

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 30, 2010

M E M O R A N D U M

What's Inside:Revision of
Critical Event
Protocol and
Forms

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY

SUBJECT: REVISION OF CRITICAL EVENT PROTOCOL AND FORMS

DISCUSSION:

The purpose of this memo is to inform staff of revisions to the **Critical Event Report** (CS-23), introduce the **Critical Event Case Review Packet** which includes the **Critical Event Case Review Form** (CD-164), the **Critical Event Case Review Summary** (CD-164a) and the **Critical Event Case Review-Staff Interview Form** (CD-164b) and announce the elimination of the **Fatality/Critical Event Summary Form** (CD-47).

Protocol has been revised regarding the reporting, documentation and review completed in response to the death or critical event involving a child. These revisions are being made to identify trends, refine our practice and meet our enduring goal of improving safety outcomes for children involved with the Children's Division. The **Critical Event Report** (CS-23) has been modified to streamline the process of reporting all pertinent information.

Flowcharts have been created to illustrate the actions to be taken based on the revised protocol. The **Children's Division Critical Event Protocol Flowchart** (CD-168) was developed to assist with understanding the process. The **Critical Event Protocol Flowchart for Foster Care Case Management** (CD-169) is relevant only for events involving cases managed by foster care case management staff.

The **Alert Notification Report** (CD-158) is being introduced for use in notification to Central Office of events that are serious but do not meet the critical event criteria as well as events that have generated, or are likely to generate, media attention.

WHAT IS CONSIDERED A CRITICAL EVENT?

- Death, Suicide or Serious Physical Injury caused by alleged Child Abuse or Neglect (CA/N)

Serious physical injury is defined as 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.

OR

- Death, Suicide or Serious Physical Injury of a child with an open FCS case, IIS case or hotline (CA/N or non-CA/N)

OR

- Death, Suicide or Serious Physical Injury of a Foster child (CA/N or non-CA/N)

WHEN TO COMPLETE A CRITICAL EVENT REPORT (CS-23)

When any critical event occurs, a CS-23 shall be completed by the Children's Service Supervisor as soon as he/she becomes aware of the critical event. The CS-23 must then be forwarded to Central Office, via email at DSS.CD.CriticalEventReport with a carbon copy sent to the Circuit Manager and Regional Director within:

- Three hours (or by 9 a.m. the following business day for reports alerted after hours).
 - Any case receiving media attention
 - Un-Concluded prior CA/N at time of critical event
 - Open FCS Case
 - Child currently in CD custody (open A/C case)

This three hour timeframe does not preclude the necessity for immediate notification of the event to the CD Director/Designee.

- 24 hours for CA/N critical events
 - Any new CA/N incident in which child abuse/neglect has been alleged as a factor in the critical event, where no prior CD involvement exists
 - Any case with past CD involvement (CA/N, FCS, A/C)

Adherence to this policy will require an immediate system check by local office staff to determine if there is any CD involvement with any person associated with the event. If the residence county or state differs from the county receiving information, the county that received the information is responsible for completing the CS-23. However, the reporting county may need to explain on the form the other county (or state) may have additional information. An updated CS-23 shall be forwarded to Central Office as new and pertinent information becomes available.

For serious situations which do not meet the criteria for completion of the CS-23, see instruction below for circumstances appropriate for completion of the CD-158.

WHEN TO COMPLETE A CRITICAL EVENT CASE REVIEW PACKET (CD-164, 164a and 164b)

The Critical Event Reviewer, as designated by the Regional Director, and CD Regional Director/Designee are responsible for conducting independent case reviews and also completing a CD-164 packet which is to be submitted to the Division Director/Designee in Central Office via e-mail within ten (10) working days of the submission of the CS-23.

It is important to note that every critical event requires completion of a CS-23 however; not every event requiring completion of a 23 requires completion of a Critical Event Case Review Form (CD-164).

The CD-164 is required in the circumstances listed below:

- Death, Suicide or Serious Physical Injury of a Foster child (CA/N or alleged CA/N and non-CA/N)
- OR
- Death, Suicide or Serious Physical Injury of a child with an open FCS case, IIS case or hotline (CA/N or alleged CA/N)
- OR
- Death or serious injury of a child resulting from a CA/N or alleged CA/N in the case of a family with relevant prior involvement with the Division

WHEN TO COMPLETE THE ALERT NOTIFICATION REPORT (CD-158)

- Event is serious, but does not meet criteria for a Critical Event Report (CS-23)
Examples including but not limited to: Sexual maltreatment, exploitation, assault of a child in foster care
- Event has generated, or is likely to generate, media attention

COMPLETING CRITICAL EVENT TRENDS SUMMARY

Once the local review is completed, the Critical Event Reviewer will receive an e-mail request from Central Office instructing them to complete the Critical Event Trends Summary via a link to Survey Monkey. The data collected from the survey will be used to identify trends and improve practice.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. Review revised Child Welfare Manual chapters as indicated below. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT	PROGRAM MANAGER Amy L. Martin (573) 751-3171 Amy.L.Martin@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
Section 2 Chapter 1.1.1.1 Reports Involving a Critical Event Section 2 Chapter 1.2.3 Non-CA/N Related Child Fatality Referrals Section 2 Chapter 4.3.8 Fatality CA/N or Non-CA/N Section 2 Chapter 7.5.5 Death of a Child Section 3 Chapter 4 Attachment F Death of a Child in Open FCS Case Section 4 Chapter 24.11 Death of a Child in Out-Of-Home Care	
FORMS AND INSTRUCTIONS	
CS-23 Critical Event Report CD-158 Alert Notification Form and Instructions CD-164 Critical Event Case Review Form CD-164a Critical Event Case Review Summary CD-164b Critical Event Case Review-Staff Interview Form CD-168 Children’s Division Critical Event Review Process Flowchart CD-169 Critical Event Review Process For Foster Care Case Managers	
REFERENCE DOCUMENTS AND RESOURCES	
N/A	
RELATED STATUTE	
N/A	
ADMINISTRATIVE RULE	
N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS	
PQI 1 PQI 2 PQI 4 PQI 5	
CHILD AND FAMILY SERVICES REVIEW (CFSR)	
N/A	
PROTECTIVE FACTORS	
Parental Resilience N/A Social and Emotional Competence of Children N/A Social Connections N/A Concrete Support in Times of Need N/A Knowledge of Parenting and Child Development N/A	
FACES REQUIREMENTS	
N/A	