



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

NED LAMONT
GOVERNOR

NANCY NAVARRETTA, MA, LPC, NCC
COMMISSIONER

DMHAS Critical Incident Reporting Procedure (Revised: 10/2023)

Per [“Commissioners Policy Statement and Implementing Procedures: Critical Incidents, Chapter 6.26”](#) all DMHAS operated and contracted providers are required to report those events defined as critical incidents by the policy to the Department within three (3) hours of learning of the event.

During normal business hours: Monday-Friday (8:00am-4:30pm)

The following procedure listed below addresses critical incident notification.

Within three (3) hours of learning of an incident, the DMHAS facility or contracted provider is required to make *verbal* notification directly to:

- For CVH, Whiting and DMHAS-operated Local Mental Health Authorities (LMHAs): Celeste Cremin-Endes, Chief of State-Operated Services, or
- For mental health provider affiliates of state operated Local Mental Health Authorities: [Respective state-operated LMHA](#), or
- For Young Adult Services (YAS): [Assigned Behavioral Health Clinical Supervisor, Office of the Commissioner \(OOC\) YAS Division](#), or
- For Women’s Services Programs: [Rebecca Petersen, Statewide Services Division](#), or
- All other providers: [Regional Supervisors, Community Services Division](#).

After Business Hours: Monday-Friday (4:30pm-8:00am) & 24/7 weekends/holidays

The following procedure listed below addresses critical incident notification. Callers should reach a live person for reporting after hours. Within three (3) hours of learning of an incident, the DMHAS facility or contracted provider is required to make verbal notification directly to:

- For CVH, Whiting and DMHAS-operated Local Mental Health Authorities: Executive Team Administrator On Call, or
- For mental health affiliates of state operated Local Mental Health Authorities: [Respective state-operated LMHA](#), or
- For all YAS incidents: [Jennifer Abbatemarco, OOC YAS Division](#), or
- All other providers: Call CVH switchboard at 860-262-5000 and ask for the on-call Supervisor/Manager

**An electronic report needs to be filed in the web-based DMHAS critical incident portal,
either directly by each program/agency or
through state-operated LMHA for their mental health affiliates.**