

Critical Incident Reporting

Webinar

July 2, 2024



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GOVERNOR OF OHIO



WELCOME & AGENDA

Today's webinar will discuss:

- Policy and Procedures surrounding **Critical Incident Reporting**
- Functionality in **OCAF** for submitting CIRs
- Functionality in **Ohio SACWIS** for documenting CIRs received
- **Resources** for more information

CRITICAL INCIDENT REPORTING

Ohio Administrative Code Rule 5101:2-9-23 | Notification and documentation of critical incidents

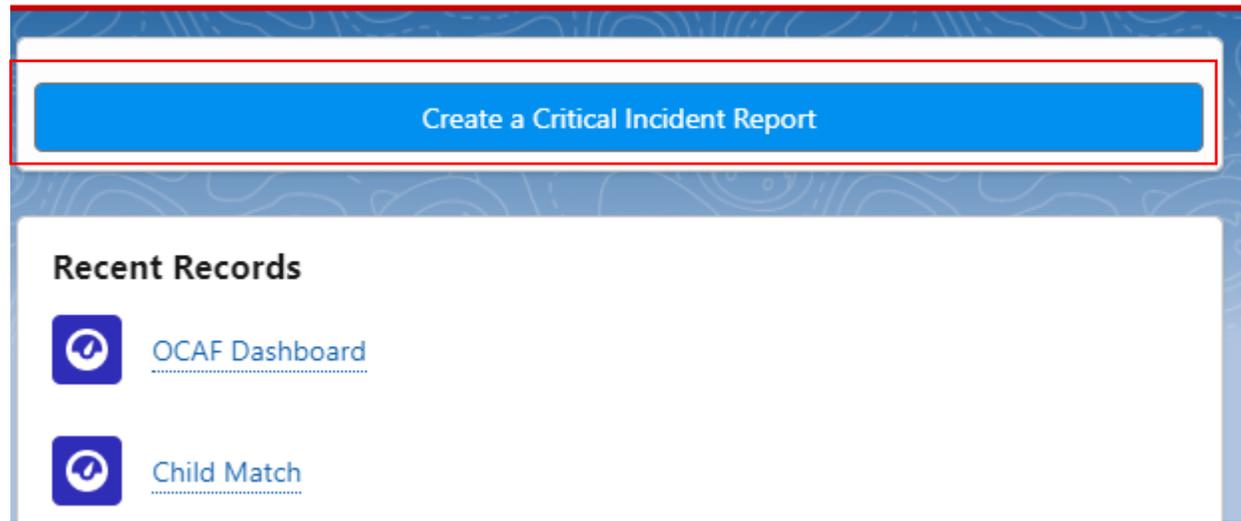
- Requires that residential facilities will notify the agency which placed the child and the agency of person holding custody of a youth within 24 hours if any of the following occur:
 - (1) Death of the child or teenage mother.
 - (2) Absent without leave (AWOL) and the return from AWOL.
 - (3) Any 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.

NOTIFICATION AND DOCUMENTATION OF CRITICAL INCIDENT REPORTS

- An electronic process has been created to streamline reporting and to ensure placing agencies have information necessary to ensure safety
 - Allow for gathering, reporting, and reviewing of critical incidents
- The critical incident report is to be completed in OCAF
 - Generate email notification to DCY individual(s) identified in OCAF and to the custodial agency or Title IV-E agency of the child identified in the critical incident.
- Beginning **July 7, 2024**, all critical incidents are to be submitted through OCAF

OCAF FUNCTIONALITY

OCAF Users with User Group permissions of OCAF Agency Board President, Agency Administrator, Agency Supervisor or Branch/Facility Supervisor will have a button available on their dashboard 'Create a Critical Incident Report'.



OCAF FUNCTIONALITY

User will be taken to the Incident Details screen where they are guided through the fields that comprise the report.

Enter the name of the Facility and then the Provider Agency, the youth's Ohio SACWIS ID, the name of the Custodial Agency or Custodian/Guardian and all email addresses for the individuals who need notified of the incident.

