

Critical Incident Reporting for Recommending Agencies



Knowledge Base Article

Critical Incident Reporting for Recommending Agencies

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Critical Incident Reporting for Recommending Agencies

Overview

Functionality has been developed within the **Ohio Certification for Agencies and Families (OCAF)** system to allow recommending agencies to document a critical incident and send notification to the custodial agency. A list of these incidents is maintained for review by State Licensing Specialists.

Policy and Procedure Background

Ohio Administrative Code Rule 5101:2-9-23 | Notification and documentation of critical incidents mandates that residential facilities will notify the agency holding custody of a youth within 24 hours if any of the following occur:

- (1) Death of the child or teenage mother.
- (2) Absent without leave (AWOL) and the return from AWOL.
- (3) Any serious injury or illness involving initial non-routine medical treatment.
- (4) Expulsion or suspension from school.
- (5) Any alleged delinquent or criminal activity of the child or teenage mother;
- (6) Any situation in which the child or teenage mother is a victim of alleged delinquent or criminal activity.
- (7) Suicide or self-mutilation attempts.
- (8) Any incident of alleged abuse or neglect.
- (9) Any involvement with law enforcement.
- (10) Any use of physical restraint or isolation pursuant to rule 5101:2-9-22 of the Administrative Code.
- (11) Any other unusual incident as defined in the agency's policies or by the agency.

Access

Recommending agencies will need to request access to the OCAF system through the [Customer Care Center](#) for their staff utilizing Critical Incident Reporting.

Creating a Critical Incident Report

The **Home** page will be the initial screen presented each time you login to OCAF. It will display:

The list of **All New Critical Incident Reports** submitted to your agency and the **Create a Critical Incident Report** button.

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The screenshot shows the 'All New Critical Incident Reports' section of the Ohio Department of Job & Family Services web application. It features a search bar, a 'Create a Critical Incident Report' button, and a table of incident reports. The table has columns for Incident Number, Name of Provider Agency, Involved Child's Ohio SACWIS ID, Date of the Incident, Status, and Created Date. Two records are visible, both with a status of 'New'.

Incide...	Name of Provi...	Involve...	Date of th...	Status	Created Date	
1	000003	Happy Homes	123456	6/12/2024	New	6/12/2024 2:45 PM
2	000005	Happy Homes	121212	6/13/2024	New	6/13/2024 9:48 AM

The grid across the top of the **New Critical Incident Reports** will provide helpful information about each record:

- **Incident Number** – Clicking the blue hyperlink will navigate you to the incident report.
- **Name of Provider Agency** – Clicking the blue hyperlink will navigate you to the Provider Agency’s Account Details page.
- **Involved Child’s Ohio SACWIS ID** – Displays the child’s Ohio SACWIS ID number.
- **Date of the Incident** – Documents the date the critical incident took place.
- **Status** – Indicates where in the process each incident report is in.
 - **New** – Incident report has not been reviewed by a Licensing Specialist or Supervisor yet.
 - **Reviewed** – The incident report has been reviewed by a Licensing Specialist or Supervisor.
- **Created Date/Time** – Documents the day and time the incident was initially created by the worker.

1. To create a new Critical Incident Report, click the **Create a Critical Incident Report** button.

This screenshot is identical to the one above, but the 'Create a Critical Incident Report' button is highlighted with a red border to indicate it should be clicked to create a new report.

The **New Incident Report: Critical Incident Report** form displays.

Note: All fields marked as **Required Information** are indicated by a red *.

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The screenshot shows the Ohio Department of Job & Family Services web portal. At the top, there is a search bar and navigation icons. Below the search bar, there are tabs for 'Ohio Certification f...', 'Home', and 'New Incident Report: Cri...'. The main content area displays a form titled 'New Incident Report: Critical Incident Report'. The form includes a section for 'Incident Details' with a required field for the provider name, indicated by an asterisk and the text '* Name of the Provider (facility)'. The field is currently empty and has a red border, with the text 'Complete this field.' below it. A legend indicates that '*' = Required Information.

2. Enter the **Name of the Provider (facility)**.
3. Enter the **Name of the Provider Agency**.
4. Provide the **Involved Child's Ohio SACWIS ID** number.

Note: For additional information, hover over the  icon.

5. Enter the **Name of Custodial Agency**. Alternatively, this should be the name of the custodian/guardian(s) in the case of a Direct Placement.
6. Provide current **Email Address(es) for Custodial Agency** representatives who are to be notified of the incident or the email address of the custodian/guardian.

Note: Worker may provide more than one email address. Use a semicolon to separate multiple email address.

7. Enter the **Date of the Incident**.

Note: The date cannot be a future date. If you enter a future date, you will not be able to save the incident report and you will be alerted to correct the date.


