TN Department of Children's Services

# Storyboard

## Incident Reporting-
## Entering and Submitting

This storyboard provides instructions for viewing, entering, and submitting an Incident Report.

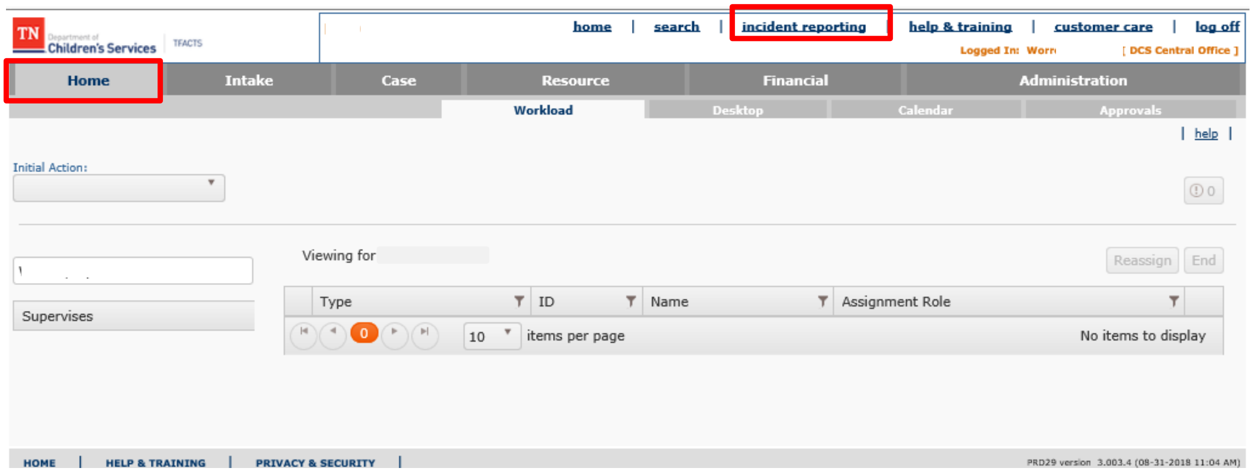
## Table of Contents

# Incident Reporting - Entering & Submitting

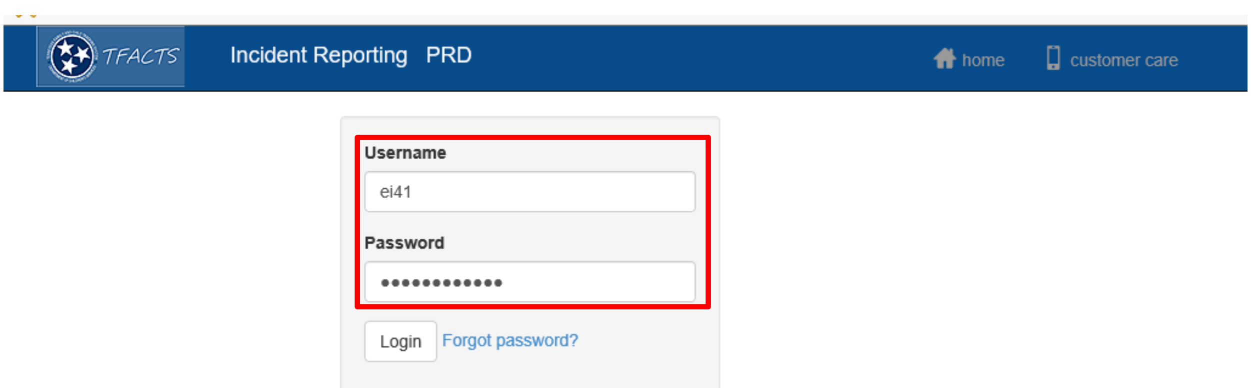
## Navigating to Incident Reporting

From the Home Screen of TFACTS

- Click **Incident Reporting** link, or
- Enter https://incidentreports.dcs.tn.gov/ in the browser window to go directly to Incident Reporting




- **Incident Reporting** login screen will display
- Enter **Username: EI# or EN#**
- **Password:** Enter **Password** used to log into TFACTS
- **Forgot Password?** link: Please call the DCS Service Desk to reset your password at (615) 741-4636 or (888) 853-4636



