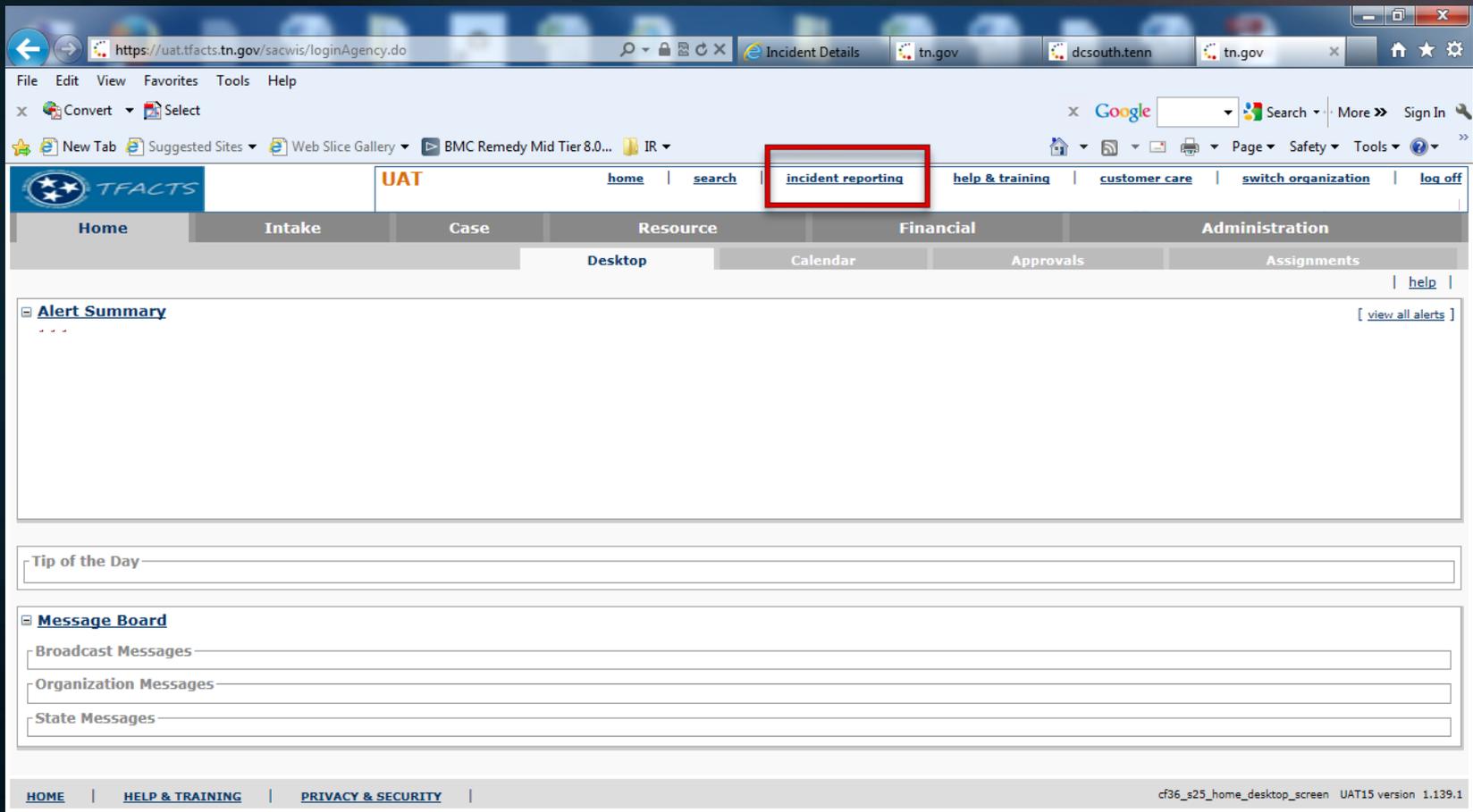


Incident Reporting for Private Provider Staff

Navigating to the Incident Screen

- Navigate to the Incident Reporting screen by clicking on the incident reporting link at the top of any TFACTS screen.



Logging on to the Incident Screen

- The new Incident Reporting screen will require the user to log in using their en number and password.

The screenshot shows the Incident Reporting login interface. At the top left is the TFACTS logo. The page title is 'Incident Reporting'. In the top right corner, there are links for 'home' and 'customer care'. The central part of the page contains a login form with the following elements:

- Username:** A text input field containing the value 'EN22236'.
- Password:** A text input field with masked characters represented by dots.
- Login:** A button to submit the login information.
- Forgot password?:** A link to recover a forgotten password.

The entire login form is enclosed in a red rectangular border. At the bottom of the page, there is a footer with the text 'privacy & security' on the left and 'Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [18]' on the right.

Incident Reporting

- TFACTS Logo will take you back to Production TFACTS
- Home – Incident Reporting Home Screen (your pending incidents)



Incident Reporting

home

customer care

switch organization

logout

Incident Reporting Home Screen

- **Note:** Incidents that have been initiated by the logged in employee, but have **not** been submitted, will appear under the **Pending Incidents** grid.
- There are no pending incidents in this example.
- **Note:** Utilize the **Search** tab to locate Incidents already in the system. This will help to prevent duplicate entries.

The screenshot displays the Incident Reporting Home Screen. At the top, there is a navigation bar with the TFACTS logo and the text "Incident Reporting". To the right of the logo, there are links for "home", "customer care", "switch organization", and "logout". Below the navigation bar, there is a "Pending" tab highlighted with a red box. To the right of the "Pending" tab, there are links for "Search" and "Add Incident". Further right, the user's name "Jones, John [Organization Name]" is displayed. Below the navigation bar, the text "Pending Incidents" is shown. Underneath, there is a table with the following columns: "Incident #", "Child/Youth Name", "Incident Date", "Region", "County", and "Incident Type". The table is currently empty. Below the table, there is a pagination control showing "0" items per page. To the right of the pagination control, the text "No items to display" is shown. At the bottom of the page, there is a footer with the text "privacy & security" and "Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [19]".

Search Screen

- Click the **Search** Tab
- Enter all applicable information
- **Note:** There needs to be at least one search criteria entered to conduct a search
- **Note:** The Facility/Resource is not automatically generated, but only your particular organization will show in your search results
- Click “Search” button

TFACTS Incident Reporting home customer care switch organization logoff

Pending **Search** Add Incident Jones, John [Organization Name]

Search Incident

From Date: To Date:

Incident # Facility/Resource:

Severity Level: Incident Type:

Region: County:

Status:

Child/Youth Last Name: OR Child ID:

First Name:

Resource Member/Staff Last Name: OR Member ID:

First Name:

Resource Member/Staff Last Name: OR Member ID:

First Name:

Search Results

Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
No items to display									

10 items per page

Searching for an Incident Report

- A search for your incident will display incident details along with its current status.

- **Note:** If searching using the Incident #, the user no longer needs to include a “S” or “C” at the beginning.

The screenshot shows the 'Incident Reporting' web application interface. At the top, there is a navigation bar with the 'TFACTS' logo, the title 'Incident Reporting', and links for 'home', 'customer care', 'switch organization', and 'logout'. Below the navigation bar, the user is logged in as 'Jones, John [Organization Name]'. The main content area is titled 'Search Incidents' and contains a search form. The form includes several input fields and dropdown menus: 'From Date' and 'To Date' (both with calendar icons), 'Incident #' (with the value '12345'), 'Facility/Resource', 'Severity Level', 'Incident Type', 'Region', 'County', and 'Status'. Below these fields, there are two sections for name-based searches: one for 'Child/Youth' (with 'Last Name' and 'First Name' fields) and one for 'Resource/Member/Staff' (with 'Last Name' and 'First Name' fields). Each section has an 'OR' option and a 'Child Id' or 'Member Id' field. At the bottom of the form, there are 'Search' and 'Clear' buttons. The 'Search' button is highlighted with a red square.

Searching for an Incident Report cont'd.

- Search results will show at the bottom in the Search Results grid.

Search Clear

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
select	12345	09/08/2014	Barber, Winnie	Assault; Contraband; Emergency Medical Treatment; Physical Restraint	Mi		Ted	Ted	Submitted	delete Addendum (0)
select	12345	09/08/2014	Grafton, Wanda	Arrest/Police involvement with child or youth; Assault; Contraband; Emergency Medical Treatment; Seclusion	Mi		Ted	Ted	Submitted	delete Addendum (0)

10 items per page 1 - 2 of 2 items

privacy & security Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [18]

Incident Status

- If no response regarding the incident is needed or a responder has completed their review, the status will be marked as **Closed**.
- When incidents require a review by an incident responder the status will be marked as **Submitted**.
- A status of **Pending** means that the incident has yet to be submitted.

The screenshot displays a search interface for incidents. At the top, there are input fields for 'Resource Member/Staff Last Name' and 'Member Id', separated by 'OR'. Below these are fields for 'First Name' and a 'Sort Results By' dropdown menu. There are 'Search' and 'Clear' buttons. Below the search area, the 'Search Results' section shows a table with one row of data. The 'Status' column in the table is highlighted with a red box. The table has columns for Incident #, Incident Date, Child/Youth Name, Incident Type, Region, County, Resource Member/Staff, Resource, Status, and Action. The data row shows Incident # 12345, Incident Date 06/02/2014, Child/Youth Name Barber, Winnie, Incident Type Medication Error, Resource Member/Staff Ted, Resource Ted, Status Closed, and Action Addendum (0). Below the table is a pagination control showing '1' of 1 items per page and '1 - 1 of 1 items'.

	Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
select	12345	06/02/2014	Barber, Winnie	Medication Error			Ted	Ted	Closed	Addendum (0)

A+ Tip – The search result columns are sortable!

Adding an Incident

- From the Incident Reporting screen click **“Add Incident”** tab.
- Your items displayed can be in groups of 5, 10, or 20.

TFAC^{TS} Incident Reporting

home customer care switch organization logoff

Pending

Search **Add Incident**

Jones, John [Organization Name]

Pending Incidents

Incident #	Child/Youth Name	Incident Date	Region	County	Incident Type
No items to display					

10 items per page

privacy & security

Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [19]

Entering Incident Information

- On the **Incident Information** tab enter all information through the CPS Referral grid.
- Click **Apply** button.
- Note: “Apply” must be clicked before a resource can be added.
- Note:** The Apply, Save, and Cancel buttons will function in the same manner as currently in TFACTS.

home customer care switch organization logoff

Jones, John [Organization Name]

Incident Information Child/Youth Involved Resource Member/Staff Involved Incident Factors

Incident Date: [] Incident Time: [] [] [] []

Incident Description: Free form fill box that will expand with incident description.

Contact Person Name: []

Contact Person Phone #: [] Extension: []

CPS Referral

Was CPS Referral Made: [] CPS Referral #: []

Date of Referral: [] Time of Referral: []

Placement Service Type:

Resource: [] Link Resource

Incident Location: [] Incident Sublocation: []

Offsite Incident: []

Offsite Location: []

Addendum Exists: No

Apply Save Cancel

Add Incident Screen CPS Referral = No

- If CPS Referral Made = No, scroll to the bottom and click **Apply** button.
- This will save your work in progress.

The screenshot displays the 'Incident Reporting' interface. At the top, there is a navigation bar with the TFACTS logo and links for 'home', 'customer care', 'switch organization', and 'logout'. The user is logged in as 'Jones, John [Organization Name]'. The main form is titled 'Incident Information' and includes tabs for 'Child/Youth Involved', 'Resource Member/Staff Involved', and 'Incident Factors'. The form fields are as follows:

- Incident Date:** 09/09/2014
- Incident Time:** 09:00 AM ET
- Incident Description:** A text area with a warning: 'This narrative box expands are you enter the incident description. Be sure that you maintain confidentiality when typing in this box (e.g. Student 1, Youth A, etc.) when there are multiple youth involved in the incident. Also, please be sure that you are thoroughly documenting the incident.'
- Contact Person Name:** Enter First and Last Name Here
- Contact Person Phone #:** (123)456-7890
- Extension:**

The **CPS Referral** section contains:

- Was CPS Referral Made:** No
- CPS Referral #:**
- Date of Referral:**
- Time of Referral:**

Below this is the **Placement Service Type** section:

- Resource:** [Link Resource]
- Incident Location:** [Dropdown]
- Incident Sublocation:** [Dropdown]
- Offsite Incident:** [Dropdown]
- Offsite Location:** [Text Field]
- Addendum Exists:** No

At the bottom of the form, there are three buttons: 'Apply' (highlighted with a red box), 'Save', and 'Cancel'. The footer of the page includes 'privacy & security' and 'Shag(hg) Version 1.9 SRMP-SHOT 2014-09-10 08:50:32 252 [19]'.

Add Incident Screen CPS Referral = Yes

- If CPS Referral Made = Yes
- Enter the **CPS Referral #** and verify (see following two screens)
- Click **Apply** button
- This will save work in progress.

The screenshot displays the 'Incident Reporting' web application interface. At the top, there is a navigation bar with the TFACTS logo, the title 'Incident Reporting', and links for 'home', 'customer care', 'switch organization', and 'logout'. The user is logged in as 'Jones, John [Organization Name]'. The main content area is titled 'Incident Information' and includes tabs for 'Child/Youth Involved', 'Resource Member/Staff Involved', and 'Incident Factors'. The form contains the following fields:

- Incident Date:** 09/05/2014
- Incident Time:** 09:00 PM ET
- Incident Description:** testing
- Contact Person Name:** Daffy Duck
- Contact Person Phone #:** (987)654-3210
- Extension:** (empty)

The **CPS Referral** section includes:

- Was CPS Referral Made:** Yes
- CPS Referral #:** 987654
- Date of Referral:** (empty)
- Time of Referral:** (empty)

The **Placement Service Type** section includes:

- Resource:** (empty) with a 'Link Resource' button
- Incident Location:** (empty)
- Incident Sublocation:** (empty)

Add Incident Screen CPS Referral = Yes cont'd

- If the CPS referral number is valid, a pop up message box will appear requesting the user confirm the intake is correct.
- “OK” will allow the intake to be confirmed.
- “Cancel” will allow the user to enter another number.

The screenshot displays the 'Incident Reporting' interface. At the top, there is a navigation bar with the 'TFACTS' logo and the text 'Incident Reporting'. On the right side of the navigation bar, there are links for 'home', 'customer care', 'switch organization', and 'logout'. Below the navigation bar, the user's name 'Michelle Hamblin [DCS Central Office]' is displayed. The main content area is divided into several sections: 'Incident Information', 'Child/Youth Involved', 'Resource Member/Staff Involved', and 'Incident Factors'. The 'Incident Information' section contains fields for 'Incident Date' (09/05/2014), 'Incident Description' (testing), 'Contact Person Name' (Daffy Duck), and 'Contact Person Phone #'. A 'Confirmation' dialog box is overlaid on the form, displaying the following information: 'CPS Intake ID: 960', 'Intake Date/Time: 09/05/2013 08:37 AM CT', and 'Intake Participants: Se'. Below this information, the dialog asks 'Are you sure this is the correct Intake?' and provides 'OK' and 'Cancel' buttons. The 'CPS Referral' section contains a 'Was CPS Referral Made:' field with a 'Yes' radio button selected, and a 'Date of Referral:' field. The 'Placement Service Type:' section contains a 'Resource:' field and a 'Link Resource' button. The 'Incident Location:' and 'Incident Sublocation:' fields are also visible at the bottom of the form.

Entering an incorrect CPS Referral Number

- If an invalid CPS referral number is entered the following alert message box will pop up.
- User will need to verify by clicking the “OK” button to return to the previous screen.

The screenshot displays the TFACTS Incident Reporting interface. At the top, the header includes the TFACTS logo, the text "Incident Reporting", and navigation links for "home", "customer care", "switch organization", and "logout". The user's name, "Michelle Hamblin [DCS Central Office]", is visible in the top right corner. The main form area is titled "Incident Information" and contains several input fields: "Incident Date" (09/05/2014), "Incident Time" (09:00 PM ET), "Incident Description" (testing), "Contact Person Name" (Dafly Duck), and "Contact Person Phone #". A modal error box is overlaid on the form, titled "CPS Referral Number Error" with a close button (X). The message inside the box reads "CPS Referral Number is not valid..." and includes an "OK" button. Below the error box, the "CPS Referral" section contains a "Was CPS Referral Made:" dropdown menu set to "Yes", a "CPS Referral #" input field, "Date of Referral:", "Time of Referral:", "Placement Service Type:", "Resource:" (with a "Link Resource" button), and "Incident Location:" and "Incident Sublocation:" dropdown menus.

Entering Incident Information

- The user now has an **Incident #**, **Link Resource** button, and a **Submit** button.
- Click the **Link Resource** button to begin a Resource Search.

The screenshot displays a web form titled "Incident Information" with a success message at the top: "Success - Your data has been saved." The form is divided into several sections:

- Incident Information:** Includes a red-bordered "Incident #" field with the value "12345", an "Incident Date" field with "09/08/2014", and an "Incident Time" field with "09:00 AM ET".
- Incident Description:** A text area with a placeholder: "This narrative box expands are you enter the incident description. Be sure that you maintain confidentiality when typing in this box (e.g. Student 1, Youth A, etc.) when there are multiple youth involved in the incident. Also, please be sure that you are thoroughly documenting the incident."
- Contact Person Name:** A text field with the placeholder "Enter First and Last Name Here".
- Contact Person Phone #:** A text field with "(123)456-7890" and an "Extension:" field.
- CPS Referral:** Includes a "Was CPS Referral Made:" dropdown set to "No", a "CPS Referral #:" field, "Date of Referral:", and "Time of Referral:" fields.
- Placement Service Type:** Includes a "Resource:" field with a red-bordered "Link Resource" button, an "Incident Location:" dropdown, and an "Incident Sublocation:" dropdown.
- Offsite Incident:** A dropdown set to "No" and an "Offsite Location:" field.
- Addendum Exists:** A field set to "No".
- Buttons:** A red-bordered "Submit" button is located at the bottom left, and "Apply", "Save", and "Cancel" buttons are at the bottom center.

Adding a Resource

- The **Resource Search** screen appears.
- Note that your agency organization is automatically populated.
- Enter the appropriate criteria for the resource and then click the **Search** button.

Contact Person Phone #: (123)456-7890 Extension:

Resource Search

Resource Name: Resource Type:

Organization: **Youth Facility, Inc.** CIOH/SA Status:

Member Last Name: Member First Name:

Sounds Like

OR

Resource ID:

+ Advanced Search Criteria

Search

Resource Name/ID	CIOH/SA Status	Resource Type	Resource Sub-Type	Address
No items to display				

5 items per page

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Adding a Resource cont'd

- Search results will appear at the bottom of the screen.
- Click the Select link to choose the resource.

Organization: **Youth Facility Inc.** C/OH/SA Status: Active

Member Last Name: Member First Name:

Sounds Like

OR

Resource ID:

+ Advanced Search Criteria

Search Clear

	Resource Name/ID	C/OH/SA Status	Resource Type	Resource Sub-Type	Address
select	Work/2342334	Active	Residential Facility	Group Home	123 Work Rd. Memphis, TN 38125
select	Youth Facility Inc.	Active	Residential Facility	Group Home	456 Youth Avenue Mount Juliet, TN 37122
select	Oscar View Inc.	Active	Residential Facility	Group Home	789 Oscar Rd. Camden, TN 38230
select	Salinas/53697	Active	Residential Facility	Institution	1023 Salinas ST. Elizabethtown, TN 37643
select	Jasmine Carruthers/698563	Active	Residential Facility	Group Home	2134 Jasmine AVE. Lebanon, TN 37090

1 2 5 items per page 1 - 5 of 7 items

Adding a Resource cont'd

- The Resource now appears back on the **Incident Information** screen.
- Complete the location drop downs as applicable
- Note: You would utilize “Offsite Incident” for incidents that occur away from the placement. For example, potential “Offsite Locations” could be Respite, School, Community Site, etc.
- Click the **Apply** button

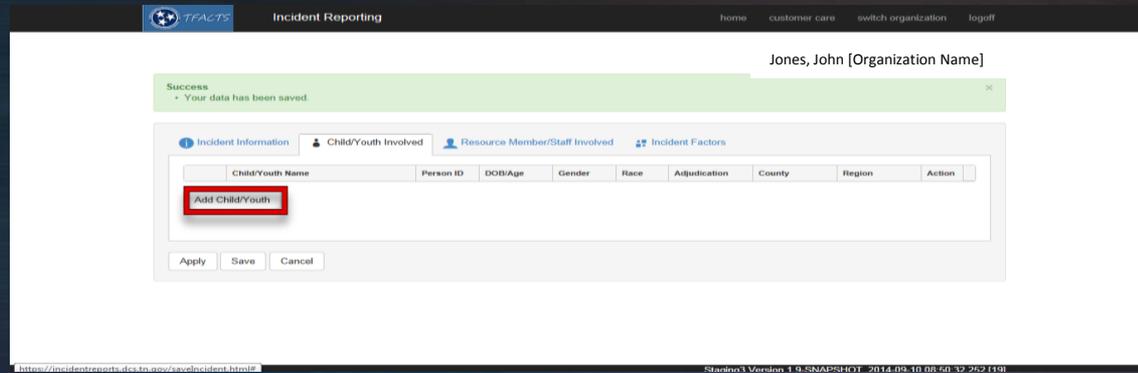
The screenshot shows a web form for incident information. The form is divided into several sections:

- Incident Information:** Includes fields for Incident # (12345), Incident Date (06/02/2014), Incident Time (08:00 AM ET), Incident Description, and Contact Person Name.
- Contact Information:** Includes Contact Person Phone # (885)555-5555 and Extension (5555).
- CPS Referral:** Includes Was CPS Referral Made (No), CPS Referral #, Date of Referral, and Time of Referral.
- Resource and Location:** Includes Resource (Youth Facility Inc.), Incident Location, Incident Sublocation, Offsite Incident, Offsite Location, and Addendum Exists.

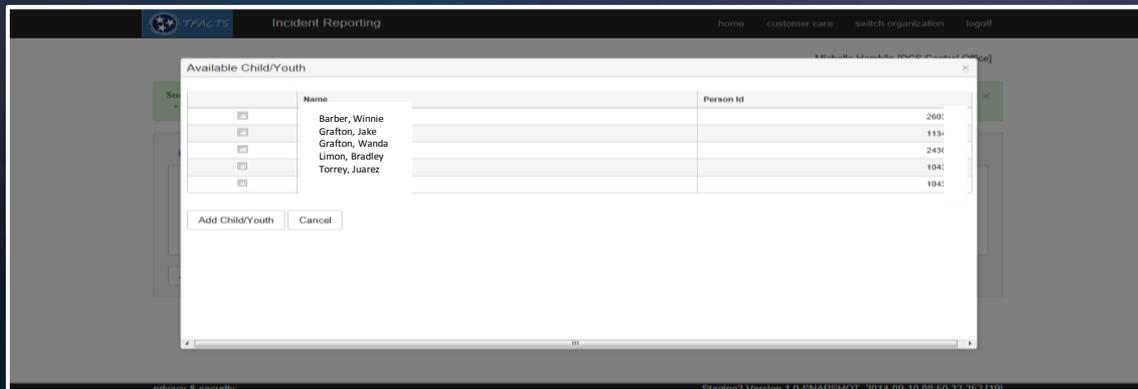
At the bottom of the form, there are three buttons: **Apply**, **Save**, and **Cancel**. The **Apply** button is highlighted with a red box.

Adding Child(ren)/Youth

- Click the **Child/Youth Involved** tab and then the **Add Child/Youth** button to begin entering the child(ren)/youth involved in the incident.
- The system displays an **Available Child/Youth** box with those child(ren)/youth placed at the resource on the day of the incident.



The screenshot shows the TFACTS Incident Reporting interface. At the top, there is a navigation bar with the TFACTS logo, 'Incident Reporting', and links for 'home', 'customer care', 'switch organization', and 'logout'. Below this, a user profile for 'Jones, John [Organization Name]' is visible. A green success message states 'Success - Your data has been saved.' The main content area has four tabs: 'Incident Information', 'Child/Youth Involved', 'Resource Member/Staff Involved', and 'Incident Factors'. The 'Child/Youth Involved' tab is active, displaying a table with columns: 'Child/Youth Name', 'Person ID', 'DOB/Age', 'Gender', 'Race', 'Adjudication', 'County', 'Region', and 'Action'. A red box highlights the 'Add Child/Youth' button located below the table. At the bottom of the form are 'Apply', 'Save', and 'Cancel' buttons. The URL at the bottom is 'https://incidentreports.dcs.tn.gov/saveincident.html' and the version is 'Standard3 Version 1.0-SNAPSHOT - 2014.09.10 08:42:25Z (10)'.



The screenshot shows the 'Available Child/Youth' dialog box in the TFACTS Incident Reporting system. The dialog box has a title bar and a close button. It contains a table with columns 'Name' and 'Person Id'. The table lists the following entries:

Name	Person Id
<input type="checkbox"/> Barber, Winnie	2907
<input type="checkbox"/> Grafton, Jake	1134
<input type="checkbox"/> Grafton, Wanda	2431
<input type="checkbox"/> Limon, Bradley	1947
<input type="checkbox"/> Torrey, Juarez	1947

Below the table are 'Add Child/Youth' and 'Cancel' buttons. The URL at the bottom is 'https://incidentreports.dcs.tn.gov/saveincident.html' and the version is 'Standard3 Version 1.0-SNAPSHOT - 2014.09.10 08:42:25Z (10)'.

Special Note: If the child/youth is not listed in the “Available Child/Youth” box, it may be because the placement has not been entered into TFACTS. Please fill out the CS-0496 (Incident Report Form), and email it to DCS.QualityControl@tn.gov. You may also contact your FCCR (Field Customer Care Representative) for additional support.

Adding Child/Youth cont'd.

- Check the box (s) next to the child(ren)/youth involved in the Incident.
- Click the Add Child/Youth button.

Incident Reporting

home customer care switch organization logout

Available Child/Youth

	Name	Person Id
<input checked="" type="checkbox"/>	Barber, Winnie	280
<input type="checkbox"/>	Grafton, Jake	113
<input checked="" type="checkbox"/>	Grafton, Wanda	243
<input type="checkbox"/>	Limon, Bradley	194
<input type="checkbox"/>	Torrey, Juarez	194

Add Child/Youth Cancel

privacy & security

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Adding Child(ren)/Youth

- The child/youth that have been added now appear on the **Child/Youth Involved** tab.
- Click the **details** link for the particular youth in focus.

The screenshot shows the 'Incident Reporting' application interface. At the top, there is a navigation bar with the TFACTS logo, the text 'Incident Reporting', and links for 'home', 'customer care', 'switch organization', and 'logout'. The user is identified as 'Jones, John [Organization Name]'. A green success message states 'Success: Your data has been saved.' Below this, the 'Child/Youth Involved' tab is active, displaying a table with the following data:

	Child/Youth Name	Person ID	DOB/Age	Gender	Race	Adjudication	County	Region	Action
details	Barber, Winnie	2601	09/20/2012(1)	FEMALE	White	Dependent/Neglect	Mo	M Region	delete
details	Grafton, Wanda	2431	09/27/2011(2)	FEMALE	White	Dependent/Neglect	Mor	M Region	delete

Below the table is an 'Add Child/Youth' button. At the bottom of the interface are 'Apply', 'Save', and 'Cancel' buttons.

Adding Child/Youth Details

- From the **Child/Youth Details** tab, enter the **Incident Type** along with any applicable **Sub-Types**.
- Note:** The Sub-Types available will depend on the Incident Type that is chosen.
- Click the **Add New Incident Type** button after each type/sub-type entered to add it to the **Incident Type** list.
- As you can see in this example, multiple incident types can be entered per youth in an incident report.

Person Id: 2430 Age: 2 SSN: 736-

Child/Youth Details Runaway/Escapes Information

Incident Types

Incident Type:

Incident Sub-Type 1:

Incident Sub-Type 2:

Incident Sub-Type 3:

Add New Incident Type

Incident Type	Incident SubType 1	Incident SubType 2	Incident SubType 3	
Seclusion	Duration 31 - 60 Minutes			delete
Arrest/Police involvement with child or youth	Child/Youth arrested			delete
Assault	Physical Fight Between Youth	With Injury	With Use of Weapon	delete
Contraband	Weapon			delete

10 items per page 1 - 4 of 4 items

Adding Child/Youth Details

- Enter information in the **Optional Narrative** field to provide more youth specific information.
- Complete all applicable data in remaining fields and drop downs concerning **Cell Confinement**, **Seclusion**, and **Family Notification**.
- If yes, enter date and time information.

Optional Narrative: Enter youth specific information here (e.g. Youth A, Student 1, etc.). Also, any detailed information that only pertained to this particular youth can be entered here as well. As you can see, the box expands as you enter narrative.

Clear 3767

Was Child Placed in Cell Confinement: No

Date In: [] [] Time In: [] [] []

Date Out: [] [] Time Out: [] [] []

Was Child Placed in Seclusion: No

Date In: [] [] Time In: [] [] []

Date Out: [] [] Time Out: [] [] []

Was Family Notified: Yes

Date Notified: 09/20/2014 Time Notified: 05:00 PM CT

Save Cancel

Runaway/Escape Information

- If applicable, click the **Runaway/Escape Information** tab.
- Complete all fields and data.
- Click the **Save** button.
- The system will return you to the **Child/Youth Involved** screen appears.

The screenshot displays the TFACTS Incident Reporting interface. At the top, the TFACTS logo and 'Incident Reporting' text are visible, along with navigation links for 'home', 'customer care', 'switch organization', and 'logout'. The user 'Jones, John [Organization Name]' is logged in. The main content area is titled 'Child/Youth Details' and features two tabs: 'Child/Youth Details' and 'Runaway/Escape Information'. The 'Runaway/Escape Information' tab is active, showing a form for a child named 'Barber, Winnie'. The form includes fields for 'Name', 'Gender' (Female), 'DOB' (09/27/2011), 'Person Id' (243), 'Age' (2), and 'SSN' (736). Below these are fields for 'Date Police Notified' (09/08/2014), 'Complaint #' (1234), 'Police Department' (Metro Davidson), 'Date Child Listed as a wanted / Missing Person in NCIC' (09/08/2014), and 'NCIC #' (4567). There are also text input fields for 'Suspected Whereabouts of Child', 'Factors that may place Child at added Risk', and 'Additional Safety Risks for Community'. A dropdown menu for 'Does Child have any History of Violence against people:' is set to 'No'. Below this are fields for 'Explain:', 'Child Employed:', 'Employer Name:', 'Employer Location:', and 'Friends and Relatives who last visited Child:'. At the bottom of the form are 'Save' and 'Cancel' buttons.

Adding Resource Members

- If applicable, click the Resource Member/Staff Involved tab.
- Click the Add Resource Member/Staff button.
- Check the box(es) of the Resource Members/Staff involved. Utilize the dropdown to indicate if they were injured.
- Click the Add Resource Member/Staff button.

