



TO: All Providers

FROM: Darlene Ham,  
Executive Director, Office of Licensing and Monitoring

DATE: September 22, 2014

RE: Email Address Change and DHR/OLM Incident Reporting – CPA Providers

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This is a reminder of your responsibilities regarding the reporting of Agency Emergencies as outlined in COMAR 07.05.01.08 A, which states that the agency is to notify OLM by phone immediately and in writing within 48 hour of occurrence, of the following emergencies:

- (a) The death of a child in foster care or receiving adoption services;
- (b) Accident, assault, illness, or psychiatric episode of a child which requires hospitalization or emergency medical care;
- (c) Suspected incident of child abuse or neglect, including mental injury;
- (d) Illegal activity leading to the incarceration of a child, parent, foster parent, guardian, or adoptive parent; or
- (e) Other occurrences which may affect the health, safety, or well-being of children in care or receiving adoption services.

Please review the policies, *current incident reporting form (dated 6/11/2013)*, and instructions for correctly completing the incident report for children placed in your program by local Departments of Social Services. These documents may be found by going to the DHR website, <http://dhr.maryland.gov>, and clicking on “Licensing and Monitoring”, then click on Provider Resources on the left side of the page. Once on the Provider Resource page click on “Critical Incident Reporting”. Otherwise, the web address to the direct “Critical Incident Reporting” page is [http://www.dhr.state.md.us/blog/?page\\_id=3683](http://www.dhr.state.md.us/blog/?page_id=3683).

Also please note,

OLM prefers that you inform us of the Critical Incidents, in PDF form via e-mail at [olm.incidents@maryland.gov](mailto:olm.incidents@maryland.gov). You may also fax the reports to 410-333-8408. However, use one method or the other -- DO NOT USE BOTH methods as this will skew your reporting statistics.

Please type the data describing the incident on the incident form (found on the website noted above). OLM will no longer accept handwritten incident reports.

The following are ways that provider agency staff can correct the most frequent errors and problems that our staff encounters as they review and document your reports. These errors skew and compromise the integrity of the data.



**Ways that provider agency staff can correct frequent errors and problems regarding Critical Incident Reporting:**

1. The correct form has a revision date of June 11, 2013 (a copy is found on the DHR website as noted above). Please destroy all previous additions.
2. Provider Organization Name is the legal name of your organization. - This is not what your program is known as/contracted name/etc. This is the legal/incorporated name.
3. If your program has multiple licensed offices, indicate the specific office address and CPA home address for which the incident refers - the review and data entry of these reports are completed by a different Licensing Coordinator each day, do not assume they are familiar with your program or the nuances regarding which office the report may apply.
4. The date and time the incident is reported should reflect the date it was reported to *OLM* and not internally to your administrators / supervisors. - The time and date should be the same as the time and date the report was e-mailed or faxed to OLM, or called in to the Licensing Coordinator for your program.
5. The child's name should be listed as first name, last initial only.
6. The placing agency is the local Department of Social Services, (by county) or the Washington D.C. agencies (CFSA or DYRS). - The placing agency is never your agency;
7. Be sure to check all of the incident type boxes that apply to the incident and that are described in the narrative. - Most AWOLs should have a corresponding "Police Involvement" box checked.
8. Law enforcement information must be included, when police involved: police report #, district name, badge #, date & time reported to police.
9. The name of the Behavioral Intervention Protocol (the crisis intervention model your organization uses) must be identified. - E.g., TCI, TACT2, Mandt, etc. when there is a restraint. Please do NOT list the name of the protocol if the report is NOT concerning a restraint.
10. If using another agency's form, please include information necessary for OLM such as date of birth, name of Administrator and staff person(s) involved.

Finally, please ensure that ALL STAFF that are involved in the completion of the critical incident reports in your organization are made aware of the policies and instructions pertaining to Critical Incident reporting.

If you have any questions regarding the incident reporting policy, please contact your Licensing Coordinator.