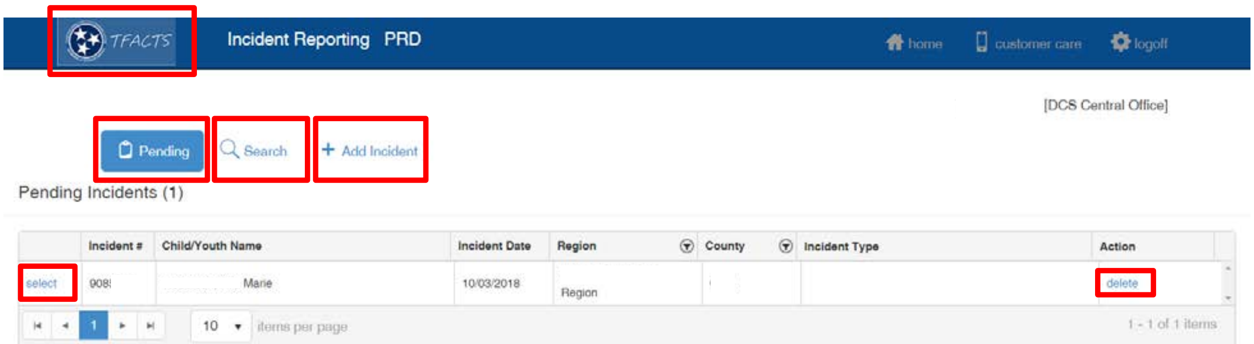

**Continue to next sub topic.**

# Viewing the Incident Reporting Home Page

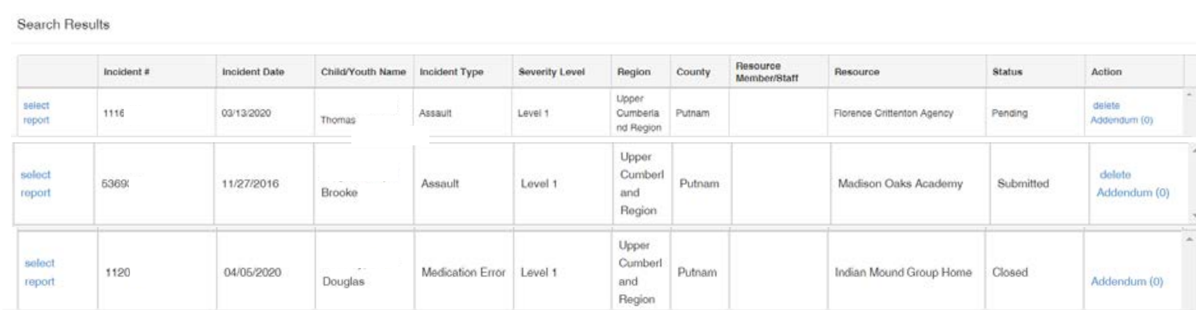
While logged into the **Incident Reporting** the blue header bar displays from each of the screens. This is helpful to quickly navigate back to **TFACTS.** Notice below the red box around the **TFACTS logo.** When that logo is clicked, it opens the **TFACTS Login** page in a new browser window.

Upon login, any **Pending Incidents** created by user who logged in will automatically display.
To view a **Pending** Incident:

- o Click **select** beside a pending Incident to view
- o Click **delete** to delete a Pending Incident




- Click **Search** to search for previous Incidents in any status. At least one search criteria must be entered, but more than one search criteria may be used.
  - o Click **select** to view an Incident
  - o Click **report** > **Generate Report**
    - ▪ Click **Print** -using the print icon at the top of the page **OR**
    - ▪ Click **Save -** at the bottom of the screen
    - ▪ Click **Cancel** to return to the Incident Reporting Home Page
  - o Click **Addendum** to add an addendum in a Submitted or Closed Incident


Search Results

| | Incident # | Incident Date | Child/Youth Name | Incident Type | Severity Level | Region | County | Resource Member/Staff | Resource | Status | Action |
|---|---|---|---|---|---|---|---|---|---|---|---|
| select report | 1116 | 03/13/2020 | Thomas | Assault | Level 1 | Upper Cumberland Region | Putnam | | Florence Crittenton Agency | Pending | delete Addendum (0) |
| select report | 5369 | 11/27/2016 | Brooke | Assault | Level 1 | Upper Cumberland Region | Putnam | | Madison Oaks Academy | Submitted | delete Addendum (0) |
| select report | 1120 | 04/05/2020 | Douglas | Medication Error | Level 1 | Upper Cumberland Region | Putnam | | Indian Mound Group Home | Closed | Addendum (0) |

