



ARIZONA DEPARTMENT of CHILD SAFETY

January 23, 2024

Examples of Serious Situations:

- Serious criminal offense
- Weapons
- Ammunition
- Legal or illegal controlled substances that are in quantities consistent with distribution
- Disasters like fires, explosions, and significant damage to housing

Intake: Critical Incidents and Notifications To Hotline Management

This practice guide defines critical incidents and outlines the notification process to Hotline Management and/or DCS Leadership.

Critical Incidents

Critical incidents include the following circumstances

- Any child death caused by physical abuse or suspicious death, excluding situations where a death certificate will be signed, vehicular accidents, and suicides.
- Any near fatality situations in which there is an injury from abuse or neglect that placed a child in serious or critical condition according to a medical professional's opinion.
- Any situation in which the media is currently or may be anticipated to become involved.
- Any serious situations involving an open DCS Assessment/Case or foster care child (including adults who are receiving extended foster services) regardless of the Intake Category.
- Any serious situations involving a DCS licensed facility or DCS licensed foster parent

Critical Incident Notification Process

Process critical incident Intakes as follows:

1. After finalizing an Intake regarding a critical incident, the Intake Specialist must notify an Intake Supervisor or Program Specialist of the critical incident.
 - a. When there is no Intake Supervisor or Program Specialist on-duty, the Intake Specialist will alert the on-call Program Manager.
2. The Intake Supervisor/Program Specialist will notify DCS Administration by sending a Critical Incident e-mail. Critical Incident emails are sent for the following Intake Categories: Reports, Status Communications, Action Requests, and Licensing Issues.
3. The Intake Supervisor/Program Specialist enters an Intake Note in the Review Notes/Documents tab after the email notification has been sent.

Critical Incidents with Unknown Persons

- When an Intake regarding a critical incident has an unknown Intake Person(s), there is no need to re-send another Critical Incident e-mail if the unknown Intake Person(s) has been identified.

Critical Incident Emails:

The Intake Supervisor/Program Specialist uses the format below when processing a Critical Incident e-mail notification (see templates on SharePoint). The following are the Critical Incident Template options.

- Child Death
- Media
- Near Fatality
- Serious Incident Child in Care
- Serious Incident Involving Licensed Provider

Include the following in the Email Template:

- CC:
 - ▶ Include the applicable DCS staff below
 - Assigned Program Manager of the DCS report, OR
 - Assigned OCWI Regional Manager of the report (if criminal conduct applies), OR
 - OLR Program Administrator (if a licensed provider is involved)
- Subject:
 - ▶ On the subject line, include the Region Name (or Provider Name), City, and Intake Category
 - ▶ Below are the Region Name options:
 - Northeast (40)
 - Northwest (30)
 - South (20)
 - Maricopa East (10)
 - Maricopa West (50)
 - OCWI Maricopa (105)
 - OCWI Pinal (105)
 - OCWI Pima (105)
- Body of E-Mail:
 - ▶ In the body of the email, include the following:
 - Completed Intake Summary table
 - The exported Family Composition table from Excel
 - ◆ If there is no family composition table, export the Intake Persons table instead
 - Copy and paste the text form the Narrative section

Hotline Management Notifications

Hotline Management is notified of Intakes when the following circumstances apply:

- Screened Out Intakes regarding a child death, near fatality, or any situation in which the media is currently or may be anticipated to become involved
- Employee Reports and Screened Out Intakes regarding DCS employees
- Safe Haven Intakes.

Notification Process

1. Intake Specialists staff the following Intakes with an Intake Supervisor, Program Specialist, or the on-call Program Manager:
 - a. Screened Out Intake regarding a child fatality or near fatality
 - b. Safe Haven Intakes
2. The Intake Supervisor/Program Specialist will notify Hotline leadership via e-mail using the Notification to Hotline Management template (located on SharePoint). The following information will be included:
 - a. Subject: Enter the Intake ID
 - b. Body of the email:
 - i. Select the Notification Type
 - ii. Complete Intake Summary table
 - iii. Copy and paste the text for the Narrative section
3. The Intake Supervisor/Program Specialist enters an Intake Note in the Review Notes/ Documents tab after the email notification has been sent.