



## Tennessee Department of Children's Services

# Protocol: Steps in Reporting Incidents for DCS Resource Homes

### Supplemental to: DCS Policy 1.4 Incident Reporting

#### Steps in Reporting Incidents for DCS Resource Homes:

DCS Resource Parents will report all incidents (IRs) to the designated regional staff persons who receive incident reports during regular business hours and on-call staff after regular business hours. DCS staff will document the incident as follows:

1. The designated regional staff person will enter/submit the incident into TFACTS in the timeframes outlined in DCS Policy [1.4, Incident Reporting](#). If TFACTS is inoperable or the information cannot be entered, the identified regional staff person must email form [CS-0496 Incident Report](#) to the following, as appropriate:
  - ☐ Commissioner and/or designee;
  - ☐ Special Investigations Unit (SIU)
  - ☐ Regional Management;
  - ☐ Health Unit Teams;
  - ☐ Network Development;
  - ☐ Provider Quality Team (PQT), Office of Quality Control;
  - ☐ Regional Absconder Recovery Coordinator; or
  - ☐ Internal Affairs (IA).
2. The designated regional staff person will debrief the family and complete form [CS-890 Incident Debriefing](#).
3. The child/youth's Family Service Worker (FSW)/Juvenile Service Worker (JSW) must notify the parent/guardian of the child of all incidents that occur in the DCS Resource Home.
4. **Coverage:**
  - ☐ The region will identify staff to provide coverage to enter the IR when the designated regional staff person is out of the office or is otherwise unavailable.
5. **After Hours:**

- On-call staff will enter the incidents as outlined in steps 1-4 as outlined within DCS Policy [1.4, Incident Reporting](#).

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