

1.4 Incident Reporting	
Application: To All Department of Children's Services Family/Juvenile Service Workers, Youth Development Center (YDC) Employees and Contract Agency Employees	
Authority: TCA: 37-5-105 (3); 37-5-106; 37-5-112	Standards: COA: PA-BSM 1, PA-RPM 2
Commissioner:	Date:
Original Effective Date: 06/01/12 Current Effective Date: 07/02/24	Supersedes: DCS 1.4 11/27/19 Last Review Date: 07/02/24
Glossary: None	

Policy Statement:

All incidents involving children/youth, occurring within the custody of the Department of Children's Services (DCS) shall be reported to the Commissioner or designee.

Purpose:

To ensure that standardized procedures for identifying and reporting incidents are established.

Procedures:

A. All DCS Custodial Youth

1. All incidents are documented on the appropriate incident reporting screens in ***TFACTS*** (with the exception of the use of mechanical restraints in routine transports).

Note: [*Terms and Definitions of Incidents*](#) may be used as a guide to describe the type of incident.

- a) Personnel who may have the assigned responsibility to document and submit incident reports (IR) include, but are not limited to:
 - ◆ DCS Family Service Workers (FSW), Juvenile Service Worker (JSW) and Foster Parent Support Staff
 - DCS FSW/JSW submits IR's on children/youth that are in the care and control of their birth parents or legal guardians to include children/youth on home visits/passes.

- Foster Parent Support Staff submit IR's on children/youth that are in the care and control of DCS Foster Parents.
 - ◆ Youth Development Center Staff
 - ◆ Contract Provider Agency Staff, to include Detention Centers
 - b) All restrictive behavior management interventions (i.e. any type of restraint and seclusion) incidents must be debriefed within twenty-four (24) hours of the incident or immediately upon notification of the incident (with the exception of the use of mechanical restraints in routine transports).
 - ◆ For general incident debriefing documentation, use form **CS-0890, Incident Debriefing**, to document the debriefing.
 - ◆ For restrictive behavior management incident debriefing, document that the incident debriefing occurred on form **CS-0165, Youth Behavior Management Debriefing**.
 - ◆ Contract Provider Agencies, to include Detention Centers, have the option to use form(s) **CS-0890, Incident Debriefing, or CS-0165, Youth Behavior Management Debriefing**, or their agency's equivalent form.
 - c) IR notifications go to DCS responder groups based on incident types and levels to review and take action, if needed. Such DCS personnel may include, but are not limited to:
 - ◆ Commissioner and/or designee
 - ◆ Regional Management
 - ◆ Office of Juvenile Justice
 - ◆ Health Unit Teams
 - ◆ Network Development
 - ◆ DCS Licensing
 - d) The FSW/JSW or YDC Residential Case Manager (RCM) must notify the parent/guardian of all incidents within twenty-four (24) hours of the incident or immediately upon notification of the incident and document contact in TFACTS.
2. All significant incidents must be reported to the applicable DCS FSW/JSW, DCS Team Leader (TL), or After Hours On-Call within twenty-four (24) hours of the incident occurring or immediately upon notification of the incident. Significant incidents include, but are not limited to the following:
- ◆ Abduction
 - ◆ Major Event at Agency
 - ◆ Runaway/Escape
 - ◆ Serious injury to a child/youth
 - ◆ Emergency Use of Psychotropic Medication(s)
 - ◆ Restraints (all, with the exception of the use of mechanical restraints in routine transports)
 - ◆ Any incident that results in injury or hospitalization of child/youth.

Note: Refer to [Protocol for Incident Reporting: Emergency Medical Treatment](#) for more information.

3. All incidents are documented in the appropriate incident reporting screens in **TFACTS** within five (5) business days of the incident occurring or immediately upon notification of the incident.
 - a) If users are not able to view a child/youth in **TFACTS**, or if there is system failure, form **CS-0496, Incident Report**, is used for reporting incidents. The incident report must be emailed immediately to all staff to be notified as appropriate in Section A, 1, c above.
 - b) If unable to submit or email the incident report, DCS staff or Contract Agency staff must notify the appropriate DCS Staff within twenty-four (24) hours or immediately upon notification of the incident.
4. The Contract Agency is responsible for ensuring sub-contractor compliance with the incident reporting requirements.

B. Incident Reporting for a DCS Youth Development Center

1. All incidents (with the exception of PREA Allegations) occurring in a YDC are documented on form **CS-0311, Facility Incident Report** and on the incident reporting screens in **TFACTS**.
2. Facility Incident Reports contain a detailed description of what happened including, but not limited to:
 - a) Names of all individuals involved in the incident;
 - b) If medical attention was required on or off campus;
 - c) Contact with local law enforcement; and
 - d) If DCS Internal Affairs or Child Protective Services were contacted.
3. Some significant incidents must be reported by telephone to the appropriate designees, specifically, the YDC Superintendent/designee, the Director of Residential Operations, and the Deputy Commissioner of Juvenile Justice must be immediately contacted about the following significant incidents occurring at a YDC:
 - ◆ Major event at facility;
 - ◆ Failure of the infrastructure (power, water, etc.);
 - ◆ Escape (YDC) or failure to return;
 - ◆ Serious injury to youth or staff; and
 - ◆ Unplanned off campus transports for medical and/or mental health treatment.

C. Incident Reporting for DCS Foster Homes

Refer to [*Protocol - Steps in Reporting Incidents for DCS Foster Homes*](#)

D. Incidents Involving Staff Only

1. Staff-only incidents are defined as incidents that do not involve a custodial client. These incidents are not documented in the Incident Reporting screens in TFACTS.
2. For DCS staff only: All incidents that solely involve staff are documented and reported appropriately through Human Resources (HR) and/or Internal Affairs (IA). Refer to DCS Policy [*1.16, Internal Affairs Investigations*](#), for additional information.
3. Contract Provider Agencies, to include Detention Centers, should follow their appropriate protocol and policies in these situations

E. Training

1. All training on incident reporting must be completed prior to direct contact with children/youth.
2. Training on incident reporting for DCS Staff is provided through Edison.
3. The YDC Superintendent or designee must ensure that training is provided for all employees with direct contact with children/youth on the incident reporting procedures and that training is documented as appropriate.
4. DCS ensures that Contract Provider Agencies have access to training on incident reporting.

Forms:

[*CS-0165, Youth Behavior Management Debriefing*](#)

[*CS-0496, Incident Report*](#)

[*CS-0311, Facility Incident Report*](#)

[*CS-0890, Incident Debriefing*](#)

Collateral Documents:

[*Protocol: Steps in Reporting Incidents for DCS Foster Homes*](#)

[*Terms and Definitions of Incidents*](#)

[*1.16, Internal Affairs Investigations*](#)

[*Protocol for Incident Reporting: Emergency Medical Treatment*](#)