


Category:

	Policy Title:	Team Critical Incident Review Policy			
	Policy Number:	Admin Policy 011	Version:	1	Effective Date:

Approved By: Operations Team

Date: 11/05/2019

Overview

Description: The Team Critical Incident Review Policy seeks to align county and state policy regarding critical incident reviews within Youth and Family Services. It is designed to promote timeliness, consistency and accuracy around the process by which Mecklenburg County Department of Social Services -Youth and Family Services Division (DSS-YFS) Child Welfare Specialists (CWS), Supervisors and Management will assess, document and report critical incidents.

Purpose/Rationale: Mecklenburg County DSS-YFS believes our casework practice should be responsible for creating and maintaining a supportive working and learning environment characterized by communication, collaboration, accountability, transparency, and respect at all levels. As such, our daily casework must be timely, efficient, and effective to ensure best practice and high-quality service delivery. This policy permits the agency to review critical incidents within a concise manner in order to quickly determine trends contributing to risk factors, engages staff and supervisors as participants and promotes self-care through a supportive, learning environment.

Applicability: Frontline, supervisory, and managerial staff within pre- and post-custody service areas; Director, Deputy Directors.

Definition(s):

Failure to Comply:

Policy


Mecklenburg County DSS-YFS Team Critical Incident Policy is consistent with the spirit underpinning Practice Model and Structured Decision Making (SDM) tools. All Team Critical Incident Reviews must be completed in accordance with the procedures outlined below.

Procedure(s) that apply:

Types of Cases:

- Any occurrence where there is a child death on an active case or a case closed within 90 days
- Any case where a child is hospitalized in serious or critical condition due to abuse and/or neglect on an active case or a case closed within 90 days.

Category:

	Policy Title:	Team Critical Incident Review Policy			
	Policy Number:	Admin Policy 011	Version:	1	Effective Date:

- Any domestic violence case resulting in a fatality on an active case or a case closed within 90 days.

Process and participants:

- A review is initiated upon the request of a DSS-YFS Deputy Director.
- There will be a core team that participates in all critical incident reviews, which includes: Managers from each service area and a representative from Continued Quality Improvement (CQI).
- The Team Critical Incident Review must be facilitated by a Child and Family Team (CFT) facilitator.
- Child Welfare Specialists and Supervisors assigned to the specific case must participate in the review process.
- The CFT facilitator must guide the review process and complete the final report.

Required information and Recommendations:

I. What should be covered during the Team Critical Incident Review?

- Reason for the report, including facts known by reporter.
- Actions taken: Child Welfare Specialist's walkthrough of the case.
- What went well at each decision point.
- Opportunities of improvement at each decision point.
- Information learned later in the case that impacted decision-making (if applicable).
- Internal and external barriers affecting services to the child(ren) and/or family.


II. Assessment of the critical incident:

- What are the primary contributors to the incident? (Were these factors under the agency's control?)
- Are the children currently safe? Are there any immediate actions needed?
- What are the areas of good practice that should be noted?
- Could the Child Welfare Specialist/Supervisor benefit from additional support?

III. Recommendations:

- Three to four recommendations for the agency (policy, practice, agency structure, training, other systems etc.)
- Immediate actions needed.
- Plan to share review results within the agency.

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Form(s) that apply:

Team Critical Incident Review Form (draft)

Reference(s):

Critical Incident Review Planning Document V3 (draft) August 2019

Contact(s):

Deputy Directors of Pre- and Post-Custody Services
Senior Social Services Managers
Policy & Practice Model Supervisor

Policy History:

Developed 10/17/19