Incident Reporting

home customer care switch organization logoff

Jones, John [Organization Name]

Incident Information Child/Youth Involved **Resource Member/Staff Involved** Incident Factors

Name	Title/Role	Gender	Race	Injured	Action
No items to display					

Add Resource Member/Staff

Apply Save Cancel

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Add Resource Member/Staff

Staff Member not listed Member/Staff injured:

Name	DOB	Member/Staff injured
<input checked="" type="checkbox"/> Foster, Jane	04/10/1983	No
<input type="checkbox"/> Foster, Sally	07/29/2005	
<input type="checkbox"/> Foster, Dan	09/23/2006	
<input type="checkbox"/> Foster, Sara	05/12/2010	
<input type="checkbox"/> Foster, John	10/02/1981	

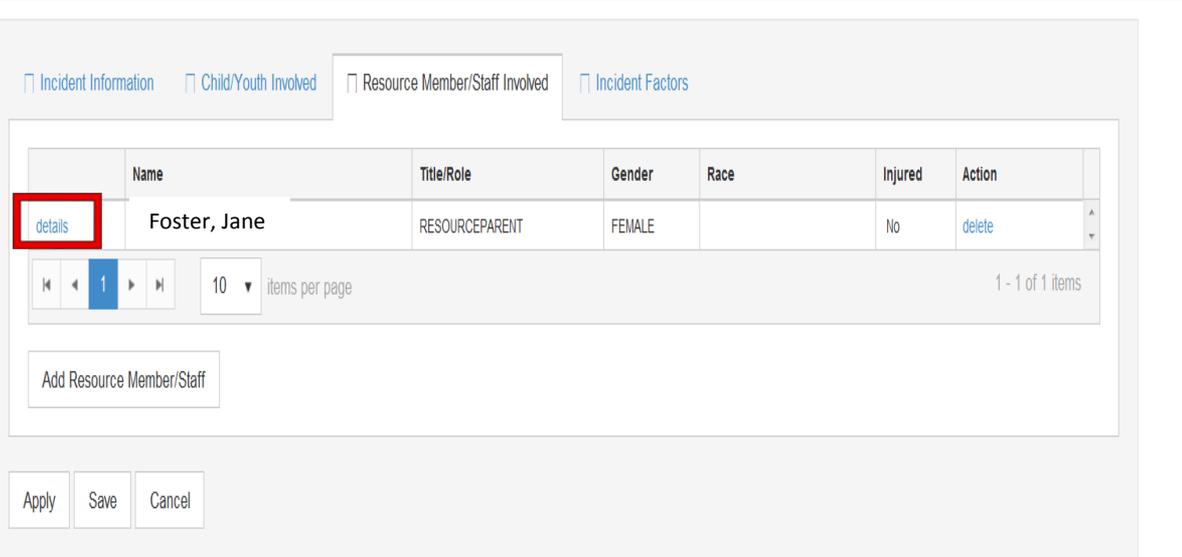
1 - 5 of 5 items

Add Resource Member/Staff Cancel

Resource Member/Staff Details

- The Resource Member now appears on the **Resource Member/Staff Involved** screen.

- **Note:** The details link is there for conversion purposes and will be going away in a later enhancement. Users will not need to utilize the link.



The screenshot shows a web interface with four tabs: Incident Information, Child/Youth Involved, Resource Member/Staff Involved (selected), and Incident Factors. Below the tabs is a table with the following data:

	Name	Title/Role	Gender	Race	Injured	Action
details	Foster, Jane	RESOURCEPARENT	FEMALE		No	delete

Below the table is a pagination control showing '1' of 1 items per page. At the bottom of the screen are three buttons: Apply, Save, and Cancel.

Incident Factors

- Click the **Incident Factors** tab to review a snapshot of the incident entered in previous tabs. (**Read only screen**)
- This example shows child/youth restrained and injured
- Click the **Save** button and you will return to the **Home Screen**.

The screenshot displays the 'Incident Reporting' interface. At the top, there is a navigation bar with the 'TFACTS' logo, the title 'Incident Reporting', and links for 'home', 'customer care', 'switch organization', and 'logout'. The user is identified as 'Jones, John [Organization Name]'. The main content area features a tabbed interface with four tabs: 'Incident Information', 'Child/Youth Involved', 'Resource Member/Staff Involved', and 'Incident Factors'. The 'Incident Factors' tab is active, showing a list of incident types. The first entry is 'Child/Youth Restrained', with a table listing 'Barber, Winnie' and 'Physical Restraint'. Below this are sections for 'Child Placed in Cell Confinement', 'Child Placed in Seclusion', and 'Child Injured', each with a table for recording details. The 'Child Injured' table lists 'Barber, Winnie' and 'Grafton, Wanda'. At the bottom, there are 'Apply', 'Save', and 'Cancel' buttons.

Name	Type
Barber, Winnie	Physical Restraint

Name	Date/Time In	Date/Time Out
------	--------------	---------------

Name	Date/Time In	Date/Time Out
------	--------------	---------------

Name
Barber, Winnie
Grafton, Wanda

Name

Pending Incidents

- If you clicked “save” at any point in entering your IR, your incident is now in a “pending” status and located on your “IR Home” screen.
- To reopen and submit the incident click the [select](#) link.
- Incidents are not considered completed until they have been submitted.

The screenshot displays the TFACTS Incident Reporting interface. At the top, there is a navigation bar with the TFACTS logo, the text "Incident Reporting", and links for "home", "customer care", "switch organization", and "logout". Below the navigation bar, there is a "Pending" button, a "Search" button, and an "Add Incident" button. The user's name, "Jones, John [Organization Name]", is displayed in the top right corner.

The main content area is titled "Pending Incidents" and contains a table with the following columns: Incident #, Child/Youth Name, Incident Date, Region, County, and Incident Type. There are two rows of data, each with a "select" link in the first column.

	Incident #	Child/Youth Name	Incident Date	Region	County	Incident Type
select	298043	Barber, Winnie	09/08/2014	region	Mo	Physical Restraint, Contraband, Assault
select	298043	Grafton, Wanda	09/08/2014	region	Mo	Arrest/Police involvement with child or youth, Contraband, Seclusion, Assault

Below the table, there is a pagination control showing "10 items per page" and "1 - 2 of 2 items".