- Click **+ Add Incident** to add a new Incident

**Continue to next sub topic.**

# Entering an Incident

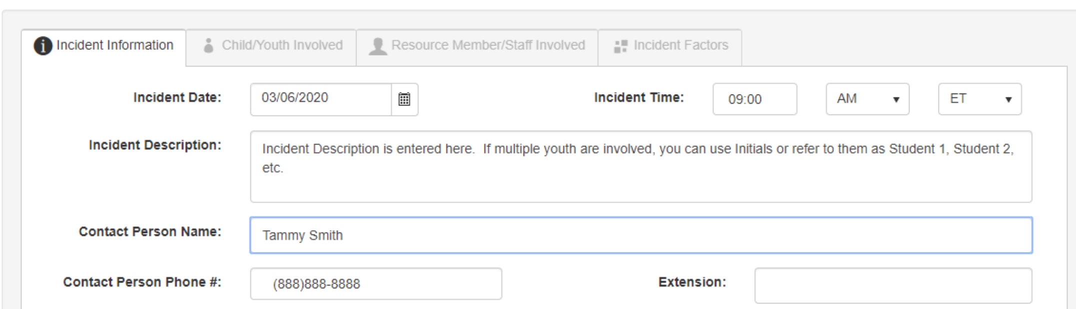
From the **Incident Reporting Home Page**

- Click **+Add Incident**

## Incident Information Tab

The **Incident Information** tab displays.

- Complete the following fields:
    - **Incident Date** - Cannot be a future date
    - **Incident Time**
    - **Incident Description**
    - **Contact Person Name**
    - **Contact Person Phone Number**
    - **Extension** – not required

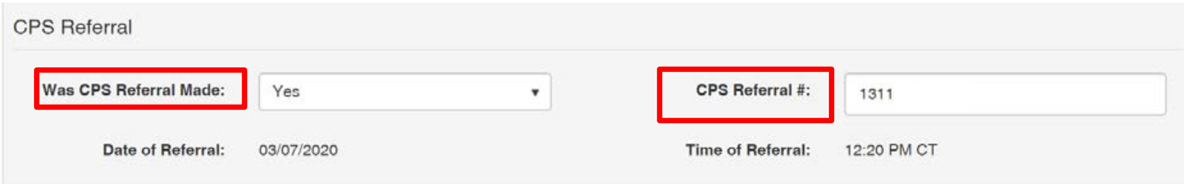



**CPS Referral** Section

- Complete the following fields:
    - **Was CPS Referral Made?**
        - If **No**, the rest of the information in the CPS Referral Section is disabled
        - If **Yes, CPS Referral # (Intake #)** is required.
        - **Confirmation** pop-up will display asking if the Intake information is correct
        - Click **Ok** to confirm this is the correct Intake.

**Note:** If corrections need to be made regarding the CPS Intake information, click **Cancel** to return to the previous screen.

- **Date of Referral** auto populates based on Intake information
- **Time of Referral** auto populates based on Intake Information




- Click **Apply** at the bottom of the screen.

Notice the system has now generated an **Incident #** and the **Incident Status** displays **Pending**. Clicking **Apply** also enables the **Link Resource** button.