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New Incident Report: Critical Incident Report

* = Required Information

Incident Details


* Name of the Provider (facility) ↶
Test, Provider

* Name of Provider Agency ↶
 Happy Homes ✕

* Involved Child's Ohio SACWIS ID? ? ↶
11111

* Name of Custodial Agency ↶
Test Agency

* Email address(es) for custodial agency ? ↶
TestEmail1@gmail.com

* Date of the incident ↶
6/13/2024 

8. Select from the Available column, **Type of Incident Reported** and click the **> Arrow** to add to the Chosen column.
9. Fill out the narrative box for **Where did the incident occur?**

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Type of incident reported

Available

- Death of the child or teenage mother
- Absent without leave (AWOL) and the retu...
- Expulsion or suspension from school
- Any alleged delinquent or criminal activity...
- Any situation in which the child or teenag...
- Suicide or self-mutilation attempts
- Any incident of alleged abuse or neglect**
- Any involvement with law enforcement
- Any use of physical restraint or isolation p...
- Any other unusual incident as defined in t...

Chosen

Any serious injury or illness involving initial ...

* Where did the incident occur?

Test Location

10. Fill out the narrative box for **Describe the Incident That Occurred**.
11. Select **Yes** or **No** from the dropdown menu for, **Was Law Enforcement Involved?**
12. If **Yes** was selected, provide the **Name of the Law Enforcement Agency**.
13. Select **Yes** or **No** from the dropdown menu for, **Child Maltreatment Referral to a PCSA?**
14. If **Yes** was selected, answer **Yes** or **No** from the dropdown menu for, **Screened for Assessment/Investigation?**
15. Click the **Save** button.

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* Describe the incident that occurred

Test Description

* Was law enforcement involved?

Yes

* Name of the law enforcement agency

Test Law Enforcement

* Child maltreatment referral to a PCSA?

Yes

* Screened for assessment/investigation?

Yes

System Information

Created By

Last Modified By



Cancel

Save & New

Save

The **Critical Incident Report Details** screen displays.

Department of Job & Family Services

Ohio Certification f... Home 000006 | Incident Re...

Incident Report 000006

Name of Provider Agency	Record Type	Status
Happy Homes	Critical Incident Report	New

Details Incident Report History

Incident Details

Name of the Provider (facility)
Test, Provider

Name of Provider Agency
Happy Homes

Involved Child's Ohio SACWIS ID?
11111

Name of Custodial Agency
Test Agency

Email address(es) for custodial agency
TestEmail1@gmail.com

Date of the incident
6/13/2024

Type of incident reported
Any serious injury or illness involving initial non-routine medical treatment

Activity History (2)

Email: A new critical incident report has been recorded
Completed Date/... 6/13/2024 11:01 AM

Email: A new critical incident report has been recorded
Completed Date/... 6/13/2024 11:01 AM

View All

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Critical Incident Report Details

This page will display all the information that was entered on the **Critical Incident Report** form.

1. To view the Email sent the Custodial Agency, click the **blue Email hyperlink**.

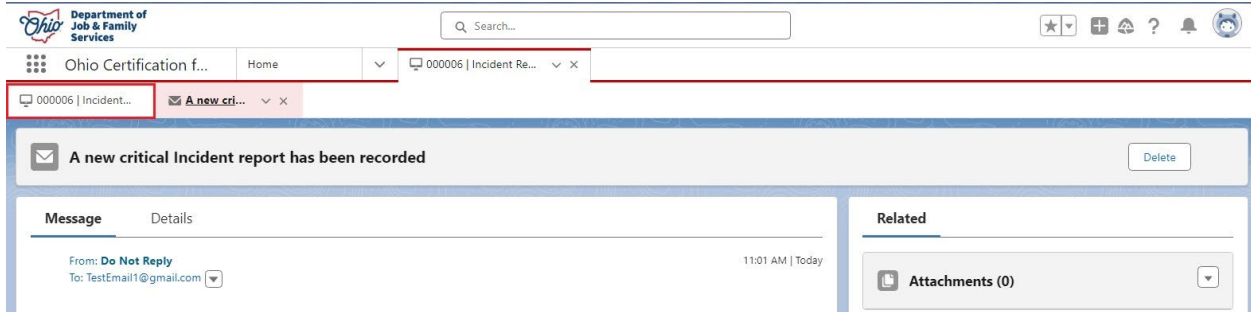
The screenshot shows the 'Critical Incident Report Details' page. At the top, there is a navigation bar with the Ohio Department of Job & Family Services logo, a search bar, and several utility icons. Below the navigation bar, the page title is 'Incident Report 000006' with a 'Clone' button. A table displays the report's metadata: Name of Provider Agency (Happy Homes), Record Type (Critical Incident Report), and Status (New). The main content area is divided into two tabs: 'Details' and 'Incident Report History'. The 'Details' tab is active, showing a section for 'Incident Details' with fields for Name of the Provider (facility), Test, Provider, Name of Provider Agency (Happy Homes), and Involved Child's Ohio SACWIS ID. To the right, an 'Activity History (2)' section is visible, containing two entries: 'Email: A new critical Incident report has been recorded' with a completion date of 6/13/2024 11:01 AM. A red box highlights the first email entry.

