

# Supportive Services for Veteran Families

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## Grantee Companion Guide for Critical Incident Reporting (Using GIFTS)

### ***Introduction***

A critical goal of the SSVF Program is to ensure the safety of all participants, supportive service coordinators and their staff. If a Grantee becomes aware of a health or safety issue related to the participant, including unsafe accommodations, the Grantee must report the issue to the appropriate authorities. Once the appropriate authority has been alerted, the Grantee should determine whether the SSVF Program Office should be notified about the critical incident. This guide provides instruction on the method for reporting critical incidents to the SSVF Program Office within a **timeframe not to exceed 48 hours** after the Grantee has been made aware of the situation.

### ***Grantee Policies and Procedures***

All Grantees are required to include a Critical Incident Policy in their SSVF Policies and Procedures. This policy should include the following information: 1) what constitutes a critical incident, 2) how to define an incident as critical, 3) how to respond accordingly, 4) who is responsible for responding, 5) a detailed action plan, 6) an internally established timeframe for responding to the incident and, 7) when necessary, reporting the incident to the SSVF Program Office.

### ***When to Submit a Critical Incident Report to the SSVF Program Office***

Since the Critical Incident process has been implemented within the SSVF policies and procedures, Grantees have demonstrated great improvements in addressing such incidents, especially related to health and welfare checks, aggressive acts, and assaults. The SSVF Program Office expects grantees to continue to follow their internal policies for all critical incidents, including those that are no longer required to be submitted to the SSVF Program Office. The SSVF Program Office requires Grantees to only submit the most serious of Critical Incidents, such as Suicides, Homicides, and Staff Improprieties including allegations of fraud, criminal activity, or neglect by agency and subcontractor staff. All incidents that receive media attention must be reported to the SSVF Program Office. The SSVF Critical Incident process is used for the purpose of reporting serious incidents to VA leadership. *If a Grantee is uncertain as to whether the Critical Incident requires SSVF Program Office notification, they should contact the SSVF Regional Coordinator.*

### ***Submitting Critical Incident Reports to the SSVF Program Office***

Grantees must complete all relevant sections of the Critical Incident report. There may also be a need to upload information about media coverage of the incident. **DO NOT UPLOAD CASE NOTES/FILES**

*It is expected that the SSVF Grantee leadership has reviewed the information regarding the incident, completed a through file review, and approved the information being submitted in the Critical Incident GIFTS Requirement.*

Critical Incidents are reported to the SSVF Program Office using the SSVF online grants management system (GIFTS). Grantees have an active Requirement form in their GIFTS account portal, titled SSVF Critical Incident Form. A blank form will be available within the GIFTS account portal at all times. Grantees who submit the Critical Incident Form to the SSVF Program Office can expect a new Requirement to be published in their portal for future use. If Grantees require more than one form at a given time, they may request an additional form from the SSVF Regional Coordinator.

Account: william.nash3@va.gov | Change E-mail/Password  
 Last Log in: 11/9/2016 10:38 AM GMT-05:00

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SSVF Applications | **SSVF Requirements**

**Requirements**

Click the Applications tab to view saved and submitted Applications.

Show **New Requirements**  Hide Viewer Only Requirements

Form Name	Project Title	Type	ID	Due	Updated	My Role	Action
SSVF Critical Incident Report	Test Request	Critical Incident	79351	12/05/2016	12/05/2016	Owner	  

**Section I:**

***Agency Information***

The agency name and grant number will be pre-populated. The type of critical incident is to be identified and the remaining fields should be completed accordingly.

***Participant Information***

Grantee will provide basic information regarding the participant involved in the critical incident. **The form should not contain any Personally Identifiable Information (PII). The Veteran should be identified only by their HMIS ID.**

***Incident Details***

Grantee should provide as much detail as possible regarding the incident. It is expected that information will be provided in a narrative format, be concise, and information is not copied and pasted from the participant’s file.

***General Veteran Enrollment and Engagement Information***

Grantee are being asked to provide a summary of the work taking place with the Veteran family and additional resources provided. Participant barriers to housing, strengths, and referrals made on behalf of the Veteran will be identified. These things inform the SSVF Program Office about the needs of the Veteran family, the level of intervention provided, where the Veteran was in the housing stability process, and the level of engagement the Veteran family had throughout their time working with SSVF staff.

***External Actions Taken***

Grantee will identify any actions that were taken by agency staff or by others to address the critical incident. Space is provided for any other or additional information regarding the incident that should be relayed to the SSVF Program Office.

***Follow Up Needed/Provided***

Grantee will note contacts made related to the critical incident. In some cases, there will be no additional contact needed, and this should be noted in the “additional comments” space provided.

**Section II:**

***Allegations of Fraud, Criminal Acts or Neglect by Grantee or Subcontractor Staff***

This section should be completed based on the identification of any allegations of fraud, criminal acts or neglect by Grantee or Subcontractor staff. The Grantee will need to identify the incident, who was involved in the incident, along with who may be involved with the follow up. Grantee will need to determine if law enforcement should be contacted regarding the concern and what the outcome of that action was.

There is space provided for any additional information the Grantee believes would be helpful in understanding how the incident may have developed and/or supports needed to address future incidents.