

## **Critical Incident Reporting Policy and Template**

**Background:** As your agency's partner in addressing homelessness countywide, the King County Regional Homelessness Authority (KCRHA) requires situational awareness of critical incidents that occur in funded programs. The Critical Incident Report provides notice to KCRHA of any major event involving a staff member, client, and/or facility. Critical incidents include fatalities, near fatalities, serious bodily injuries, significant imminent risk due to unsafe conditions, serious employee misconduct, credible threats of serious harm, and other incidents listed below.

**Policy:** It is policy of KCRHA to receive and review critical incidents in all RHA funded programs. This policy is in place for the following reasons:

- A. To ensure a consistent quality of care for those who are experiencing homelessness and accessing services;
- B. To encourage safe workplace conditions and standards for homelessness service providers within RHA's service portfolio;
- C. To ensure the theory of change is enacted within all contracts in RHA's service portfolio;
- D. To provide guidance, structure, and a streamlined approach in the event of a critical incident;
- E. To create a mechanism that builds RHA's awareness of critical incidents within its service portfolio, so that RHA has the ability to be responsive and accountable to its funders, ensuring the RHA continues to secure and maintain levels of funding needed to provide the homeless service response system in our region;
- F. To help identify trends, gaps, and areas of opportunity for technical assistance; and
- G. Ensure we are a person-centered homelessness response system.

### **Procedure for KCRHA Response Process and Timeline**

1. Upon receipt of notification of a Critical Incident via the Smartsheet form, relevant Programs staff and Senior Leadership will get an email notification.
  - a. If the incident is reported via the Duty Officer phone, the provider will be asked to also submit the incident via Smartsheets for tracking and continuity purposes.
2. The relevant Program Performance Manager, or delegated Programs staff, will reach out to the provider within 24 hours to confirm details and gauge what what supports KCRHA can provide.
3. Should the provider agency be pursuing an internal investigation or working with law enforcement, KCRHA will follow-up within one week to further determine necessary actions for support and future mitigation.

Critical Incidents are classified as Category I or Category II:

**Category I Incidents**

- Any suspected or confirmed suicide or homicide, or any unexpected death that occurs onsite in a facility or site-based program or within the vicinity of the program they were connected to;
- Any sexual assault that occurs onsite in a facility or site-based program;
- Anything that causes more than 24 hours in an interruption to normal operations including temporary relocation, such as flooding, fire, unsafe conditions, etc;
- Any suspected sexual exploitation or trafficking of a child while enrolled in a facility or site-based program.
- Any event causing media attention or has led to media attention. Anything you suspect will be or may be in the news;
- Any physical assault leading to hospitalization (staff or client) that occurs onsite or within the vicinity of the program they were connected to, or while conducting outreach;
- Any credible threats to persons or property, that led to calling for outside intervention such as crisis responders, police, or other emergency responders.
- Any bias incident from program staff (i.e., acts of prejudice that **are not** criminal in nature and **do not** involve violence, threats, or property damage) including those targeting LGBTQ community members, global majority, and/or gender-based violence (trans, two-spirit etc.);
- Hate crimes as defined by [state](#) and [federal law](#) (acts of prejudice that **are** criminal in nature and involve actions such as violence, threats, or property damage).

Report Category I incidents **within 24 to 48 hours of incident**—as soon as the situation is confirmed, stable, and any immediate risks to clients or staff are resolved. Incident report should be made via the Smartsheet form or by calling the KCRHA Duty Office<sup>1</sup> at 206-930-8846.

**Category II Incidents**

- Assaults and battery regardless of whether medical intervention is required;
- Any incident where public safety-first responders (i.e., police, fire, EMS, DCRs, etc.) **did not** respond to a client, program, service or facility when requested and there was a negative impact on the program, staff, or clients (ex. police or DCRs **did not** arrive);
- Any program exit or termination of services of a client due to bias incidents (i.e. acts of prejudice that **are not** criminal in nature and **do not** involve violence, threats, or property damage) including those targeting LGBTQ community members, global majority, and/or gender-based violence (trans, two-spirit etc.).

Report Category II incidents on a quarterly basis via the required Quarterly Narrative in Fluxx contract management system. If an incident has already been reported as a Category I, it does not need to be reported again.

Notice to the KCRHA does not change or replace your responsibility for appropriate action immediately to address an incident. You are responsible for safe, effective, appropriate, and person-centered program management for your clients, staff, and facilities.

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<sup>1</sup> If a call is made to the Duty Officer, then you will also be asked to complete the Smartsheet form as well.



**SMARTSHEET FORM TEMPLATE:**

1. Type of Category I Incident\*

- Any suspected or confirmed suicide or homicide, or any unexpected death that occurs onsite in a facility or site-based program or within the vicinity of the program they were connected to;
- Any sexual assault that occurs onsite in a facility or site-based program;
- Anything that causes more than 24 hours in an interruption to normal operations including temporary relocation, such as flooding, fire, unsafe conditions, etc;
- Any suspected sexual exploitation or trafficking of a child while enrolled in a facility or site-based program.
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- Hate crimes as defined by [state](#) and [federal law](#) (acts of prejudice that **are** criminal in nature and involve actions such as violence, threats, or property damage).

2. Date of Incident: \_\_\_\_\_

3. Date of Report: \_\_\_\_\_

4. Relevant Program HMIS #: \_\_\_\_\_

5. Phone Number of Person Completing Report: \_\_\_\_\_

6. Email of Person Completing the Report: \_\_\_\_\_

7. Does the report pertain to anyone under the age 18?\*

- Yes
- No

If Yes,

8. *Is the child receiving services from your agency or other agencies?\**

- Yes
- No

9. *Is the child in the state's custody?\**

- Yes
- No

10. Is the agency already conducting an investigation?\*

- Yes
- No

11. Is a law enforcement agency already conducting an investigation?\*

- Yes
- No

12. Please note media inquiries if any: