

Incident Reports

Incidents reports are for events that occur at shelter or to families that pose(d) threats to the health, safety, or wellbeing of families, regardless of who is at fault.

You can find the Incident Report form [here](#).

Why Might You File an Incident Report?

- Deaths
- Police, fire, ambulance calls
- Bodily harm or threat to bodily harm
- Hospitalizations or arrests
- Criminal activity; including but not limited to sexual offenses and domestic violence

What Does It Look Like?

The IR is now a Microsoft Form linked [here](#).

The image displays three overlapping screenshots of a Microsoft Form titled "Incident Report". The form is from the "Executive Office of Housing and Livable Communities | Division of Housing Stabilization". The visible sections include:

- Incident Address (including zip code):** A text input field.
- Type of Shelter:** Radio button options for Congregate, Co-Shelter, Hotel, and Scattered Site.
- Is this also a request for financial assistance?** Radio button options for Yes and No.
- Are you requesting a transfer?** Radio button options for Yes and No.
- Shelter Agency Name:** A text input field.
- Incident Report Title:** "Incident Report".
- Background Information:** Fields for "Submitter's Name", "Submitter's Email", "Date of Incident" (with a date picker icon), "Time of Incident", and "Shelter Agency Name".

Important Note

A separate IR should be submitted for each EA family involved.

Completing an Incident Report

You can find the [Incident Report](#) linked here. Ensure you fill out the Incident Report with as much detail as possible so we can address incidents quickly and ensures that no critical details are missed.

Details to Include

Along with **completing all the questions in the Incident Report** form, be sure to include details on:

All investigation efforts to date, without limitation and including:

- ☐ Date, time, and location of the incident
- ☐ Names of all parties included in the incident
- ☐ Attempt to explain the cause of an incident where the cause is not immediately apparent
- ☐ Actions taken or that need to be taken to assure the safety of EA families, staff, and the community
- ☐ What, if any changes to the shelter's practices and protocols, are warranted considering the incident

All ongoing efforts and up to date information from the start through the closing of the investigation:

- ☐ Did you answer the 5Ws (Who, What, When, Where, and Why) and How?

Note: The new form is dynamic. This means that based on the information you input at the beginning of the form, it may prompt you to input slightly different information each time you fill out the form.

For example: If we ask 'Has this family had an incident report filed before' and you answer yes, we will ask for more information. If you answer no, there will be no follow up for additional information.

Incident Report Checklist

- ☐ Am I sure this incident requires an IR or would a written warning to the HOH be more appropriate? Are both necessary?
- ☐ Did I answer the 5Ws (*Who, What, When, Where, and Why*) and How?
- ☐ Did I include a summary of previous incidents involving this participant?
- ☐ Did I include relevant information that perhaps was not asked in the IR form?
- ☐ If this IR could be used as evidence for a NC or appeal process, what would I include, how would I present it, and why?
- ☐ What am I missing?

Completing an Incident Report

You can find the Incident Report form [here](#).

Brief Summary vs Full Description

Please provide a brief summary of the incident. (You can provide additional detail in the following question.) *

Enter your answer

Details of incident (please describe the event in detail, including any relevant information, injuries, if there were witnesses, and other impacts.) *

Enter your answer

There are two questions that ask about the incident.

One is a **brief summary** where you can succinctly describe the event.

The other is the **details of the incident** where we want **all possible information**.

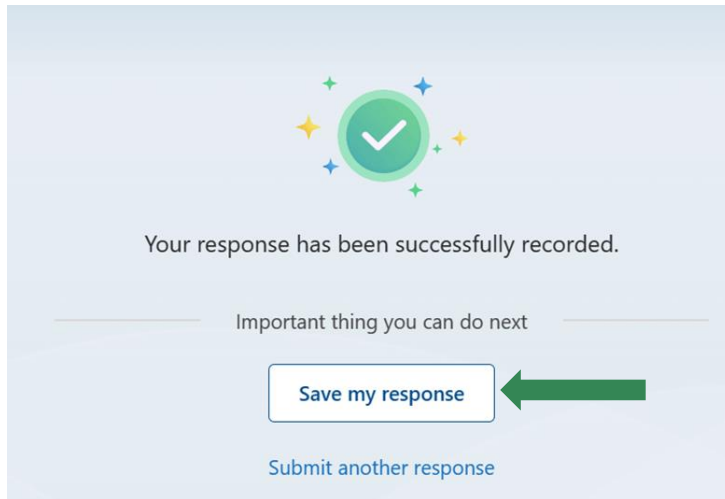
Level Rating

Level Ratings are a new addition to the Incident Report. Below are descriptions of each level and examples of what falls into each level. **If you're questioning a leveling, reach out to your ICM for a brief consult.**

