

CRITICAL EVENT REVIEW GUIDE

The purpose of the critical event review process is to look at the circumstances surrounding critical events, including the Children's Division's initial response to the critical event and prior involvement with the family. The goal of the review is to identify systemic issues, agency practices, or areas of need which, if addressed through policy or practice, may improve the Division's effectiveness moving forward.

Please use the form number indicated to complete the critical event review.

Current Event (CD-164 or CD-164RF)

- Summary of Critical Event (please include the most recent information available)
- Household Composition
- Family Functioning (strengths, challenges, substance abuse issues, mental/physical/behavioral issues, domestic violence, financial stressors, relationship dynamics, recent changes to household composition)
- Date of last worker contact with each child following the critical event
- How was safety ensured following the critical event?
- Is communication with members of the Family Support Team regarding the critical event documented in the record? (if applicable)
- What is the status of the resource home license? (if applicable)

Log of Prior History (CD-164A)

The purpose of this log is to provide a chronological overview of the Children's Division's involvement with the family prior to the critical event. It should include ALL history. This overview will assist the reviewer in determining which cases are relevant to the critical event and need to be addressed in the CD-164A_Narrative.

All Relevant Priors - CAN, FCS, IIS, AC (CD-164A Narrative)

This section provides areas to consider during your review of the case record. You are not required to provide information for each item listed. Instead, it is expected that the reviewer will use his/her discretion to include information that is relevant to the critical event and the family's prior involvement with the Children's Division. Please address the questions from each section that are relevant and will assist with the completion of a thorough review.

- Describe the reason for involvement for all the relevant prior cases
- In what way is this prior case relevant to the critical event?
- Allegations
- Findings
- Household Composition: (name, DOB, role)
- Family Strengths

- Family Challenges (such as history of substance abuse including mom during pregnancy, mental/physical/behavioral issues, including post-partum depression, domestic violence, criminal convictions, financial stressors)
- Was initial contact made according to policy guidelines? If no, please explain.
- Was ongoing contact made?
- Was there a safety assessment? If so, document the date of completion. If not, please explain.
- Was there a Safety Plan? If not, please explain.
- Did the Safety Plan address the needs identified by the family and the worker?
- How has ongoing safety been assured?
- How was ongoing risk assessed?
- Is there a documented consultation with the supervisor?
- What was discussed during the consultation with the supervisor?
- What service needs were identified or offered?
- What services were utilized by the family?
- Were case plan goals achieved?
- Were collateral/professional provider contacts appropriately used and documented to address the identified issue? Please provide examples.
- Was a written referral made to the Juvenile Court? If so, discuss the request and the outcome. If not, please explain.

All Open Cases - CAN, FCS, IIS, AC (CD-164A Narrative)

This section provides areas to consider during your review of the case record. You are not required to provide information for each item listed. Instead, it is expected that the reviewer will use his/her discretion to include information that is relevant to the critical event and the family's prior involvement with the Children's Division. Please address the questions from each section that are relevant and will assist with the completion of a thorough review.

Please note that this section is not applicable to cases that were opened as a result of the critical event.

- Was initial contact made according to guidelines?
- Was ongoing contact made? (visits to the parents' home, child, in his/her placement)
- Date of last contact between worker and child prior to the incident
- How has ongoing safety been assured? (such as home visit, collaterals, family functioning assessment)
- What service needs were identified? Please explain.
- What services were offered? Please explain.
- What services have been or are being utilized by the family?
- What are the case plan goals?
- Do the case plan goals address the needs identified by the family with the worker?
- How was progress assessed during supervisory consultations?
- Were collateral/professional provider contacts appropriately used and documented to address the identified issue? Please provide examples. Are there written reports from providers in the file?

- Is there juvenile court involvement?

Staff Interviews (CD-164B)

This section of the critical event review is to help inform systemic change by obtaining the perspective of staff who have worked with, and have knowledge of, the family. The purpose of the review process is not to support or inform personnel actions. Reviewers should interview the staff member(s) involved with the critical event and others who have recent involvement with the family and/or who have been involved with prior relevant cases.

It is important to recognize that based on the staff member's relationship and involvement with the family, the staff member may experience a variety of emotions and it may be difficult to participate in this interview. The reviewer may consider contacting the Circuit Manager or supervisor prior to interviewing the staff member, so local management has the opportunity to offer support to the staff member. The interview may take place in person or via telephone, and reviewers are not limited to the questions on the CD-164B. It may be helpful for the reviewer to explain the purpose of the critical event review to the staff member prior to beginning the interview and express appreciation for the staff member's willingness to offer his/her perspective.

- How familiar were you with the history or available information regarding this family prior to your first meeting with them?
- What were your observations related to family functioning?
- Describe how your supervisor, colleagues, and/or the agency supported you in your work with this family and/or in responding to this critical event?
- On a scale of 0-10, with 0 being little confidence and 10 being extremely confident, how confident were you in your ability to respond to this incident? Please help me understand your rating and what would have increased your level of confidence.
- Can you think of anything that might have helped you in your work with this family?
- Is there anything you would change in regard to your own practice?
- Are there any recommendations you would like to make regarding statewide practice, policy or training?
- Is there anything else you would like to share?

Observations from Critical Event Review (CD-164C)

What worked well? What could have done better? If you could, what would you change? Please include additional observations or comments you may have as a result of your review.

- Overall Impressions
- Practice Trends
- Observations regarding law, policy, practice, training other and other
- Consider including a genogram if it will help to understand the family relationships and/or family dynamics

Number of Copies and Distribution:

Complete all of the forms in the Critical Event Tool Kit within 30 business days unless essential information to complete a thorough review is not available. Attach all forms to an email and send them to DSS.CD.CriticalEventReport@dss.mo.gov and carbon copy to the Regional Administrator within specified timeframes.

Memorandum History:

CD10-130, CD13-80, CD14-53