- Click **Link Resource**

From the **Resource Search** screen

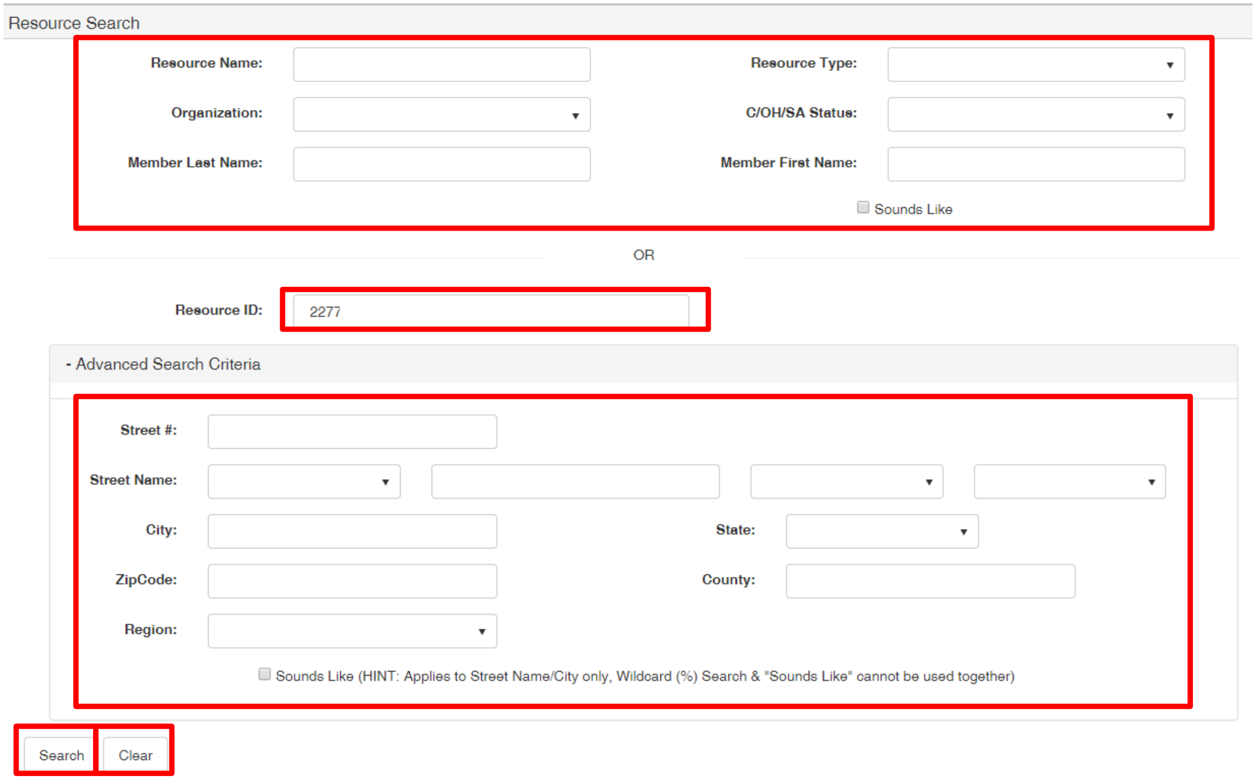
- Enter **Search Criteria** information using the following criteria options:
    - **Resource Name**
    - **Resource Type** - select from drop down
    - **Organization** - select from drop down

**Note:** When a Private Provider Employee is entering an Incident Report, the Organization defaults to the Organization of the employee who is creating the Incident Report. Search results will only display Resources which are associated with that Organization.

- **COH/SA** (Closed, On-hold, Suspended Admissions) **Status** - select from drop down
- **Member Last Name** and/or **First Name**
- **Resource ID** number

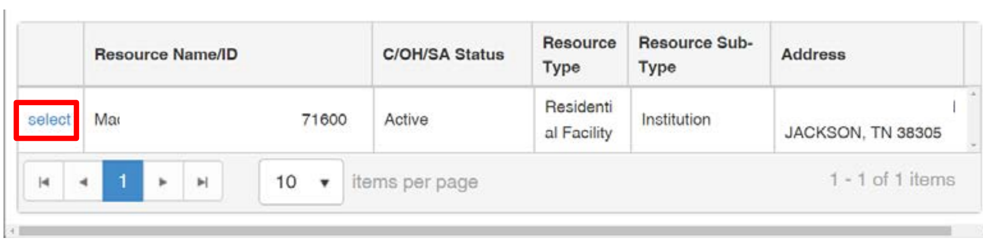
**Note:** User can select **+Advanced Search Criteria** to also search by Address