New Incident Report: Critical Incident Report

* = Required Information

Incident Details

* Name of the Provider (facility) ↻

Uer

* Name of Provider Agency

Search Accounts... 🔍

* Involved Child's Ohio SACWIS ID? ⓘ

* Name of Custodial Agency

* Email address(es) for custodial agency ⓘ

Cancel Save & New Save

OCAF FUNCTIONALITY

The displayed incident types come directly from [Ohio Administrative Code Rule 5101:2-9-23 | Notification and documentation of critical incidents.](#)

Multiple incident types may be selected in the pusher box.

The screenshot displays a web-based interface for reporting incidents. The main section is titled "Type of incident reported" and is divided into two columns: "Available" and "Chosen".

- Available:** A list of incident types with a vertical scrollbar on the right. The items are:
 - Death of the child or teenage mother
 - Absent without leave (AWOL) and the return from ...
 - Any serious injury or illness involving initial non-ro...
 - Any alleged delinquent or criminal activity of the c...
 - Any situation in which the child or teenage mother...
 - Suicide or self-mutilation attempts
 - Any incident of alleged abuse or neglect
 - Any involvement with law enforcement
 - Any use of physical restraint or isolation pursuant ...
 - Any other unusual incident as defined in the agen...
- Chosen:** A list containing one selected item: "Expulsion or suspension from school".

At the bottom of the interface, there are three buttons: "Cancel", "Save & New", and "Save". A partially visible label "Where did the incident occur?" is also present.

OCAF FUNCTIONALITY

Upon **Save**, a notification will be sent to all the email addresses listed above with information contained in the form. State Licensing Specialists will also receive this information via email and in OCAF.

* Where did the incident occur?

* Describe the incident that occurred

* Was law enforcement involved?

* Child maltreatment referral to a PCSA? ⓘ

System Information

Created By	Last Modified By
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OCAF FUNCTIONALITY

The email received will contain the report details.

A new critical Incident report has been recorded



Do Not Reply <donotreply-sf@jfs.ohio.gov>

To



This email is to notify you that a Critical Incident Report has been recorded for a child/youth in your custody on 6/11/2024. Below are the details of the report:

Name of the Provider (facility)

Test Facility

Name of Provider Agency

A New Leaf, Inc.

Involved Child's Ohio SACWIS ID?

1234567

Name of Custodial Agency

Test County Agency

Email address(es) for custodial agency

Date of the incident

6/11/2024

Type of incident reported:

Absent without leave (AWOL) and the return from AWOL; Any serious injury or illness involving initial non-routine medical treatment

Where did the incident occur?

Test location

Describe the incident that occurred

Test incident details

Was law enforcement involved?

Yes

Name of the law enforcement agency

Ohio Police Department

Was a child maltreatment referral made to a PCSA as a result of from the incident?

OCAF FUNCTIONALITY

A new section for created Critical Incident Reports is maintained in OCAF.

Incident Reports
All New Critical Incident Reports

2 items • Sorted by Incident Number • Filtered by All incident reports - Status, Record Type • Updated 17 minutes ago

Search this list... [Settings] [Refresh]

	Incident Num... ↑	Name of Provider Agency ↓	Involved Child's ... ↓	Date of the incident ↓	Status	Created Date ↓	
1	000000	[Redacted] Inc.	1234567	6/11/2024	New	6/11/2024 5:32 PM	▼
2	000001	[Redacted] Inc.	1234567	6/11/2024	New	6/11/2024 5:45 PM	▼

The status will display as **New** until reviewed by a State Licensing Specialist. The status will change to **Reviewed** afterwards.

OCAF FUNCTIONALITY

If multiple children were involved in the same incident or a similar incident occurs with the same youth, the Clone button located in the record will create a copy of the report to modify for submission.

The screenshot displays the OCAF system interface. At the top, there is a navigation bar with the Ohio Department of Job & Family Services logo, a search bar, and utility icons. Below the navigation bar, a breadcrumb trail shows 'Ohio Certification f...' and 'Home'. A tab for '000006 | Incident Re...' is active. The main content area features a header for 'Incident Report 000006' with a 'Clone' button highlighted in a red box. Below the header, a table lists the record details:

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

The 'Details' section is expanded to show 'Incident Report History'. Under 'Incident Details', the following information is displayed:

