

Critical Event Protocol Flowchart for Foster Care Case Management (FCCM)

When one of the following critical events occurs, a CS-23 is completed and submitted via CD Critical Event email as soon as a Supervisor I becomes aware of the event. CD Regional Director is copied.
 Email to: DSS.CD.CriticalEventReport

- A. Category A events are not applicable to FCCM
- B. Death, suicide, or serious physical injury of a child with an open FCS case, IIS case, or hotline (CA/N or non CA/N)
- C. Death, suicide, or serious physical injury of a foster child (CA/N or non CA/N)

*This does not preclude immediate verbal notification of certain events to CD Director/Designee.
 Serious physical injury: *an injury that creates a substantial risk of death or that causes serious permanent disfigurement or protracted loss or impairment of the function of any bodily member or organ.*

Critical Event Debriefing for local staff should occur on some events.

Complete a CD-158 for events that do not meet criteria for CS-23

Proceed with review process using a Critical Event Case Review Form (CD-164). Review is to be initiated within two working days of the CS-23 submission.

B. Death, suicide, or serious physical injury of child with an open FCS case, IIS case, or hotline (CA/N or non CA/N)

C. Death, suicide, or serious physical injury of a foster child (CA/N or non CA/N)

Reviewed by CD Critical Event Reviewer and by Program Manager/Designee from within consortium

- Case file review
- Structured interviews with staff as determined by CD Regional Director

*Division Director/Designee has the discretion to request a review by another region.

Reviewed by CD Critical Event Reviewer from another region (as assigned by Division Director/Designee) and by Program Manager/Designee from within consortium

- Case file review
- Resource file review
- Structured interview with worker(s)

Using CD-164, review is completed and submitted to Division Director/Designee within 10 working days. Critical Event Trends Summary is completed by Critical Event Reviewer upon completion of written review.

Panel meeting will be held on designated Friday within 30 working days of review submission. Panel meetings will be held for all Category C events and for Category B deaths. Panel meetings for other Category B events may be held at the discretion of the Division Director/Designee or at the request of the Regional Director.

Program Manager/Designee from within the consortium ensures meeting is held with their staff to discuss findings and address appropriate plans of action. Meeting should occur within 30 working days of completed panel review.

All reviewed critical events will be discussed at the monthly CD Executive Team Meetings to determine law, policy, practice, training, and contract implications. Plan of action will be developed identifying what needs to happen, who will be responsible for making it happen, and by when.

If action plan contains concern(s) related to contract performance, then submit action plan to Central Office Unit Manager who oversees FCCM contracts.