Level Description	Examples
Level 1 Incidents include death, sexual assault, injury, fire, natural disaster, arrests or instances of serious and highly contagious infections diseases. <i>*Note these incidents get escalated to senior leadership. Please provide as much information as possible so that we can work together to resolve ASAP.</i>	<ol style="list-style-type: none">1. An outbreak of an infectious contagion, such as COVID.2. Fire or natural disaster that triggers relocation of families.3. Arrest(s) were made at a shelter site.
Level 2 Incidents include mental or physical health issues resulting in hospitalization, instances of Domestic Violence (DV), harm to children or removal of children by DCF, and incidents that result in major disruption of the EA program.	<ol style="list-style-type: none">1. DCF was called and children were removed from parents' custody.2. A DV assessment was requested due to an incident between a couple in shelter.3. Fires not resulting in relocation of families.
Level 3 incidents include those that were filed but do not rise to a Level 1 or 2 Incident.	<ol style="list-style-type: none">1. A household member was hospitalized for a planned surgery.2. Ambulance came because an individual is having a baby.3. An individual broke their arm and went to hospital.4. The police came but no arrests were made.5. Child left unattended without baby sitting agreement.

Completing an Incident Report

Saving a Submitted Form



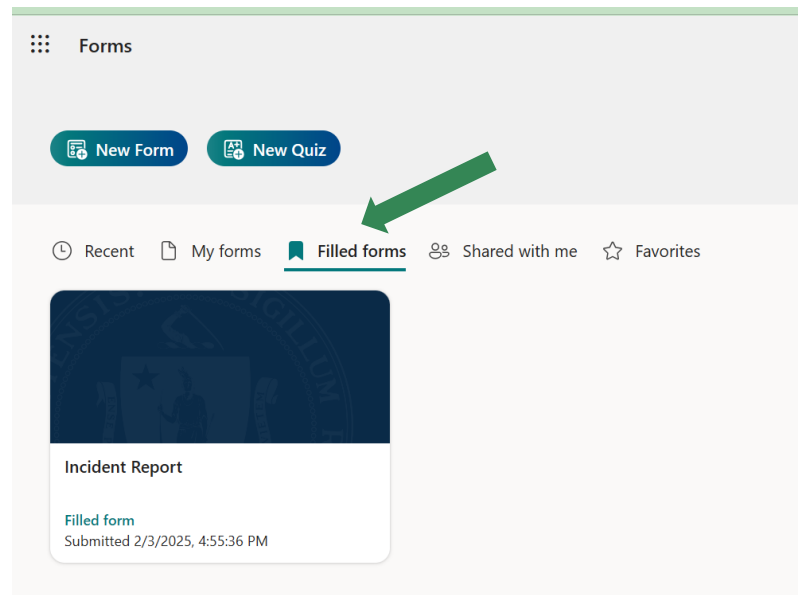
After you submit your response, you will be given the option to click **Save my response**.

If you have a Microsoft account, you can save your response to view later. A **summary of your response will also be emailed to you**.

If you do not have a Microsoft account, you will not be able to save in this format.

If you saved the form via your Microsoft account, you can navigate to Forms (<https://forms.office.com>), sign in, and then go to **filled forms**.

Here, you will be able to see all forms you clicked save on from this Microsoft account.



Reporting Timeline



Must perform a preliminary investigation as outlined in the IR and provide a more detailed **report within 24 hours** to the designated EOHLC staff.



If there is a compelling reason why you cannot complete the preliminary investigation within 24 hours from the occurrence of the incident, you may **seek approval from your EOHLC Contract Manager** for up to three additional days to provide a final IR.