Critical Incident Process

Critical Incident Received

- Log it in Excel
- Date stamp
- Places it in TO APS box
- · APS picks up for processing

. . . .

- Open APS Case- APS keeps paperwork until investigation complete
- No APS Case APS puts in FROM APS box in QA

APS

- Comes back FROM APS
- · Put date returned from APS in Excel log
- Give to or picked up by worker of day
- QA Reviews
 - No APS Invlovement continue process outlined 7-15-09
 - QA enters in CI Database and DS3 under Dates
 - Upload to DS3 send to programs
 - Open APS case is done APS returns form
 - QA enters into CI Database and DS3 under Dates
 - Upload to DS3- then send to programs

Send to Programs

- Lisa Morley Grants
- Lynne Keilman-Cruz Waivers
- Odette Jamieson PCA

Back from Programs

- Complete? File it in Completed drawer
- Does there need to be further action?
 - · make a folder
 - develop plans of action
 - follow up
 - file in In Progress Drawer