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SUPPORTING FAMILIES, STRENGTHENING COMMUNITIES.

Provider Support Call: Serious Incident Reports
April 5, 2019

For youth on Direct Care status, served by EBA & AMI Sub-contracted Providers

Webinar hosted by EBA, with RTC Programs on 4/05/2019

Objectives

EBA will review the contract requirement and revised SIR process.

DSPs will become familiar with the form and steps to notify and report incidents to DJJ and RSC agency.

DSPs will share their rollout plan for their agency and ask questions as they arise.

Agenda



Contract Language



SIR Form Overview



Roll out timeframe



Questions

SIR: EBA Contract Language

The Serious Incident Report (“SIR”) shall provide a factual, concise account of the incident, to include:

- the name of the DSP,
- the name of the Youth,
- the date and time of the actual incident,
- the location of the incident,
- the names, titles, and locations of staff who responded,
- a description of the incident including a clear statement of what happened including any physical evidence,
- nature of the response including any use of physical force, any medical treatment, any external assistance, any program sanctions, criminal charges or justification when criminal charges are not sought in instances of assault causing serious injury,
- the action taken,
- the names of any witnesses,
- any recommendations,
- the name of the individual completing the report,
- the date of the report,
- and all notifications made.



The SIR Report. The Serious Incident Report (“SIR”) shall provide a factual, concise account of the incident, to include: the name of the DSP, the name of the Youth, the date and time of the actual incident, the location of the incident, the names, titles, and locations of staff who responded, a description of the incident including a clear statement of what happened including any physical evidence, nature of the response including any use of physical force, any medical treatment, any external assistance, any program sanctions, criminal charges or justification when criminal charges are not sought in instances of assault causing serious injury, the action taken, the names of any witnesses, any recommendations, the name of the individual completing the report, the date of the report, and all notifications made.

SIR Notification. Proper notification of the incident shall be made to (1) the appropriate public safety authority, as required by law and the State licensing board; (2) Verbal notification of the incident shall be provided to the youth’s parent(s)/custodian(s) and CSU/CAP Staff on the day of the incident, and (3) Written notification of the incident, shall be provided to EBA and CSU Staff within one business day of the incident.

SIR: EBA Contract Language

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SIR: EBA Contract Language

All serious incidents, *actual or alleged*, relating to a Youth shall be reported by the DSP.

Serious incidents include, but are not limited to:

- Death;
- Fire;
- Alleged child abuse or neglect;
- Serious juvenile injury or illness;
- Serious staff injury or illness;
- Juvenile on juvenile assault;
- Juvenile assault on staff;
- Staff arrest or serious misconduct; and
- Any other serious occurrence out of the ordinary course of operations that is likely to attract attention of the media or the general public or that could result in litigation.



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EBA Terms and Conditions

Compliance with Law and Policy.

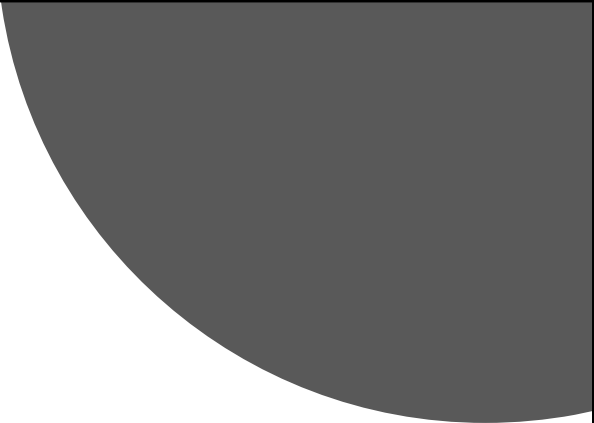
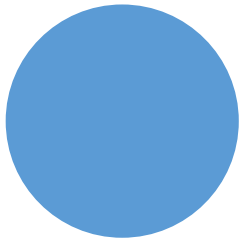
PROVIDER shall comply with

- (1) PRIME CONTRACTOR's written policies, procedures, and standards, and
- (2) all local, state, and federal laws, rules, regulations, and codes, related to the performance of Services pursuant to this Agreement.

New SIR Form and Process

- New Format developed for all youth served through sub-contracted agencies.
- Format aligns with Badge, DJJ's data tracking system for all youth served including CPPs, detention centers, and DSPs.
- Ensures consistent information from all providers, based on the youth's status.