At the bottom of the interface, there is a footer with the text "privacy & security" and "Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [18]".

Submitting an Incident

- To submit the incident click the **Submit** button while on the **Incident Information** tab.
- **Note:** DCS FSW's and DCS TL's will receive an e-mail for IR's entered on their children/youth.

The screenshot displays a web form titled "Incident Information" with several tabs: "Incident Information", "Child/Youth Involved", "Resource Member/Staff Involved", and "Incident Factors". The "Incident Information" tab is active. The form contains the following fields and sections:

- Incident #:** 12345
- Incident Date:** 09/08/2014
- Incident Time:** 09:00 AM ET
- Incident Description:** A text area with a placeholder: "This narrative box expands are you enter the incident description. Be sure that you maintain confidentiality when typing in this box (e.g. Student 1, Youth A, etc.) when there are multiple youth involved in the incident. Also, please be sure that you are thoroughly documenting the incident."
- Contact Person Name:** Enter First and Last Name Here
- Contact Person Phone #:** (123)456-7890
- Extension:**
- CPS Referral:**
 - Was CPS Referral Made:** No
 - CPS Referral #:**
 - Date of Referral:**
 - Time of Referral:**
 - Placement Service Type:** Youth Facility, Inc. (with a "Link Resource" button)
 - Incident Location:**
 - Incident Sublocation:**
 - Offsite Incident:** No
 - Offsite Location:**
 - Addendum Exists:** No
- Submit** button (highlighted with a red box)
- Apply**, **Save**, and **Cancel** buttons at the bottom.

At the bottom of the page, there is a footer with "privacy & security" on the left and "Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [18]" on the right.

Error Message

- If data is not entered for any required field, an alert message will generate.
- This message will specifically address all issues that must be resolved prior to the **Submit** button being successful.

The screenshot shows the TFACTS Incident Reporting interface. At the top, there is a navigation bar with the TFACTS logo, the text "Incident Reporting", and links for "home", "customer care", "switch organization", and "logout". The user is logged in as "Jones, John [Organization Name]".

The main form area has several tabs: "Incident Information", "Child/Youth Involved", "Resource Member/Staff Involved", and "Incident Factors". The "Incident Information" tab is active.

A red error message banner is displayed at the top of the form, stating: "Emergency Medical Treatment with a sub-type of either injury-accidental or injury-non-accidental type is required for Barber, Winnie Grafton, Wanda".

The form fields include:

- Incident #: 12345
- Incident Date: 09/08/2014
- Incident Time: 09:00 AM ET
- Incident Description: A text area with a placeholder message: "This narrative box expands are you enter the incident description. Be sure that you maintain confidentiality when typing in this box (e.g. Student 1, Youth A, etc.) when there are multiple youth involved in the incident. Also, please be sure that you are thoroughly documenting the incident."
- Contact Person Name: Enter First and Last Name Here
- Contact Person Phone #: (123)456-7890
- Extension: [Empty field]
- CPS Referral section with a dropdown for "Was CPS Referral Made:" set to "No" and a field for "CPS Referral #:".
- Fields for "Date of Referral:" and "Time of Referral:".

Submitted Pending Incidents

- Once submitted, the incident will no longer be visible in the pending incidents grid.

The screenshot shows the TFACTS Incident Reporting interface. The header includes the TFACTS logo, 'Incident Reporting', and navigation links for 'home', 'customer care', 'switch organization', and 'logout'. Below the header, there are buttons for 'Pending', 'Search', and 'Add Incident', along with the user name 'Jones, John [Organization Name]'. The main content area is titled 'Pending Incidents' and features a table with columns for 'Incident #', 'Child/Youth Name', 'Incident Date', 'Region', 'County', and 'Incident Type'. The table is currently empty, with a message 'No items to display' on the right. A pagination control shows '10 items per page'. The footer contains 'privacy & security' and 'Staging3 Version 1.9-SNAPSHOT 2014-09-10 08:50:32.252 [18]'.

Adding an Addendum

- If an addendum needs to be added to an incident you can add it in one of two ways.
- Click the **Addendum** link next to the incident on the **Search Results** screen.

Resource Member/Staff Member Id:

Last Name: OR

First Name:

Sort Results By:

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
select	12345	06/02/2014	Barber, Winnie	Medication Error				Youth Facility, Inc.	Closed	Addendum (0)

10 items per page 1 - 1 of 1 items

Adding an Addendum

- You can also click the select link to open the incident and click the Addendum button.

Search Results

	Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
select	12345	06/02/2014	Barber, Winnie	Medication Error	Knox	Knox		Youth Facility, Inc.	Closed	Addendum (0)

10 items per page 1 - 1 of 1 items

privacy & security 1.9-SNAPSHOT 2014-06-13 11:22:28.516

Incident Information | Child/Youth Involved | Resource Member/Staff Involved | Incident Factors

Incident #: 12345

Incident Date: 06/02/2014 Incident Time: 08:00 AM ET

Incident Description: The incident narrative will be entered here.

Contact Person Name: Contact Name entered here.

Contact Person Phone #: (865)555-5555 Extension: 5555

CPS Referral

Was CPS Referral Made: No CPS Referral #:

Date of Referral: Time of Referral:

Resource: Youth Facility, Inc. Link Resource

Incident Location: Incident Sublocation:

Offsite Incident: No Offsite Location:

Addendum Exists: Yes [Addendum](#) Mark in Error

Adding an Addendum

- Click the **Add Addendum** button.
- Add additional narrative in the **Addendum Details** text box (character limit is 1,000).
- Click **Save**.

Sort Results By: [dropdown]

Search [input] Clear [button]

Add Addendum List [X]

Addendum #	Date Created	Created By
------------	--------------	------------

Add Addendum [button] Close [button]

Search Results

Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
								Closed	Addendum (0)

Status: [dropdown]

Child/Youth Last Name: [input] OR Child Id: [input]

First Name: [input]

Resource Member/Staff Last Name: [input]

First Name: [input]

Sort Results By: [dropdown]

Add Addendum [X]

Incident #: 12345 Date Submitted: 06/25/2014 Submitted By: [input]

Addendum Details: Addendum Details go here! [text area]

Clear [button] 975 [text]

Save [button] Cancel [button]

Search [input] Clear [button]

Search Results

Incident #	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
								Closed	Addendum (0)

1 - 1 of 1 items

Adding an Addendum

- The **Addendum** link next to the incident reflects the number of addendums that have been added to the incident.