The **Email Message** displays detailing the Critical Incident Report.

The screenshot shows an email message titled 'A new critical Incident report has been recorded'. The message is from 'Do Not Reply' to 'TestEmail1@gmail.com' and is dated 11:01 AM Today. The body of the email contains the following information: 'This email is to notify you that a Critical Incident Report has been recorded for a child/youth in your custody on 6/13/2024. Below are the details of the report: Name of the Provider (facility) Test, Provider; Name of Provider Agency Happy Homes; Involved Child's Ohio SACWIS ID? 11111; Name of Custodial Agency Test Agency; Email address(es) for custodial agency TestEmail1@gmail.com'. On the right side, a 'Related' section lists various categories: Attachments (0), Approval History (0), Sender and Recipients (0), Other Related People (0), and Related To (1). The 'Related To' section shows a link to the '000006 Incident Report'.

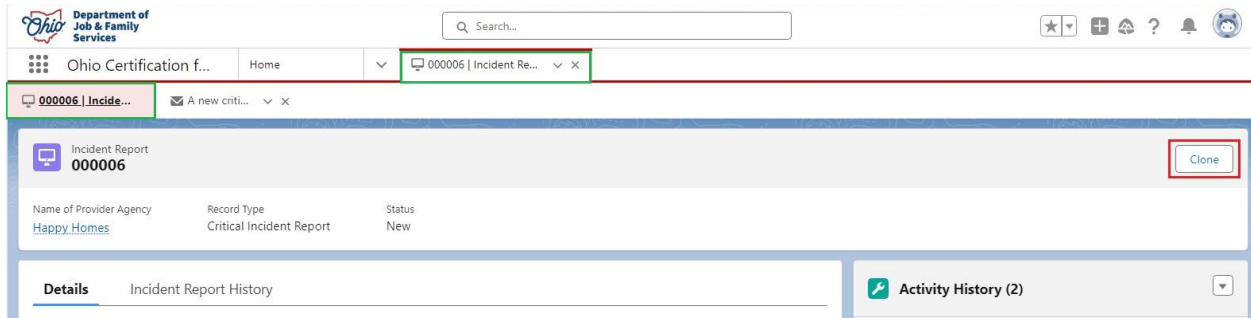
2. To return to the Critical Incident Report Details page click the **Report Number tab**.

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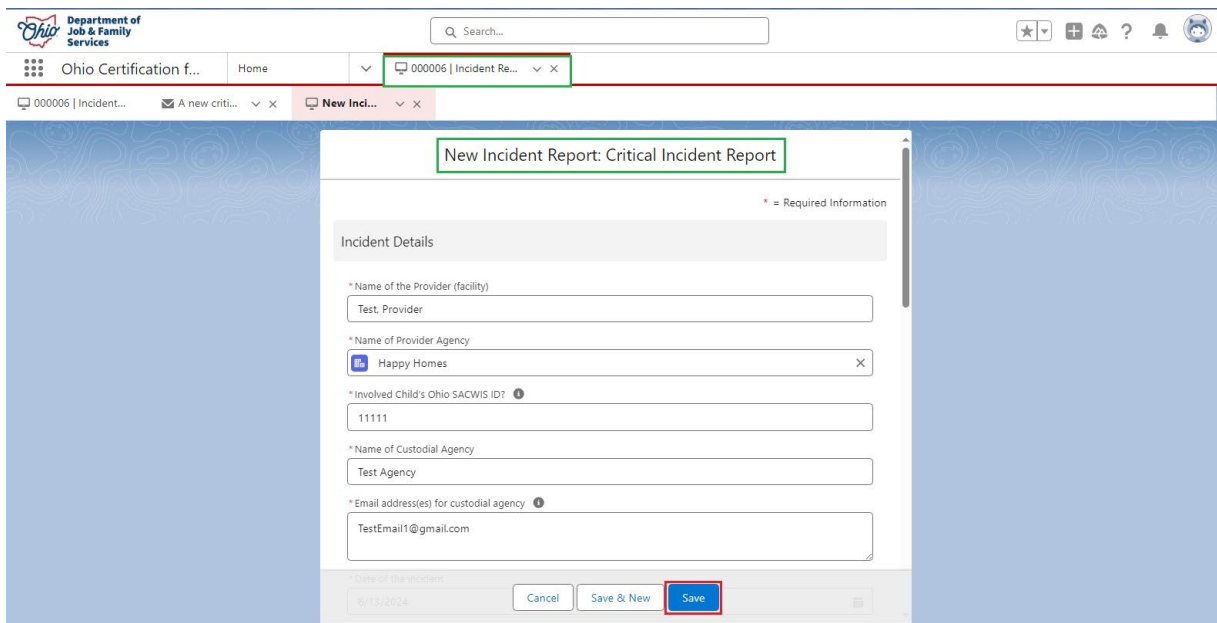
The **Critical Incident Report Details** screen displays.