The SIR Form for Youth on Direct Care Status

<http://www.evidencebasedassociates.com/wp-content/uploads/2019/04/Direct-Care-DSP-Incident-Report-Form.docx>

SIR Form Format and Instructions

1. Program Name: Enter the full name (no abbreviations) of the program that is reporting the incident.
2. Program Address: Enter the full physical address of the program.
3. Incident Location: Enter the location where the incident occurred (e.g., dining hall, living room, classroom)
4. Incident Location Address: Enter the full physical address where the incident occurred if the incident occurred off-site from the program.
5. Incident Date: Enter the date the incident occurred.
6. Incident Time: Enter the time the incident occurred.
7. Activity when Incident Occurred: Describe the activity (e.g., field trip, school, meal, free time) the resident was involved in when the incident occurred.
8. Report Date: Enter the date that this report was completed.
9. Report Time: Enter the time this report was completed.
10. Reporting Person: Enter the name of the person who is completing this form.
11. Title: Enter the title of the person who is completing this form.
12. Contact Email: Enter the email address for the person completing this form.
13. Contact Number: Enter the telephone number for the person completing this form.

**Commonwealth of Virginia
Department of Juvenile Justice
Direct Care/Commitment
Direct Service Provider Incident Report**

⚠ A typed incident report should be securely emailed to the assigned CAP counselor, the soon as practicable following the incident, and no later than 24 hours from the incident.

1. Program Name (no abbreviations):	
2. Program Address:	
3. Incident Location:	
4. Incident Location Address (if different from program):	
5. Incident Date: <small>Click or tap to enter a date.</small>	6. Incident Time:
7. Activity when Incident Occurred:	
Report Date: <small>Click or tap to enter a date.</small>	9. Report Time:
Reporting Person:	11. Title:
Contact Email:	13. Contact Number:

Incident Type:

Check all that apply: All serious incidents, *actual or alleged*, relating to a juvenile m

<input type="checkbox"/> Resident on-leave (AWOL) (Level I)	<input type="checkbox"/> Allegation against staff (refere
<input type="checkbox"/> Resident non-sexual child abuse	<input type="checkbox"/> Allegation of resident-on-resid
<input type="checkbox"/> Resident consensual sexual touching, or verbal	<input type="checkbox"/> Allegation of resident-on-resid
<input type="checkbox"/> Resident contact or	<input type="checkbox"/> Allegation of resident-on-resid
<input type="checkbox"/> Resident-on-staff (touching) (Level II)	<input type="checkbox"/> Allegation of resident-on-staff

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Page Three (3) begins the instructions for the form. Each description corresponding to the number on the form.

Notifications



ALL LEVEL ONE INCIDENTS must be communicated **IMMEDIATELY TO THE CAP UNIT MANAGER.**

ALL OTHER INCIDENTS MUST BE COMMUNICATED WITHIN 24 HOURS or the next business day if the incident falls on a weekend and/or a holiday.

The RSC must be notified of all incidents and should be **COPIED** on the incident report to **THE CAP UNIT.**

- For AMIkids: Korah Skuce
- For EBA: Kara Brooks

The DSP will notify the PARENT/LEGAL GUARDIAN of serious incidents involving juveniles under age 18.

Notification to the CSU and the parent/legal guardian should be in collaboration between the DSP and the CAP Unit and will be documented in DJJ's electronic data system by the CAP Unit.

All Notifications are meant to be reported to DJJ/ RSC and your required reportable, based on your licensing requirements We are not asking you to fill in every box, but simply communicate the notifications required and made.

17. Communication of Incident: Identify additional parties who have been notified of the incident, the date and time of notification, type of notification (e.g., phone call, voicemail, email), and who made the notification. This should also include the licensing agencies.

All Level One incidents must be communicated immediately to the CAP Unit Manager.

DSPs are to notify the CAP Manager, Demetria Clayton, at: (804) 338-7028 and by email at Demetria.Clayton@djj.virginia.gov. All other incidents must be communicated within 24 hours or the next business day if the incident falls on a weekend and/or a holiday.

The RSC must be notified of all incidents and should be copied on the incident report to the CAP Unit. **For EBA:** Kara Brooks at (804) 433-7554, KBrooks@EBAnetwork.com

The DSP will notify the parent/legal guardian of serious incidents involving juveniles under age 18. Notification to the CSU and the parent/legal guardian should be in collaboration between the DSP and the CAP Unit and will be documented in DJJ's electronic data system by the CAP Unit.