Name: OR

First Name:

Resource Member/Staff Last Name: OR Member Id:

First Name:

Sort Results By:

Search Results

	Incident#	Incident Date	Child/Youth Name	Incident Type	Region	County	Resource Member/Staff	Resource	Status	Action
select	12345	06/02/2014	Barber, Winnie	Medication Error			Ted	Ted	Closed	Addendum (1)

items per page

1 - 1 of 1 items

References

- Grand Region TFACTS Trainers
 - West Grand: Deborah.Elijah@tn.gov
 - Middle Grand: Rolanda.D.Perkins@tn.gov
 - East Grand: Benjamin.Harper@tn.gov
- Regional FCCR's
 - EI_DCS_FCC_(name of region)@tn.gov
- DCS.QualityControl@tn.gov
- Customer Care Service Desk
 - Toll Free: 888-853-4636

Customer Care Website

- To access additional copies visit the Customer Care website

Navigating to Customer Care

- In TFACTS, click on the Customer Care link to access the Customer Care website.

The screenshot displays the TFACTS Customer Care website. At the top left is the TFACTS logo. The top navigation bar includes links for 'PRD', 'home', 'search', 'help & training', 'customer care' (highlighted with a red box), 'switch organization', and 'log off'. Below this is a secondary navigation bar with tabs for 'Home', 'Intake', 'Case', 'Resource', 'Financial', and 'Administration'. Under 'Administration', there are sub-tabs for 'Desktop', 'Calendar', and 'Approvals', with 'Desktop' selected. A 'help' link is located on the right side of the navigation bar. The main content area features an 'Alert Summary' section with a 'view all alerts' link and a message stating 'No Alerts Available.'. Below this is a 'Tip of the Day' section. The 'Message Board' section includes links for 'Broadcast Messages', 'Organization Messages', and 'State Messages'. The footer contains links for 'HOME', 'HELP & TRAINING', and 'PRIVACY & SECURITY', along with the version number 'PRD03 version 1.137.0'.

Customer Care

- The Customer Care site has several tabs that users can access (Home, Customer Care, and Field Customer Care).

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Department of Children's Services
James M. Henry, Commissioner

Customer Care

[Home](#) | [Customer Care](#) | [Field Customer Care](#) | [Logout](#)

Our Vision

We will deliver best in class service and create an outstanding customer experience by quickly responding to and resolving issues so that our customer can focus on their primary goal...serving the children and families of Tennessee.

Our Mission

Develop and maintain sustainable customer-focused processes supported by customer-focused technology that exceeds the on-going needs of DCS customers. Provide resources and innovative solutions to those we serve, leading the way for safety and permanency in the lives of children and families, with an impact extending to society at large.

Our Values

- Customer-Focused
- Courtesy
- Integrity
- Proactive Approach
- Communication
- Knowledge
- Responsiveness
- Teamwork

Customer Care

Knowledge Base

- Scroll down the Customer Care Home screen to locate and click on the [TFACTS Knowledge Base](#) link.

The screenshot displays a web interface with several sections:

- TFACTS Quick Links**: A list of links including [TFACTS Customer Newsletter](#), [TFACTS Knowledge Base](#) (highlighted with a red box), [TFACTS Playground](#), [TFACTS Super Users](#), [TFACTS Tip](#), [ACF SACWIS Site](#), [Training Calendar](#), and [FAQs](#).
- OIT Information**: A list of links including [OIT Event Calendar](#), [Organizational Chart](#), and [Information Services Customer Request Form](#).
- Customer Care Contact Info**: Contact details including Local: 615-741-4636, Toll Free 888-853-4636, [Email](#), and [FCCR Coverage Map](#).
- Customer Care Corner**: A section titled "Survey Responses" containing three paragraphs of feedback. The first paragraph states: "The Customer Care Service Desk quickly got me logged in; they were polite and friendly." The second paragraph states: "The Customer Care Service Desk always gives speedy and appropriate service. Thanks." The third paragraph states: "Sean was very nice and helpful; I appreciate all his help!" Below this is another paragraph: "Melody personality was great, friendly and she got the issue resolved in a minimal amount of time." At the bottom of this section, there is a heading "Tell us how we are doing" with two links: [Customer Care](#) and [Field Customer Care](#).

Knowledge Base

- Users can access various documents such as Release Notes and Case Management storyboards.

The screenshot displays the TFACTS Knowledge Base interface. It features several sections with lists of links:

- TFACTS General System Information**
 - [TFACTS Quick Reference Guide](#) (ppt) **NEW!**
 - [TFACTS System Overview](#) (ppt)
 - [TFACTS Navigation Tips](#)
 - [Modifying TFACTS Display Colors](#)
- Build Release Notes** (highlighted with a red box)
 - 2014 Archive
 - [January 2014](#)
 - [February 2014](#)
 - [March 2014](#)
 - [April 2014](#)
 - [May 2014](#)
 - [June 2014](#)
 - [July 2014](#)
 - 2013 Archive
 - [February 2013](#)
 - [March 2013](#)
 - [April 2013](#)
 - [June 06, 2013](#)
 - [July 2013](#)
 - [August 2013](#)
 - [October 2013](#)
 - [Fostering Connections Hot Fix](#)
 - [November 2013](#)
 - [November Maintenance Release 2013](#)
 - [December 2013](#)
 - [December Interim Release 2013](#)
 - 2012 Archive (click to see contents)
- TFACTS Customer Care**
 - TFACTS Customer Care Reports
 - Log-In Assistance
 - Internet Browser Information
 - [Internet Explorer Compatibility View](#) (ppt)
- TFACTS Case Management** (highlighted with a red box)
 - Case Recordings
 - :: Reference Information
 - [Case Recording Element Definitions](#)
 - :: Storyboards
 - [Case Recordings - Family and Adoption Cases](#)
 - [TFACTS Case Recordings - CPS](#)
 - Case Conference Notes
 - :: Reference Information
 - :: Storyboards
 - CPS Intake
 - :: Reference Information
 - :: Storyboards
 - [CAH Adding a County of Jurisdiction in a CPS Intake](#)
 - [CAH Completing Multiple Priority Tool Categories](#)
 - [CAH Printing the Intake Summary from the Intake Tab](#)
 - CPS Investigations

Trusted sites | Protected Mode: Off