

 <p style="text-align: center;">COLORADO Division of Youth Services</p>	POLICY S-9-8A	PAGE NUMBER 1 OF 6
	CHAPTER: Security and Control	
	SUBJECT: Reporting Critical Incidents-Youth Centers	
	EFFECTIVE DATE: December 1, 2023	
THIS POLICY RELATES TO: Detention Youth Centers Treatment Youth Centers Central Office	 Anders Jacobson, Director	

I. POLICY:

The Division of Youth Services (DYS) youth centers shall officially report all critical incidents that occur involving youth in the legal or physical custody of the Division of Youth Services, persons employed or contracted by the Division of Youth Services, or visitors to the Division of Youth Services.

Reporting of critical incidents shall be placed in the Colorado Trails Database system or hard copy where the Colorado Trails Database is not available. Critical incident notification to the Colorado Department of Human Services shall be made electronically through the web-based “i-Notify” system. Each youth center shall develop and maintain updated contact information for critical incident notifications.

II. KEY TERMS: See the Division of Youth Services website for detailed definitions.

[☰ DYS Policy Key Terms](#)

- A. Critical Incident
- B. Egress
- C. Secure Youth Center
- D. Serious Bodily Injury

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III. ASSOCIATED FORMS:

- A. [Critical Incident Report](#)
- B. [Critical Incident Reporting - Quick Reference Sheet](#)

IV. PROCEDURES:

- A. Criteria for a Critical Incident: The following circumstances shall constitute a critical incident requiring notification as quickly as possible after any emergency situation has been brought under control. When possible, and safety allows, notification shall be made within thirty minutes.
 1. Death of any Division of Youth Services (DYS) youth, an employee on duty, or a visitor.
 2. An injury OR ILLNESS that, without any medical or employee intervention beyond basic first aid, would have resulted in death, INCLUDING ANY YOUTH ADMISSION TO A HOSPITAL FOR INPATIENT CARE.
 3. Serious communicable diseases are required to be reported to health authorities pursuant to state and/or local ordinances.
 4. Medication errors that may have contributed to or resulted in permanent harm to youth, required intervention to sustain life, or resulted in the death of a youth.
 5. All allegations of Mistreatment, Abuse, Neglect, or Exploitation (MANE) that were alleged to have been committed in a DHS youth center or by a DHS employee involving a youth in the custody of DHS. A call shall be made to the local department of human services immediately or as soon as possible, but at least within one hour after learning of the incident.
 6. Missing persons - specifically youth who escape from a secure youth center whether directly from the youth center, from a youth center employee supervised outing or event, employee supervised transport, an employee supervised medical visit, or from a law enforcement transport. Also included are youth on a temporary release, PASS, or court-ordered furlough from a secure youth center whose location is unknown or unapproved. See DHS Policy S-9-12 Emergency Response Guide for escape reporting procedures.
 7. Identified threat to the youth center or personnel, including incidents that require summoning 911 emergency responders to the youth center, or loss of secure youth center keys that allow egress.

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8. Property damage to the youth center that substantially impacts the safety of employees and youth and/or adversely affects service delivery.
9. Any incident causing displacement, adversely affecting service delivery, normal activities, or youth welfare. This includes the lockdown of a youth center or unit which lasts three hours or more during youth waking hours.
10. Any criminal activity involving employees or youth resulting in serious bodily injury, EMPLOYEE ON YOUTH SEXUAL ABUSE, YOUTH ON YOUTH SEXUAL ABUSE, Division of Youth Services level one assault, or any criminal investigation by law enforcement for alleged criminal activity of an employee while on duty, excluding criminal activity, committed prior to the current DYS admission.
11. Any incident involving an employee or youth resulting in media contact.
12. A single seclusion episode that continues past four hours.

B. Youth Center Notifications for Critical Incidents:

1. For youth center notifications, the shift supervisor or lead employee at the youth center shall contact the youth center, on-call administrator. The youth center on-call administrator or designee shall COMPLETE THE FOLLOWING NOTIFICATIONS:
 - a. CALL the DYS director's office on-call administrator (PHONE NUMBER 720-822-9217), and
 - b. CALL the CRITICAL INCIDENT PHONE LINE from the youth's home region for incidents involving committed youth only, excluding allegations of mistreatment, abuse, neglect, or exploitation (MANE), and
 - c. NOTIFY the BEHAVIORAL HEALTH ADMINISTRATION (BHA) for all critical incidents involving treatment level youth in licensed drug and alcohol DYS commitment programs. NOTIFICATION TO THE BHA SHALL BE MADE BY SUBMITTING THE [ONLINE BHA CRITICAL INCIDENT FORM](#). The NOTIFICATION SHALL BE MADE within 24 hours.
2. The DYS director's office on-call administrator shall determine if further notification is required.

