DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

September 3, 2013

What's Inside:
Revision of Critical Event Protocol and Forms

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
              CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: REVISION OF CRITICAL EVENT PROTOCOL AND FORMS

DISCUSSION:

The purpose of this memorandum is to inform staff of changes to the critical event review protocol which includes: revision of the **Critical Event Report** (CS-23), elimination of the **Alert Notification Report** (CD-158), additions to the **Critical Event Case Review Tool Kit**, CD-164, and the introduction of the **Critical Event Protocol** grid, CD-169. Changes to the Critical Event Protocol are being made in an effort to streamline the reporting, documentation, and review of critical events.

CRITICAL EVENT REPORT/ALERT NOTIFICATION

The new protocol eliminates the use of the **Alert Notification Report** (CD-158); instead staff will complete the **Critical Event Report/Alert Notification** form (CS-23). The purpose of the CS-23 is to provide a method for collecting accurate, consistent information and to notify CD Administration of critical events in cases:

- Involving child fatalities, near fatalities, suicides, and serious physical injury
- Which have generated or are likely to generate media attention
- Involving sexual maltreatment, exploitation, or sexual assault of a foster child and/or
- Involving allegations of child human trafficking

CRITICAL EVENT CATEGORIES

Critical events are classified by category, which determines the appropriate response. Staff should select the appropriate critical event category when completing the CS-23. Categories are as follows:

Category A
- Child fatality, near fatality, suicide, or serious physical injury resulting from alleged CA/N with relevant CD involvement

Category B
- Child fatality, near fatality, suicide, or serious physical injury as a result of an alleged CA/N or non-CA/N involving a child with an open FCS case, IIS case, pending hotline

Category C
- Child fatality, near fatality, suicide, or serious physical injury as a result of an alleged CA/N or non-CA/N and involves a foster child

Category D
- Child fatality, near fatality, suicide, or serious physical injury as a result of an alleged CA/N with no relevant CD involvement

Category E
Consists of events not meeting the criteria for categories A-D, but considered serious and meeting one or more of the following criteria:

- *Media attention* – has or is likely to generate media attention
- *Child in foster care* who was subjected to sexual abuse, exploitation, or assault
- *Human Trafficking* – Reported allegations when a child is a victim of human trafficking (e.g., abusing a child through forced labor, slavery, involuntary servitude, peonage, sexual exploitation, sexual trafficking)

CRITICAL EVENT CASE REVIEW TOOL KIT

The Critical Event Tool Kit is a collection of tools used to guide a critical event reviewer as they conduct independent case reviews in response to a critical event. Every critical event requires completion of a CS-23, however; *not every CS-23 requires* a *Critical Event Tool Kit*.

- For category A, B, and C, a tool kit **is required**.
- For category D and E, a tool kit is **not** required**,** unless otherwise directed by the Regional Director or Central Office.

The Critical Event Tool Kit consists of the following:

Critical Event Case Review
- CD-164 is used to review critical event cases which occurred in a family home
- CD-164 RF is used to review critical event cases which occurred in a resource family home

Log of Prior History
- The CD-164 A is used to document all prior history including CA/N history and current open or closed AC, FCS, or IIS cases

Review of Open Cases
- The CD-164 FCS, CD-164 AC, and CD-164 IIS are used to review open cases

Review of Prior Cases

- The CD-164 CAN_P, CD-164 FCS_P, CD-164 AC_P, and CD-164 IIS_P are used to review prior cases relevant to the current Critical Event

Staff Interviews
- The CD-164 B is used to conduct interviews with staff connected to the current event, open case or prior cases relevant to the current critical event

Observations from Critical Event Case Review
- The CD-164 C is used to summarize findings from all case records reviewed and interviews noting any practice concerns or trends, as well as offer observations related to law, policy, practice, and training

Critical Event Trends Summary
- Upon completion of the critical event case review, critical event reviewers should complete the Critical Event Trends Summary via Survey Monkey. A link to the survey has been added at the bottom of the CD-164 and CD-164 RF.

CRITICAL EVENTS PROTOCOL GRID

A Critical Events Protocol grid has been created to clarify the review providing staff with specific steps to follow for each category in the critical events review process including, but not limited to:

- Timeframes for initiating the CS-23
- When to complete a CD-164 Tool Kit
- When the review is to be completed by an internal or external reviewer
- Timeframe for completing the CD-164 Tool Kit
- When a Critical Event Review Panel is required

The grid also provides definitions for each critical event including: serious physical injury, near fatality, sexual abuse, sexual assault, human trafficking, relevant history, and media attention.

The revised forms, the Critical Event Case Review Tool Kit, and instructions for completing the Critical Event Report, CS-23, can be found on E-forms. These changes are effective today's date. Reviewers will be contacted to receive training on the new protocol.

NECESSARY ACTION:	
1. Review this memorandum with all Children's Division staff. *2.* Review revised Child Welfare Manual chapters as indicated below. 3. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT: John Steinmeyer (573) 751-8930 John.Steinmeyer@dss.mo.gov Christine Wynn	**PROGRAM MANAGER:** Christy Collins (573) 751-9603 Christy.Collins@dss.mo.gov

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CHILD WELFARE MANUAL REVISIONS:
Section 2 Chapter 4 Investigative Response
Section 2 Chapter 4.3.8.1 Fatality, Near-Fatality Abuse/Neglect or Other Critical Event
Section 3 Chapter 4 Attachment F Death of Child in Open FCS Case
Section 4 Chapter 24.7 Pregnancy of Child in Out-of-Home Care

FORMS AND INSTRUCTIONS
Critical Event Report (CS-23) Instructions
CS-23 Critical Event Report/Alert Notification
Critical Event Case Review Tool Kit Instructions
CD-164 Critical Event Case Review
CD-164 RF Critical Event Case Review – Resource Families
CD-164 A Log of Prior History
CD-164 FCS Critical Event Case Review – Open FCS
CD-164 AC Critical Event Case Review – Open AC
CD-164 IIS Critical Event Case Review – Open IIS
CD-164 CAN_P Critical Event Case Review – CAN Prior
CD-164 AC_P Critical Event Case Review – AC Prior
CD-164 FCS_P Critical Event Case Review – FCS Prior
CD-164 IIS_P Critical Even Case Review – IIS Prior
CD-164 B Critical Event Case Review – Staff Interview
CD-164 C Critical Event Case Review – Observations from the Critical Event Case Review

REFERENCE DOCUMENTS AND RESOURCES
N/A

RELATED STATUTE
N/A

ADMINISTRATIVE RULE
N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS
PQI 2
PQI 4
PQI 5

CHILD AND FAMILY SERVICES REVIEW (CFSR)
N/A

PROTECTIVE FACTORS
Parental Resilience-N/A
Social Connections-N/A
Knowledge of Parenting and Child Development-N/A
Concrete Support in Times of Need-N/A
Social and Emotional Competence of Children-N/A

FACES REQUIREMENTS
N/A