- 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

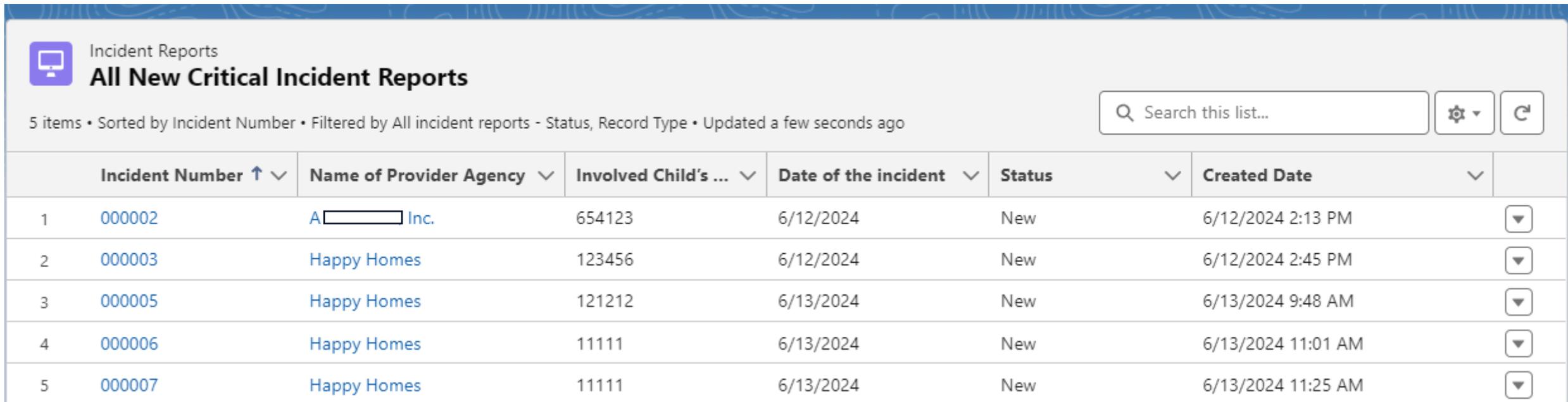
The 'Activity History (2)' section shows two entries:

- 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

A 'View All' link is present at the bottom of the activity history section.

OCAF FUNCTIONALITY

All State Licensing Specialist and State Licensing Supervisors will have a view in OCAF of the entire list of Critical Incident Reports.



The screenshot displays the OCAF interface for viewing incident reports. At the top left, there is a purple monitor icon and the text "Incident Reports" followed by "All New Critical Incident Reports". Below this, a status bar indicates "5 items • Sorted by Incident Number • Filtered by All incident reports - Status, Record Type • Updated a few seconds ago". To the right of the status bar is a search box containing "Search this list...", a settings gear icon, and a refresh icon. The main content is a table with 7 columns: Incident Number, Name of Provider Agency, Involved Child's..., Date of the incident, Status, Created Date, and an empty column with a dropdown arrow. The table contains 5 rows of data.

	Incident Number ↑ ▾	Name of Provider Agency ▾	Involved Child's ... ▾	Date of the incident ▾	Status ▾	Created Date ▾	
1	000002	A [redacted] Inc.	654123	6/12/2024	New	6/12/2024 2:13 PM	▾
2	000003	Happy Homes	123456	6/12/2024	New	6/12/2024 2:45 PM	▾
3	000005	Happy Homes	121212	6/13/2024	New	6/13/2024 9:48 AM	▾
4	000006	Happy Homes	11111	6/13/2024	New	6/13/2024 11:01 AM	▾
5	000007	Happy Homes	11111	6/13/2024	New	6/13/2024 11:25 AM	▾

OCAF FUNCTIONALITY

State Licensing Specialist and State Licensing Supervisors have the ability to acknowledge receipt and review of these records.

The screenshot displays the OCAF (Ohio Certification and Family Services) interface. At the top left is the logo for the Department of Job & Family Services. A search bar is located at the top right. The main header shows the current page as 'Ohio Certification f...' and a breadcrumb trail for '000002 | Incident Re...'. Below this, the incident report details are shown, including the provider agency 'A New Leaf, Inc.' and the record type 'Critical Incident Report'. A 'Change Status' dialog box is open in the foreground, allowing the user to select a new status. The available options are '--None--', 'New' (which is currently selected), and 'Reviewed'. The 'Reviewed' option is highlighted, and a tooltip above it displays the word 'Reviewed'. At the bottom of the dialog box are 'Cancel' and 'Save' buttons. The background interface shows a 'Details' tab and an 'Incident Report History' section.

