**Incident Reporting Procedures & Guidelines**

1. **Purpose**

This document establishes procedures and guidelines for identifying and submitting critical incident reports that require submission to the Department of Children and Families (Department), Office of Domestic Violence (ODV). Critical Incident reports that require submission to ODV are included in Section 3 below and are listed in order of the Category reporting timelines.

1. **Reporting Procedures**
2. This reporting procedure applies to all incidents that require submission to ODV by Certified Domestic Violence Centers under contract with the Department. *Template 1- Incident Reporting Form* *can be downloaded at* <https://www.myflfamilies.com/services/abuse/domestic-violence/providers-community-partners/contract-documents> or can be requested from your Contract Manager.
3. This reporting procedure does not replace the abuse, neglect and exploitation reporting as required by Chapter 39 and 415, F.S. Please note, any allegation of abuse, neglect, or exploitation must be reported immediately to the Florida Abuse Hotline on the statewide toll-free telephone number 1-800-962-2873 or online at <https://reportabuse.dcf.state.fl.us/>.
4. It is the responsibility of all Certified Domestic Violence Center staff to promptly report all incidents in accordance with these requirements and its contract with the Department.
5. **Reportable Incidents**
6. Closure of Facility or Outreach Office **(Immediate Reporting)** – **CAT 5** – Any act in which the facility must close for five hours or longer. ODV may assist with the coordination of relocation for residents to another Center as needed. For any shelter or outreach location closed for more than seventy-two (72) hours, a service provision plan must be submitted on the Closure of Facility reporting form (Attached).
7. Sexual Battery **(Immediate Reporting)** – **CAT 5** – Any incident resulting in a participant alleging sexual battery by another participant, employee, or volunteer while residing at the shelter facility or while receiving outreach services.
8. Death **(Immediate Reporting)** – **CAT 5** – Any incident that involves the death of a participant or their dependent which occurs while residing at the shelter facility, or any incident that involves the death of an employee or a volunteer while on Center property.
9. Communicable Disease **(Immediate Reporting)** – **CAT 4** – Any outbreak of a communicable disease in the shelter facility that requires a quarantine order or implementation of control procedures required by the State Health Officer or county health department.
10. Media Inquiry **(Immediate Reporting)** – **CAT 4** – Any action by a program participant, their dependent, an employee, or a volunteer that results in an inquiry by public media, the Legislature, or the Office of the Governor.
11. Death of Outreach Participant – **CAT 3** – Any death occurring while receiving outreach services.
12. Serious Injury/Illness – **CAT 3** – Any incident resulting in a serious injury or illness that requires the response of law enforcement, emergency medical services, paramedics, or firefighters and is a result of conditions at the Center that pose a serious risk of imminent harm to the health or safety of participants.
13. Altercation – **CAT 2** – Any incident resulting in a serious injury that requires medical treatment by a licensed health care professional due to a physical altercation between two or more participants, or their dependents; or between one or more participant, their dependent, an employee, or a volunteer.
14. Employee Misconduct – **CAT 2** – Work-related conduct or activity of a staff member that results in potential liability for the Department; death or harm to a participant; abuse, neglect or exploitation of a participant; or results in a violation of statute, rule, regulation, or policy. This includes, but is not limited to, misuse of position or state property; falsification of records; failure to report suspected abuse or neglect; contract mismanagement; or improper commitment or expenditure of state funds.
15. Financial Mismanagement – **CAT 1** – Theft/larceny of Center assets (money or property) by any staff member or volunteer.
16. Other – **CAT 1** – Any major event not previously identified as a reportable critical incident but has, or is likely to have, a significant impact on Center, participant(s) or the Department. These events may include but are not limited to:

(1) Human acts that jeopardize the health, safety, or welfare of participants such as kidnapping, riot, or hostage situation;

(2) Bomb or biological/chemical threat of harm to personnel or property involving an explosive device or biological/chemical agent received in person, by telephone, in writing, via mail, electronically, or otherwise;

(3) Theft, vandalism, damage, fire, sabotage, or destruction of state or private property of significant value or importance;

(4) Death of an employee or visitor while on the grounds of the Center;

(5) Significant injury of a visitor (who is not a participant) while on the grounds of the Center; or

(6) Events regarding the Center or participants that have led to or may lead to media reports.

1. **Reporting Timelines and Submission Guidelines**
2. **CATEGORIES 1-4** - All reportable incidents as defined in Section 3 are required to be submitted electronically within twenty-four (24) hours of the incident or at the time Center staff become aware of the incident.
3. **CATEGORY 5** - Incidents, due to their severity, require notification to the Contract Manager by phone within five (5) hours of the incident.
4. **CATEGORY 6 –** Other unspecified incidents, please specify below.
5. **Five (5) Hour Notification Guidelines**

During normal business hours (Monday - Friday, 8:00 a.m. - 5:00 p.m. EST), **CAT 5** reportable incidents must be phoned in to your Contract Manager or the Director of Contracts and Grants Administration.

After normal business hours, Center staff **MUST** report **CAT 5,** immediate reportable incidents, by calling and leaving a message if no answer to the ODV management staff listed below.

* Jennifer Rodriguez, Statewide Program Initiative Manager (850) 597-1492.
* Dineen Cicco, Contracts and Grant Administrator (850) 544-7933.

1. **Submission Guidelines for all Incident Reports:**
2. All reportable incidents to the Department must be submitted electronically to the assigned Contract Manager and the incident reporting email address, [DV.IncidentReporting@myflfamilies.com](mailto:DV.IncidentReporting@myflfamilies.com).
3. The email subject line should contain the Center Contract Number, Center Name, and date incident report was submitted to the Department. Subject Example: LN125 | MyHome | Incident Report- July 1, 2024.
4. Please include contact information for an alternative staff member knowledgeable of the details and available to ODV for follow-up regarding the reportable incident for a period of 12 hours after submission of report.
5. **Incident Reporting Form**

NOTE: Please refer to Template 1- Incident Reporting Form for reporting. A copy of this Template is located at the following website: <https://www.myflfamilies.com/services/abuse/domestic-violence/providers-community-partners/contract-documents>

The Incident Reporting Form shall be filled out by the staff person having witnessed the incident or having firsthand knowledge of the issue. For incidents that involve participants or their dependents, the actual names shall not be included in the report, only participant case numbers shall be used for identification. Incident reporting shall ONLY include the necessary facts pertaining to the incident. The appropriate incident reporting form shall be submitted to their assigned Contract Manager within twenty-four (24) hours of the incident or notification of the incident.

1. **Department of Children and Families Responsibilities**

ODV will acknowledge receipt of the incident report, review the information provided, and may contact the Center if additional information is needed.

1. **Questions and Technical Assistance**

Should Centers have any questions or need technical assistance regarding an incident, or these guidelines please contact your assigned Contract Manager.