3. If there were **Multiple Children** involved in the same incident, you can create a duplicate report by clicking the **Clone** button.



A **New Incident Report: Critical Incident Report Form** displays, prepopulated with duplicate information.

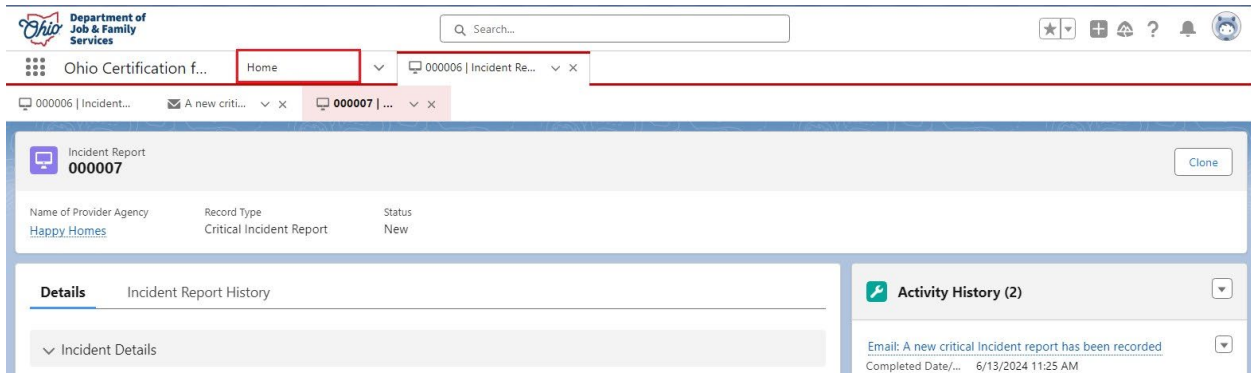
4. Click the **Save** button when finished reviewing.



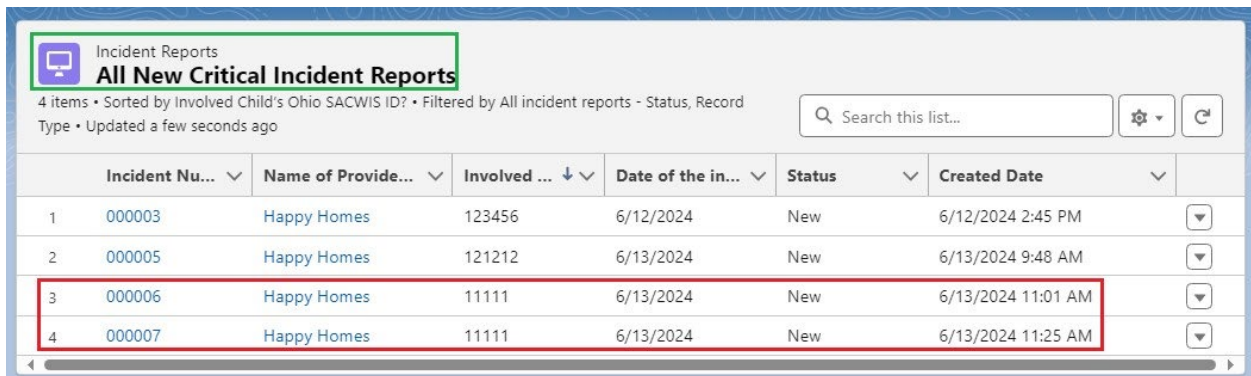
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The **Critical Incident Report Details** displays for the new report.

5. Click the **Home** tab.



The **Home** tab displays. Here you will see the new Critical Incident Reports added to the **All New Critical Incident Reports** list.



Notifications

There are two notifications the Custodial Agency will receive when a New Critical Incident Report is completed.

- An email will be sent to the Custodial Agency Supervisor and Licensing Specialist. (Reviewed previously in this Knowledge Base Article).
- The Supervisor and Licensing Specialist for the Custodial Agency will receive an Alert Notification in the OCAF system.

An email only will be sent to the guardian/custodian in the case of a Direct Placement, based on the email addresses entered in the report.

Critical Incident Reporting for Recommending Agencies

If you need additional information or assistance, please contact the Bureau of Children Services Operational Support's [Customer Care Center](#).