OCAF FUNCTIONALITY

A list view of all Reviewed Critical Incident Reports is also available:

Incident Reports

All Reviewed Critical Incident Reports 

4 items • Sorted by Incident Number • Filtered by All incident reports - Status, Record Type • Updated a few seconds ago

<input type="checkbox"/>	Incident Number ↑	Name of Provider Agency	Involved Child's Ohio SACWIS ...	Date of the incident	Status	Created Date	
1	<input type="checkbox"/> 000000	A New Leaf, Inc.	1234567	6/11/2024	Reviewed	6/11/2024 5:32 PM	
2	<input type="checkbox"/> 000001	A New Leaf, Inc.	1234567	6/11/2024	Reviewed	6/11/2024 5:45 PM	
3	<input type="checkbox"/> 000002	A New Leaf, Inc.	654123	6/12/2024	Reviewed	6/12/2024 2:13 PM	
4	<input type="checkbox"/> 000004	Butler County Children Services	1234567	6/3/2024	Reviewed	6/12/2024 2:53 PM	

OHIO SACWIS FUNCTIONALITY

Once a Critical Incident Report is received regarding a youth in care, the custodial agency should create an Activity Log selecting the sub-category of **Critical Incident Reporting**. Any additional sub-categories may be entered as well.

The screenshot displays the 'Category Information' form in the Ohio SACWIS system. The form includes the following fields and actions:

- Case Category: ***: A dropdown menu with 'Ongoing' selected.
- Category: ***: A dropdown menu with 'Out of Home Care Provider' selected.
- Available Sub Categories:**: A list of sub-categories with a search bar and an 'Add All' button. The 'Critical Incident Reporting' sub-category is highlighted in blue, and a red box around the 'Add' button has a red arrow pointing to it.
- Select Sub Categories: ***: A list of selected sub-categories with a search bar, a 'Remove' button, and a 'Remove All' button. 'Critical Incident Reporting' is listed in this section, with a red box around the text.
- Other Sub Category:**: An empty text input field.

OHIO SACWIS FUNCTIONALITY

Once an Activity Log record with this selected sub-category is saved in **Completed** status, the system will trigger an automatic email notification to all State Licensing Specialists and Supervisors.

Critical Incident Report



sacwis@jfs.ohio.gov

To  LicensingSpecialist, Siobhan; LicensingSupervisor, Tate



Tue 6/11/2024 4:31 PM

A Critical Incident Report from 06/11/2024 has been recorded in Case Name/ID: PlacedChild, Percival / 61775. by Manager, Michelle of Ohio County Children Services. The involved participants are PlacedChild, Percival - In Regards To. The following Narrative Details have been documented: This email will contain the entire narrative of the Activity Log as part of the notification to State Licensing Specialists and Supervisors.

KNOWLEDGE BASE ARTICLES

Within the OCAF area of the Knowledge Base, the [Critical Incident Reporting section](#) contains articles for Ohio SACWIS and OCAF changes, along with a video.

<https://jfskb.com/sacwis/index.php/ocaf/1245-critical-incident-reporting>

Main Menu

- Home
- Important Links and Help
- Build Release Notes
- Training Videos
- ROM
- Title IV-E Policy
- Child Welfare Policy Guidance
- Child Welfare Practice Application
- IV-E Courts
- Foster Care Licensing
- OFC Policy
- OFC Policy Workforce
- OhioKAN
- Ohio RTIS
- AFCARS 2020
- ODAPS
- Youth Navigator
- **OCAF**
- OAGP
- TEAM Ohio
- Traverse
- Managed Care / Medicaid
- Child Match

Ohio Certification for Agencies and Families

Display # 10 ▼

Title	Published Date
Accessing OCAF	06-12-24
Critical Incident Reporting	06-10-24
Licensing Specialist Access to Background Checks OCAF	04-11-24
Accessing Agency Account and Staff Personnel Information OCAF	04-11-24
OCAF Videos	04-04-23
OCAF Community User Guide	03-29-23
OCAF Agency User Guide	03-29-23
OCAF OCCRRA User Guide	04-14-23



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