

Adult Protective Services

Chapter 11.A Critical Incident Reports

- A. Children and Family Service (CFS) Specialists will immediately report by phone and e-mail Critical Incidents involving vulnerable adults to their supervisors immediately, but no later than one hour after learning of the incident utilizing the Critical Incident Reporting form. The supervisor will immediately report via e-mail to **all** of the following individuals:
1. Service Area Administrator
 2. CFS Administrator
 3. CFS Director
 4. CFS Deputy Director
 5. Legal Services Chief Administrator
 6. Communications and Legislative Services Administrator
 7. Field Operations Administrator
 8. DHHS Chief Executive Officer (CEO)

- B. The term Critical Incident includes, but is not limited to:

1. Death of a Vulnerable Adult:
 - a. The vulnerable adult appears to have died from natural causes unrelated to abuse/neglect/exploitation; or
 - b. The vulnerable adult appears to have died under circumstances related to abuse/neglect/exploitation; or
 - c. The cause of the vulnerable adult's death is unknown at this time.
2. Near Fatality:
 - a. An incident related to suspected abuse/neglect/exploitation resulting in either a life threatening condition or a serious injury.
3. Law Enforcement:
 - a. Serious charges against or arrests of a vulnerable adult with whom DHHS-APS is working.
4. High Profile:
 - a. Any other event that is highly concerning, poses potential liability, or is of emerging public interest such as contacts involving the news media.
5. Any other incident designated by the Director.

This listing is not exhaustive and is meant to be used as a minimum guide. There may be situations other than the ones listed above that should be communicated with administration. If there is any question about an incident and whether or not it should be reported, please consult with a supervisor or local Protection and Safety Administrator.

- C. Communications and Legislative Services staff is the primary contact with news media regarding **any** Critical Incident. Any news media inquiry about a Critical Incident should be immediately referred to the Communications and Legislative Services Division of DHHS.
- D. Critical Incident reports are filed in the Appendix of the paper file.
- E. Documentation of a Critical Incident:
1. Critical incidents shall be documented on the designated Adult Protective Services Critical Incident Reporting Form.
 2. All applicable sections of the form shall be filled out with appropriate information.

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- a. Section A: Report Information
 - 1. This section shall include all pertinent information regarding the report
- b. Section B: Type of Critical Incident
 - 1. Select the appropriate type of Incident based on known information.
 - 2. Utilize the definitions found in this part B of this policy.
- c. Section C: Vulnerable Adult Involved
 - 1. This section shall include information about the adults involved in the case at the time of the incident including prior intakes/DHHS history if pertinent.
- d. Section D: Incident Report Information
 - 1. This section includes the following:
 - a. All pertinent information about the report of the incident.
 - b. Pertinent information regarding the victim's residence at the time and following the incident
 - c. Information about other units, divisions, or external agencies working with the vulnerable adult.
- e. Section E: Circumstances
 - 1. This section shall include the following information:
 - a. Written detail of the incident
 - b. The current intake # (if applicable)
 - c. The current allegations (if applicable)
 - d. Current services being provided to the victim (if applicable)
 - e. Other pertinent information
- f. Section F: Alleged Perpetrator(s)
 - 1. This section shall include the names and other pertinent information regarding the alleged perpetrator(s) (if applicable)
- g. Section G: Legal Guardian
 - 1. This section shall include the name and other pertinent information regarding the victim's legal guardian (if applicable)
- h. Section H and I: Notifications Made
 - 1. This section shall include information about any notifications made to appropriate people either in person or via email.