- Click **Search** or **Clear** – to remove search criteria options entered




The **Resource Name/ID** grid displays

- Click **select** by the correct Resource Name/ ID




Resource displays in the **Resource Information** section

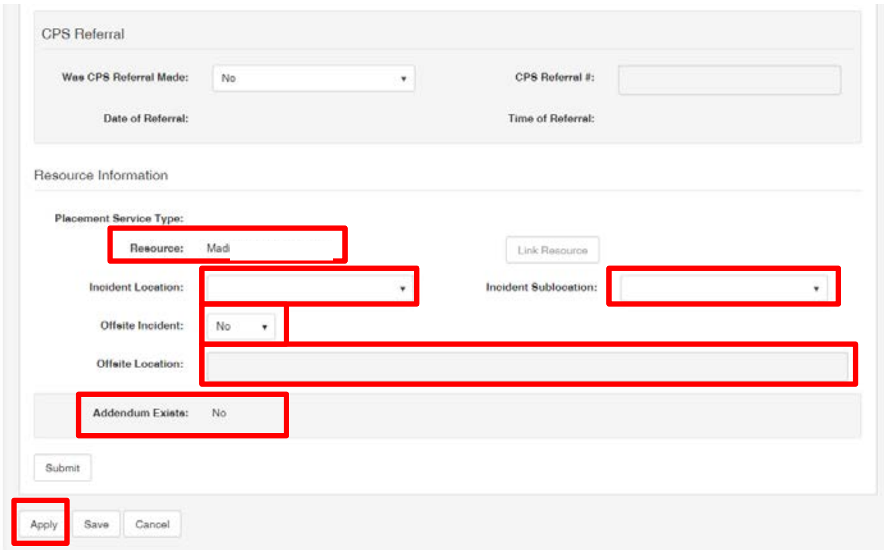
- Add the following information if enabled:
    - **Incident Location** - select from drop down
    - **Incident Sublocation** – Applies only to YDC's
    - **Offsite Incident** - select "Yes" or "No" from drop down (i.e. respite, community program, school, etc.)

**Note:** If **Yes** is selected, enter **Offsite Location** narrative

- Click **Apply**

**Do not** click Submit at this juncture.

**Note:** If user clicks **Submit**, a Confirmation Message Box displays: Are you sure, you want to submit this incident? If user selects OK, the system will generate a message under the Incident Information tab: "At least one Child/Youth must be present." If the user clicks **Cancel**, the data will be saved and the user can move to Child/Youth Involved tab.

