



COLORADO

Department of Health Care
Policy & Financing

Community Living Office
1570 Grant Street
Denver, CO 80203

To: All Stakeholders

From: Brittani Trujillo, Case Management Services Coordinator

Date: September 9, 2015

Subject: COMMUNICATION BRIEF
Critical Incident Reports and Abuse, Mistreatment, Neglect and
Exploitation Investigations

Purpose: To ensure Community Centered Boards (CCBs) and Service Agencies complete Critical Incident Reports and investigate allegations of abuse, mistreatment, neglect and exploitation.

Background: Pursuant to section 25.5-10-221, C.R.S., 10 CCR 2505-10 8.608.6 and 8.608, all Community Centered Boards (CCBs) and Service Agencies shall prohibit abuse, mistreatment, neglect, or exploitation of any person receiving services. Policies and procedures are required for reporting, reviewing, and investigating all such allegations, and the Human Rights Committee (HRC) must review all allegations.

Procedure: Pursuant to 10 CCR 2505-10 8.608.6, allegations of abuse, mistreatment, neglect and exploitation, as well as injuries which require emergency medical treatment or result in hospitalization or death, must be reported to the CCB. Within twenty-four hours of becoming aware of the incident, a written incident report must be provided to the CCB. In turn, the CCB must enter information into the DDD Web Application Portal as a Critical Incident as soon as possible, but no later than noon of the next business day. Allegations must be reported to the parent of a minor, guardian, or authorized representative within 24 hours.

All alleged incidents of abuse, mistreatment, neglect or exploitation by employees or contractors shall be thoroughly investigated in a timely manner. The CCB shall maintain a written record of all investigations, including the results of the investigation, summary of procedures utilized, findings, actions taken and HRC review and action taken on recommendations made by the committee.

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