containment and Prevention Protocols*).

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Child and Family Services Agency



Child and Youth-related Unusual Incident Reporting Form

DISCLOSURE WARNING - The information inside in this form may contain electronic protected health information (“ephi”) which is confidential *and protected from unauthorized disclosure* by federal confidentiality laws. If transmitting this form electronically, please ensure that data is secure both in transmission and upon delivery to the intended recipient. Transmission of this document via open networks and unsecure networks is strictly prohibited.

I. Demographic Information

Children Name(s) Involved in Incident		Race	DOB	Gender
Nature/Type of Unusual Incident (check box)	Death of a facility staff member/ resource parent/any person where child is placed <input type="checkbox"/> Attempted suicide, specify _____ <input type="checkbox"/> School expulsion <input type="checkbox"/> Missing child or youth <input type="checkbox"/> Child/youth’s alleged delinquent/criminal behavior (including possession or use of controlled substances) <input type="checkbox"/> Child/youth is victim of alleged delinquent/criminal behavior <input type="checkbox"/> Facility staff ‘s actual/alleged possession or use of controlled substances while on duty or at facility <input type="checkbox"/> Facility staff’s misconduct or fraud <input type="checkbox"/> Injury, trauma or illness of child/youth requiring treatment at hospital <input type="checkbox"/> Any use of restraint <input type="checkbox"/> Sexual contact <input type="checkbox"/> Outbreak of Communicable Disease <input type="checkbox"/> An Incident requiring intervention by the fire or police department <input type="checkbox"/> Automobile accident involving residents or facility staff on duty <input type="checkbox"/> Loss of any utilities that impacts the safety, health, and/or well-being of a child or youth <input type="checkbox"/> Any condition resulting in closing of a facility or foster home <input type="checkbox"/>			
	Name of Agency (if applicable)			

Date of Unusual Incident:	Time of Unusual Incident:
Facility Name/Location/Place of Incident:	
Individual Making Report (Name and Title):	Relationship to Child:
Person Reporting Incident to (Name, Title, Date Reported)	Telephone Number:
	Time Contacted:
Program Director Receiving Report (Name, Title, Date Reported)	Telephone Number:
	Time Contacted:
Person (s) Involved:	
CCN # if applicable:	
Date of Police Notification if applicable:	
Child is/was hospitalized because of this incident? <input type="checkbox"/> Yes <input type="checkbox"/> No	

II. Narrative Description of the Child and Youth-related Unusual Incident (What Happened-What, When, How, Why):

III. ACTIONS TAKEN/UPDATES (By Whom)- *Provide Full Name & Title of ALL persons contacted/faxed, i.e. House Manager; Director; Social Worker, Contract Monitor;, Inspector, Police's name, badge & report #; Hotline, Guardian Ad Litem, etc*

Staff Reporting Incident/Title/Date

Program Director/House Manager Reviewing Incident/Date