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3. The shift supervisor or lead worker at state-operated secure youth centers shall notify Colorado Department of Human Services (CDHS) and Division of Youth Services administrators through the use of the “i-Notify” web-based critical incident notification system.
4. All additional notifications applicable to the youth or incident shall be made such as family, client manager, courts, law enforcement, human services, and Colorado Youth Detention Continuum (CYDC) etc.

C. Critical Incident Documentation and Guidelines:

1. The designated employee shall enter all critical incident reports in the Colorado Trails Database by the end of shift.
2. In state-owned and operated secure youth centers, the youth center shift supervisor or lead worker shall use the electronic, web-based “i-Notify System” to document and notify the DYS and CDHS administrators as quickly as possible upon discovery of a critical incident. The i-Notify critical incident report shall at a minimum include:
 - a. The type of event.
 - b. Point of contact name and number.
 - c. Identification of the individuals involved.
 - d. The date and time of the occurrence/discovery.
 - e. The location at which the incident occurred.
 - f. A brief summary of the incident.
 - g. Notification of any law enforcement or media involvement.

D. All Youth Center Situations That Have Potential Media Contact: All critical incidents, and any other incident at the discretion of the youth center director or designee, that have the potential for media contact, or situations in which law enforcement activates the Reverse 911 phone call to the community, the following contacts shall occur:

1. The youth center director or designee shall contact the director’s office on-call administrator for youth centers, phone number 720-822-9217, within 15 minutes of becoming aware of the situation.

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2. If contact is not made with the director's office on-call administrator, the director of the DYS shall be contacted within 30 minutes of becoming aware of the situation.
3. The on-call administrator from the director's office shall contact the DYS director within 15 minutes of becoming aware of the situation.
4. The DYS director shall notify the director of the Office of Children, Youth and Families within 15 minutes of becoming aware of the situation.
5. If unable to contact the director of the Office of Children, Youth and Families, the DYS director shall contact the deputy director of the Office of Children, Youth and Families within 30 minutes of unsuccessful attempts to notify the director of the Office of Children, Youth and Families.
6. If several unsuccessful attempts have been made to contact the director and deputy director of the Office of Children, Youth and Families, the deputy director of Operations of the Colorado Department of Human Services shall be contacted within 30 minutes of unsuccessful attempts to notify the director and deputy director of the Office of Children, Youth and Families.
7. If several unsuccessful attempts have been made to contact the deputy director of operations of the Colorado Department of Human Services, the executive director of the Colorado Department of Human Services shall be contacted.
8. If unable to reach by phone, email, or text, the calling tree shall be used. Leaving a message does not suffice as a contact.

E. Follow-Up and Final Disposition of the Critical Incident Report:

1. Should more information become available, an addendum shall be added to the original report in the Colorado Trails Database or the hard copy if the Colorado Trails Database is not available, and faxed or e-mailed to the designated persons in section IV.B of this policy.
2. The action plan section of the critical incident report shall be completed and updated as necessary.
3. Specific information related to personnel actions shall be entered into the Colorado Trails Database as "Action Taken, see Personnel File".
4. Confidentiality of personnel actions shall be maintained.

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5. When the final disposition of an incident is obtained, such as child abuse findings or law enforcement investigation, the information shall be added to the Outcomes/Follow-Up Section of the report in the Colorado Trails Database, or the hard copy if the Colorado Trails Database is not available, and faxed or emailed to the designated persons. There is an exception to this requirement when the involved party, youth, or employee is no longer associated with the youth center and the information is unavailable.
6. Following the completion of the report, the youth center or designee shall review the report ensuring all sections are completed, and lock the report in the Colorado Trails Database.
7. Within 72 hours of the incident, the youth center director or their designee shall complete a review of the critical incident report in the colorado trails database. All critical incidents must be locked within 72 hours of the conclusion of the internal and external investigation (excluding weekends and holidays).