

**ILLINOIS DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

**POLICY GUIDE 2015.12**

**Unusual Incident Reporting of  
DCFS involved Workplace Violence**

**DATE:** August 4, 2015  
**TO:** All DCFS Employees  
**FROM:** George H. Sheldon, Acting Director  
**EFFECTIVE:** Immediately



**I. PURPOSE**

This Policy Guide is to inform DCFS employees of an additional Unusual Incident Reporting (UIR) system requirement. For the purpose of this Policy Guide, "DCFS Employees" means those employees paid directly by the Department and includes persons employed by the Department through Personal Service Contracts and employee contracts. "DCFS involved Workplace Violence" will be added as incident type code **L14**. "DCFS involved Workplace Violence" will be reported in the UIR System only when a DCFS Employee is involved. **Procedures 331, Unusual Incidents Reporting** will be revised in the near future.

**II. USERS**

The only users of this Policy Guide are DCFS employees as defined herein.

**III. WORKPLACE VIOLENCE**

"Workplace Violence" is defined as an act of verbal or physical violence, in a work setting, against a coworker, supervisor, provider, client, or member of the general public. A "work setting" is defined as any location, either permanent or temporary, where an employee performs any work-related duty.

For an incident to qualify for "DCFS involved Workplace Violence" the incident must involve a DCFS employee as a victim or perpetrator.

DCFS employees will immediately report any occurrence of Workplace Violence, as defined in this policy guide, through the current UIR system. The **CFS 119, Unusual Incident Report Form** has been updated accordingly. DCFS employees will now use **Incident Type Code L14, DCFS involved Workplace Violence** on the **CFS 119, Unusual Incident Report Form** to report "DCFS involved Workplace Violence".



#### IV. UIR REPORTING

**Rules 331, Unusual Incidents**, requires Department staff and purchase of service providers to report unusual incidents as defined by those rules in a manner prescribed by the Department in **Procedures 331, Unusual Incidents**.

- a) The purpose of unusual incident reporting is to:
  - 1) Communicate quickly about critical incidents or circumstances that present risks to children and youth, staff and others;
  - 2) Alert others of events and/or actions that may be required; and
  - 3) Track incidents for trend analysis and to determine whether modifications are needed to improve the quality of services.
- b) **Only DCFS employees** are required to report incidents of "DCFS involved Workplace Violence".

After an incident of "DCFS involved Workplace Violence", a DCFS employee must immediately notify their supervisor or administrator. Once immediate notification is made, the DCFS employee or supervisor must complete a **CFS 119, Unusual Incident Report Form**, no later than **48 hours** of the incident notification. Multiple incidents involving the same persons and occurring within the same 24-hour period may be recorded on the same **CFS 119**.

- c) UIR Disposition

"Disposition" as defined in Rule 331, Section 331.20 means: 1) activities or services have been undertaken such that risk to a child's or other person's health, safety or welfare have been mitigated or resolved to the point that usual and customary services can be provided, if appropriate; 2) does not mean that the case is closed, rather it means that there is closure with respect to the reported incident; and 3) that the extraordinary circumstances reported (i.e., those beyond the customary operations, routines, relationships) have been addressed appropriately by responsible persons and recorded in a manner prescribed by the Department.

A UIR must have a disposition completed within 14 days of the reported incident by completing a **CFS 119-A, Unusual Incident Disposition Form**. A **CFS 119-A** shall be completed on all parties listed on the **CFS 119**. The Administrator of the employee involved in the "DCFS involved Workplace Violence" shall review the **CFS 119** and consult the Office of Employee Services, Labor Relations, to help ensure that the disposition resolves the incident. The completed **CFS 119-A** shall be data entered into the DCFS UIR system by the Administrator of the employee involved in the "DCFS involved workplace violence"

Immediate notification to the Administrator's Supervisor shall occur if the **CFS 119-A** is not submitted within 14 days of the reported incident. The Administrator's Supervisor shall review the **CFS 119** and consult the Office of Employee Services, Labor Relations, to help ensure that the disposition resolves the incident. The Administrator's Supervisor shall submit the **CFS 119-A** to designated data entry staff for entry into the DCFS UIR system.

## **V. QUESTIONS**

Questions regarding this Policy Guide may be directed to the Office of Child and Family Policy at 217-524-1983 or via Outlook at "OCFP – Mailbox". Non Outlook users may e-mail questions to [cfpolicy@idcfs.state.il.us](mailto:cfpolicy@idcfs.state.il.us).

## **VI. FILING INSTRUCTIONS**

File this Policy Guide immediately following **Procedures 331, Unusual Incidents**.

## **VII. REVISED FORMS**

### **CFS 119, Unusual Incident Report Form**

This form can be accessed on the DCFS Website and the T-Drive.

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