Critical Incident Reporting for Recommending Agencies

Knowledge Base Article

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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.

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.

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

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

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.

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**?

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

Critical Incident Report Details

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

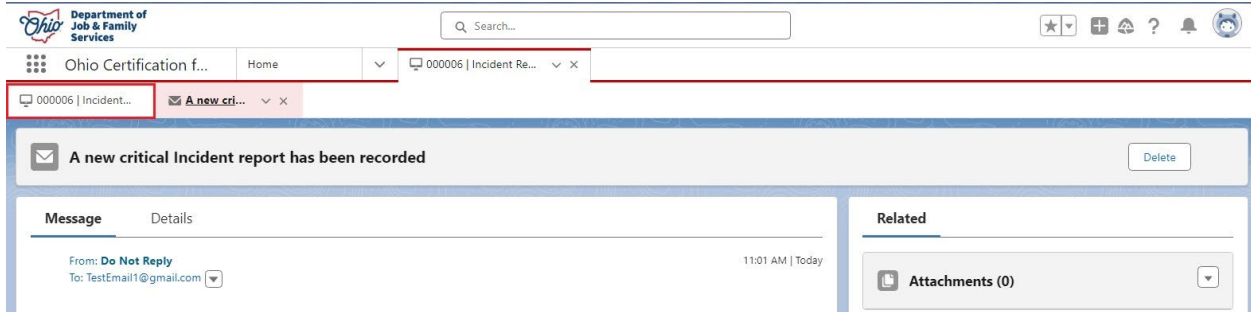1. To view the Email sent the Custodial Agency, click the **blue Email hyperlink**.

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

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

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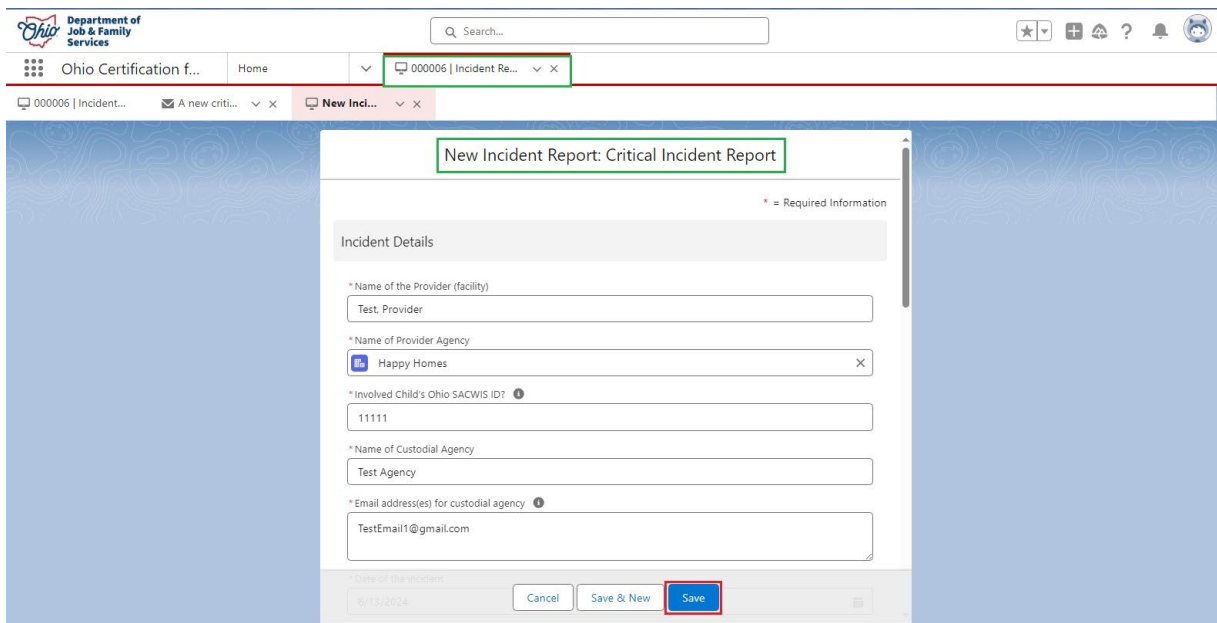
The **Critical Incident Report Details** screen displays.

