

## FFN Subprovider Incident Reporting Protocol

**Purpose:** To ensure consistent and accurate reporting to key management staff of critical information that may place the department and/or the lead agency, FamiliesFirst Network, at risk, or that may require direct intervention from senior level management, or has the potential to generate media coverage.

**All subcontracted providers of FamiliesFirst Network must follow the incident reporting protocol outlined below. Compliance with the protocol below will be monitored by the FFN Contract Manager. Non-compliance will be subject to corrective action.**

**Process:** Program managers and supervisors are responsible for disseminating the correct procedure for incident reporting to their program staff. FamiliesFirst Network is available to the network provider for technical assistance. Managers and supervisors are responsible for ensuring staff follow the correct reporting procedures and for seeking out technical assistance from FamiliesFirst Network as needed.

### Reporting Requirements

1. All incidents or issues of concern with a child or family under services should be reported to the Child Welfare Case Manager and/or Child Protective Investigator assigned to the case.
2. In addition, all incidents listed in the *LCI Incident Reporting System Quick Reference Guide* must be reported to FamiliesFirst Network through the protocol listed below.
3. Critical incidents must be reported verbally within two hours of the incident occurring.
  - Critical incidents requiring a verbal report include the following:
    - New abuse reports
    - Death of a client
    - Suicide attempt/ Baker Act
    - Misconduct by an employee
    - Bomb threat
    - Sexual assault/ misconduct
    - Altercations/ assaults
    - HIPPA violations
    - Missing child
    - Media event
    - Visitor fall/ client fall
    - Terrorism
    - Auto accidents with injury
    - Weapons on property
    - Illness or injury requiring an emergency room visit or hospitalization
    - Child arrest
    - Arrest of employee or foster parent
  - Other Incidents requiring an entry into the LCI Incident Reporting System include the following:
    - Threats/ aggressive acts
    - Property damage/ theft
    - Illness/ injury (minor, non-ER)

- Medication errors
  - Auto accident without injury
4. To complete a verbal report:
    - Call the Incident Report Line at (850) 503-0936.
    - Leave a voicemail with the following information:
      - Your name and phone number
      - Your agency
      - Child victim's name
      - Date and time incident occurred
      - Date and time your agency was notified of the incident
      - Brief description of the incident or allegation
  5. All incidents must be entered into the LCI Incident Reporting System within 24 hours of the incident.
  6. The LCI Incident Reporting System can be accessed at <https://www.riskconnectclearsight.com/Enterprise>
  7. All incident reports must be reviewed and approved by a supervisor, manager, or other identified staff person. It is the responsibility of each network provider to identify up to 3 individuals who will be classified as reviewers in the system.
  8. Each agency will have a unique user name and password to access the LCI Incident Reporting System. It is the responsibility of each supervisor/ manager to ensure that network provider staff are provided with the log-in information for the LCI Incident Reporting System.