

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Legal, Juvenile Court & Custody Issues  
**Policy Number:** 7.02.01  
**Policy Name:** Timely Reporting of Alerts and Critical Incidents

**Original Effective Date:** 05/01/1994  
**Revision Date(s):** 10/25/1995  
**Current Revision Date:** 03/01/2014  
**Approved By:** Patricia L. Rideout *PLR*

**PURPOSE:** To ensure that information regarding cases of a critical nature is received by the worker's chain of command, including the Director, in a timely fashion.

**SCOPE:** This policy applies to all employees of CCDCFS.

**POLICY**

- A. An Alert is defined as any information on a case that is believed to be of an unusual or concerning nature. This could include any of the following:
1. Potential or actual media involvement of a child or family involved with CCDCFS.
  2. Case involving a public figure.
  3. A case situation that is similar to other situations receiving national attention (e.g. human trafficking, child abduction, etc.)
- B. A Critical Incident is defined as an incident involving one or more of the following:
1. Potential or actual life-threatening injury or illness of a child on an open case, regardless of custody status.
  2. Criminal activity that includes the arrest of a child, parent, foster parent or other licensed caregiver involved with CCDCFS when the crime is a felony or a crime against a child.
- C. Alerts and Critical Incident reports must be sent to the staff's chain of command and the Director within one hour or less of receipt of the report by the agency. A hard copy (as well as emailed report) must be hand delivered to the Director's office.

- D. Any time an unusual situation presents itself and staff are unsure if a report is needed, they must discuss it with the Deputy Director to decide if a formal report must be completed.
- E. Follow-up information concerning the Agency's involvement with the family and the child(ren) must be prepared and submitted to the chain of command and Director within one working day. Subsequent Follow-Up forms are only needed if the situation changes substantially. SACWIS print-outs may not be used to substitute for forms.

### **PROCEDURES**

- A. The documents must be thoroughly completed.
- B. The report is to be distributed to the parties identified on the form.

### **SEE ALSO:**

#### **RELATED FORMS**

Critical Incident Report

Agency Alert Form

Follow-Up Report