

Critical Incident Reporting (CIR) Quick Guide for Self-Directed Community Choices Waiver (CCW) Participants

A critical incident is any actual or reported event or situation that could cause serious harm to a waiver participant's physical health, mental health, safety or welfare. The Office of Aging and Adult Services (OAAS) must track all critical incidents to make sure follow-up and recommendations are made to try to keep it from happening again. This is important to make sure waiver participants are safe and for OAAS to meet federal requirements.

Below are the types of critical incidents that you or your employer **MUST** report to your Support Coordinator (SC) within 2 hours of when it happened or within 2 hours of finding out about the incident:

- Major Injury;
- Loss or Destruction of Home;
- Falls;
- Major Medical Event, including Emergency Room and Hospital Admissions;
- Death;
- Major Medication Incident;
- Involvement with Law Enforcement;
- Participant is a Victim of a Crime; and
- Major Behavioral Incident.

Below are the types of critical incidents that you or your employer **MUST** report **IMMEDIATELY** to **BOTH** your SC **AND** Protective Services, either Adult Protective Services (APS) or Elderly Protective Services (EPS):

- Abuse;
- Neglect (this includes self-neglect and caregiver neglect);
- Exploitation; and
- Extortion.

Your SC will review the incident and decide if it needs to be reported in the system. If it does, your SC will enter the incident into a secure database. Your SC will call you for updates until the incident is resolved. Once resolved, your SC will mail you a summary of what happened and what can be done to try to prevent it from happening again.

You or your employer **MUST** report ALL incidents that need law enforcement involvement, or may be sign of abuse or neglect to the right people. The following is a list of important contact information:

- For incidents that need law enforcement, contact your local law enforcement agency (police or sheriff).
- For suspected abuse, neglect, exploitation or extortion of an adult aged 18-59, or an individual under the age of 18 who has been legally declared an adult, contact APS at 1-800-898-4910.
- For suspected abuse, neglect, exploitation or extortion of an individual aged 60 or over, contact EPS at 1-833-577-6532.
- For suspected child abuse or mistreatment, contact the Department of Children & Family Services (DCFS) Child Protection Hotline at 1-855-452-5437.

If you need more information on CIRs, you can look in the following manuals:

- OAAS Community Choices Waiver (CCW) Self-Direction Employer Handbook - [Self-Direction-Manual.pdf \(la.gov\)](#); and
- OAAS Critical Incident Reporting Manual - [OAAS MAN 19 002 Critical Incident Reporting Manual for SIMS I 5 3 19.pdf \(la.gov\)](#).