

Practice Alert



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PA22-IA-03

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Possible Dangerous Incident Checkbox in FACES

This Practice Alert is being issued as a reminder to staff of the available “Possible Dangerous Incident” checkbox in FACES. The checkbox was introduced through the CQI Process and then added into FACES as a way to alert staff that a case member has been involved in a Possible Dangerous Incident. This alert brings awareness for staff to plan an appropriate response to ensure worker safety if a new report is received involving that individual.

When a prior narrative has been entered and the “Possible Dangerous Incident” checkbox selected on the Contact Communication Log screen, it is then linked to the DCNs related to that narrative. If there are future reports with the individuals involved, the Initial CAN1/REF1 will display a pop-up message and Red Message, as provided in the example below:

The screenshot displays a software interface with a pop-up message box and a case record below it. The pop-up message, titled "test.dss.state.mo.us says", contains the text "DCN on this report was involved in a previous Possible Dangerous Incident" and an "OK" button. The background interface shows a case record with the following details:

- Missouri Department of Social Services (Missouri)
- CD I/A
- DCN on this report
- ADAM SMI
- Call Type: CA/N
- Response Priority: Level 2 - 24 hours
- Flag: Regular Report
- CA/N Worker Name/ID: Gonder, Katherine O / GOND55
- Incident Date: 03/29/2016
- Assigned County/Office: Camden - 029/01(CD Camden)
- Related Calls:

There are links on the Initial CAN1/REF1 under the ‘Safety Issues’ section just above the ‘Dangerous Weapons’ section. These links will take you directly to the Contact Log screen where the checkbox was selected. This will allow staff to view the prior contacts that were marked as “Possible Dangerous Incident”.

Possible Dangerous Incidents	
20160790064	03/20/2016
20160780458	04/08/2022

Dangerous Weapons:	Unknown
Drug/Alcohol:	Unknown
Vicious Animals:	Unknown
Household Violence:	Unknown
Other:	Unknown

When the link is clicked it will take you to the Contact Communication Log screens. There might be several contacts for an individual, so if you don’t see the correct Contact Log at first, you can select the “Possible Dangerous Incidents Only” checkbox above as a filter and then display only those Contact Logs that were checked.



Next Steps when Notified of a Prior Possible Dangerous Incident

Staff are encouraged to consult with their supervisor prior to making contact with the individual involved in a prior “Possible Dangerous Incident” to have a discussion around the worker’s safety. This discussion may include understanding the context of the prior Possible Dangerous Incident, requesting law enforcement to accompany the worker, if appropriate, and talking through how to address the current need for contact with the individual. Consideration should be given to whether in-person contact with the individual involved in the prior Possible Dangerous Incident needs to be in the home, office, or if phone or virtual contact is an option. All options should be thought through to assure worker safety while also ensuring action does not impede child safety or services to the family.

Identifying When to Utilize the Possible Dangerous Incident Checkbox

The “Possible Dangerous Incident” checkbox can only be checked by a supervisor or above and should be utilized when there is a significant safety concern for a worker during that contact. It is encouraged for workers to immediately notify their direct supervisor when they have encountered a dangerous situation. Situations may include threats to the worker’s safety both verbal and physical, if the individual is involved in a crime with a weapon, or if there is domestic violence. It is important to clearly document the safety concern(s) in the narrative contact and assure that appropriate DCN’s are associated with this contact. It is encouraged that the supervisor review the narrative timely and if they agree the contact is a “Possible Dangerous Incident”, check the checkbox on the contact log.