3. If there were **Multiple Children** involved in the same incident, you can create a duplicate report by clicking the **Clone** button.
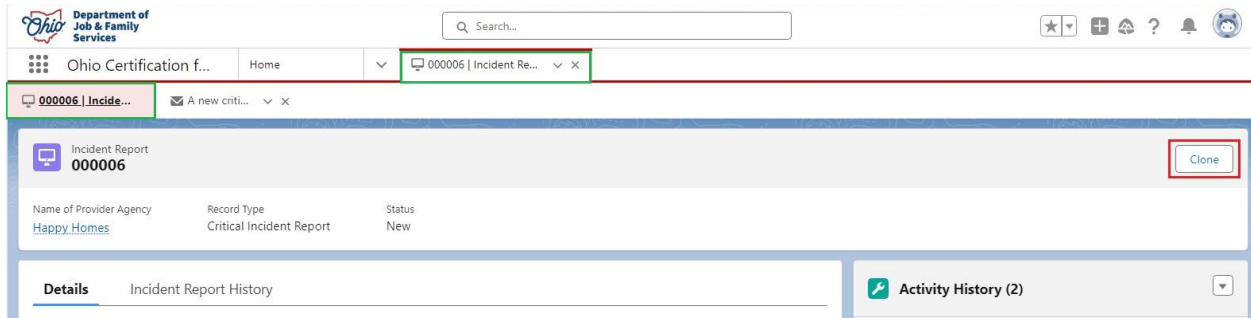
A **New Incident Report: Critical Incident Report Form** displays, prepopulated with duplicate information.
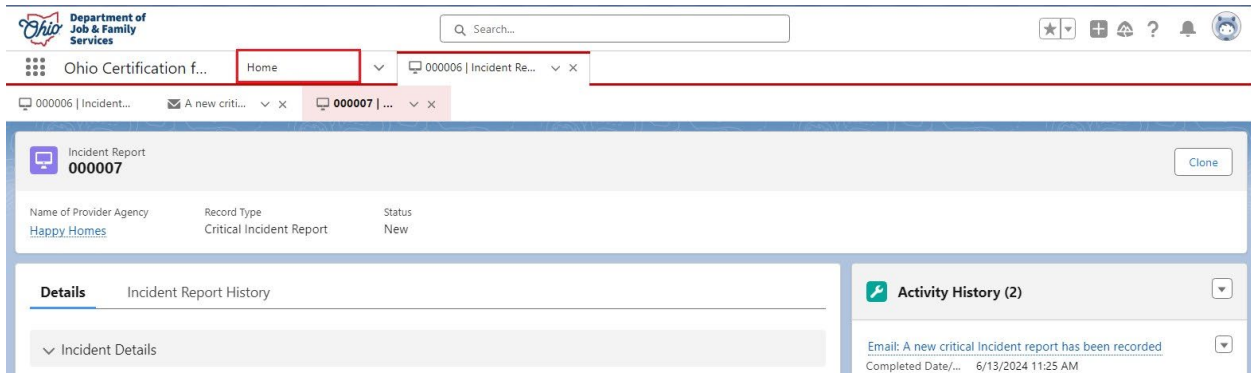
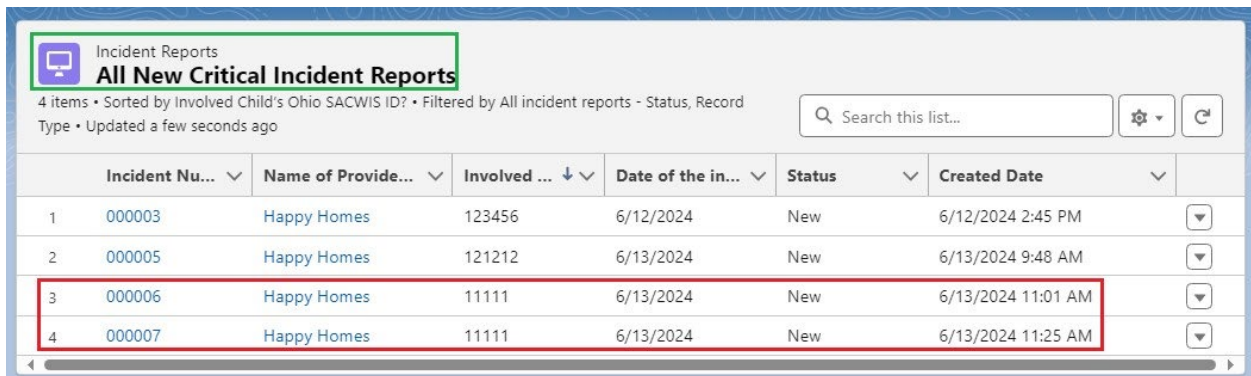4. Click the **Save** button when finished reviewing.

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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.

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

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