Categories and Levels of incidents

1

LEVEL 1

- Escape
- Allegation against staff (referred) - not involving abuse
- Resident-on-resident sexual act or penetration

2

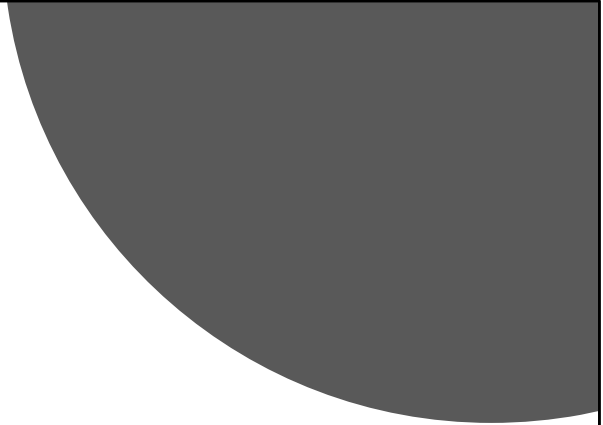
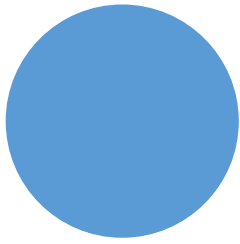
Level 2

- Resident-on-resident sexual contact
- Fight (3 or more residents)
- Contraband-Medication

3

Non-Critical

- Resident-on-staff assault
- Use of force
- Fight (2 residents, no serious injury)



Tip: Learn the language and descriptions

For those outside of DJJ, the terms are a little different. If you have questions, please ask in advance or when making a verbal report to the CAP staff.



Sample Descriptions

Absent without Leave (AWOL)

The failure of a resident to return to the facility or report back to the supervising person as directed after work/education release or a furlough.

Escape

Any resident who leaves the boundaries of the facility or the control or supervision of staff while on an approved trip away from the facility without prior permission. AWOLs from approved leave are captured separately.

What Level?

Discussed the difference between AWOL and Escape.

Guess the level? Both are Level 1 incidents.



The SIR Form for Youth on Direct Care Status

<http://www.evidencebasedassociates.com/wp-content/uploads/2019/04/Direct-Care-DSP-Incident-Report-Form.docx>

Look at the form.

A Few questions for the group:

What type of incident needs reported, even when a DJJ youth was not directly involved?
(death, fire, riot, etc.)

What questions do you have about the types listed?

18. Follow-up
questions should
be directed to:

The DSP designated staff name, title, phone number, and email address of the staff that DJJ should contact with any questions regarding the incident and/or resident.

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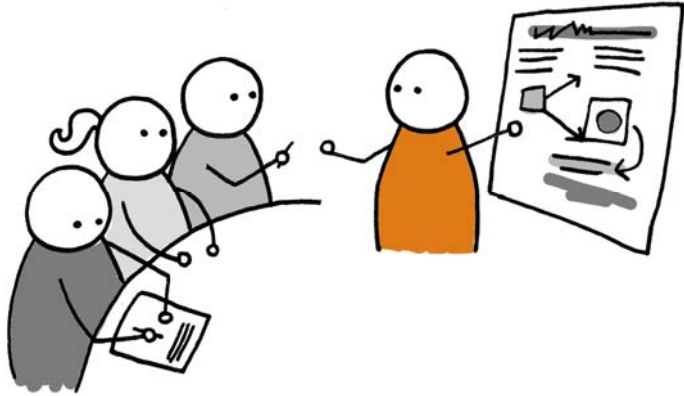
The follow up staff, may be different than the staff that filled out the original report.
EBA expects to follow up on all or most Level 1 incidents.



Confidentiality

Reports must be sent securely to RSC and DJJ.

DSPS must Hold and maintain Confidential Information in strictest confidence.



The illustration shows a person in an orange shirt standing and pointing to a large document on a screen. Three other people are seated at a table, looking at the screen and one is holding a document. The scene is set in a meeting or training environment.

Next Steps: Roll out

Timeframe:
Implement as soon as possible, but no later than May 1st.

Question:
DSP anticipated internal processes? (i.e. train staff)

18

All DSPs are expected to train related staff on the Process.

Discussed on the call:

Some agencies had all staff responsible for the forms attend the meeting/webinar to learn the process. Great 😊!

No one voice challenges or concerns about the May 1st roll out.

**Questions asked during the call:**

1. Does this replace the certification unit SIR form?

EBA's answer: This form is designed specifically for a direct care status youth, not a specific program type. Another SIR form will follow for community based and non-direct care youth, which may be more applicable to a group home program. To be safe, check with your certification representative to see if the form will be approved. The certification unit was not part of the direct care SIR form development, as direct care youth are not generally placed at those programs. At this time, it is advised that providers wait until the next Community based SIR form.

2. How is the form sent?

EBA Answer – The form is filled out in side of work and then e-mailed as an attachment.

3. What is we have challenges with secure e-mails?

EBA Answer: Both DJJ and EBA use Virtu for securely sending e-mails. If a DSP replies to the same e-mail (even with an attachment) it is secured through Virtu. A DSP could send an e-mail stating, "DSP has an SIR to report; could you send a secure e-mail so we can reply with the form securely attached?" Please contact Kara directly, as indicated on the call, I'm happy to send you a secure blank e-mail that allows you to reply in an approved manner.



Refer to the EBA website for additional information
Contact Kara Brooks kbrooks@ebanetwork.com