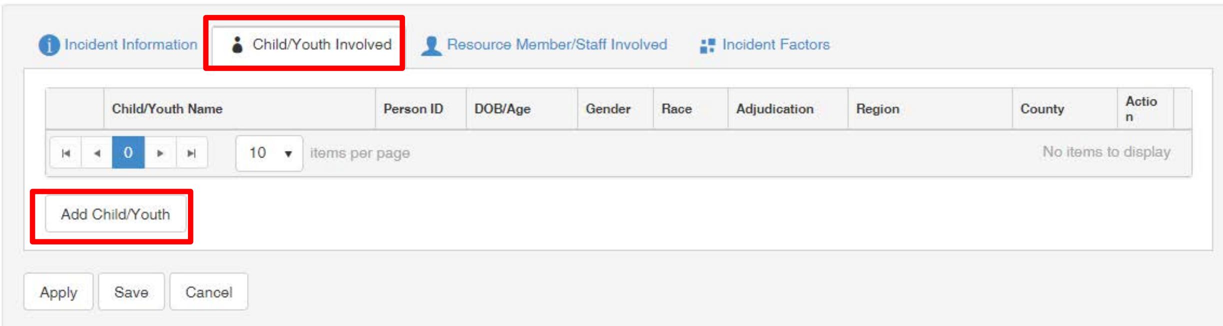



**Continue to next sub topic.**

# Child/Youth Involved Tab

From the Incident Report Home Page

- Click **Child/Youth Involved** tab
- Click **Add Child/Youth**



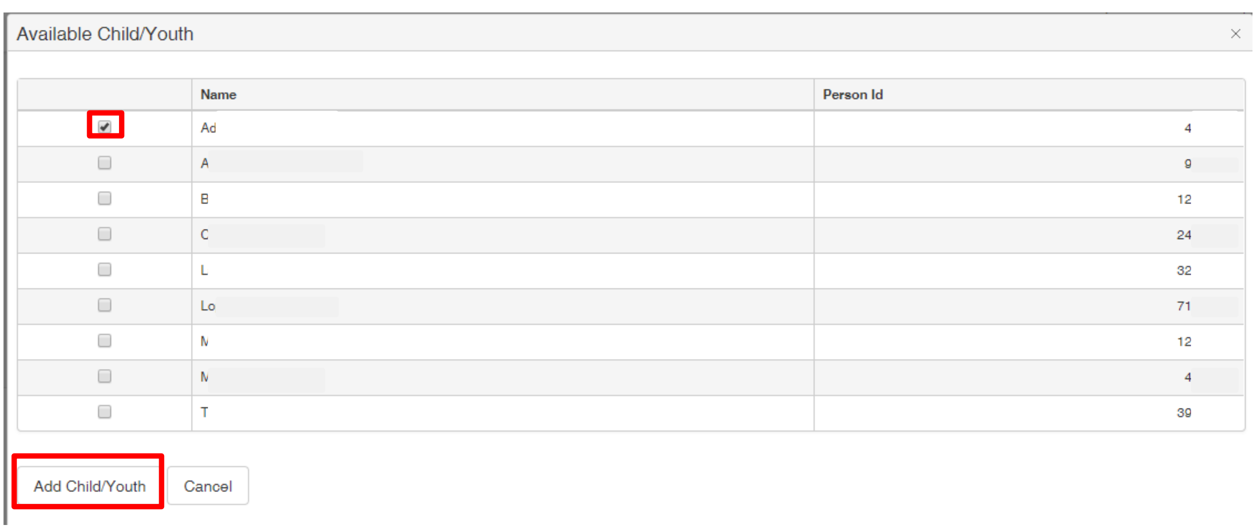

The **Available Child/Youth** page displays

If the Incident occurred at a Resource that has multiple youth at the resource location, all youth at that Resource location for the date that the Incident occurred will display to be selected.

**Note:** The exception to all youth displaying for the Resource is if the youth's placement at the facility was recent and the placement information in TFACTS has not yet been updated. If a youth is not listed contact your Regional FCCR for assistance or Private Provider employees contact: CustomerCareCenter EI-DCS [CustomerCareCenter.EI-DCS@tn.gov](mailto:CustomerCareCenter.EI-DCS@tn.gov).

- **Check boxes** by the Available Child/Youth(s) to choose
- Click **Add Child/Youth**

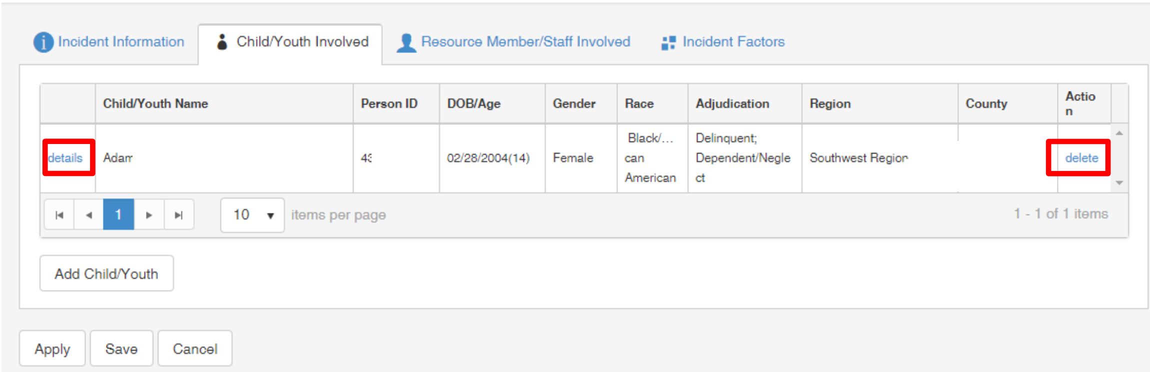
**Note:** All Youth that are involved in the incident should be selected.



The **Child/Youth Name** demographic information grid displays
**Note:** the following steps will need to be completed for every Child/Youth involved

- Click **details** by the Child/Youth to display the Child/Youth Details page

Click **delete** to delete a youth added in error.




**Child/Youth Details** Page displays system-generated information about the youth

**Child/Youth Details** tab

- Add the **Incident Types** section in the following fields:
  - o **Incident Type** - select from drop down, Sub-Types are dependent on Incident Type selected
  - o **Incident Sub-Type 1** - select from drop down options enabled based on Incident Type selected, if not enabled then Sub-Type 1 is not required for the selected Incident Type
  - o **Incident Sub-Type 2** - select from drop down options enabled based on Sub-Type 1, if not enabled then a Sub-Type 2 is not required
  - o **Incident Sub-Type 3** - select from drop down options enabled based on Sub-Type 2, if not enabled then a Sub-Type 2 is not required
- Click **Add New Incident Type** to save and display in the **Incident Type** information grid

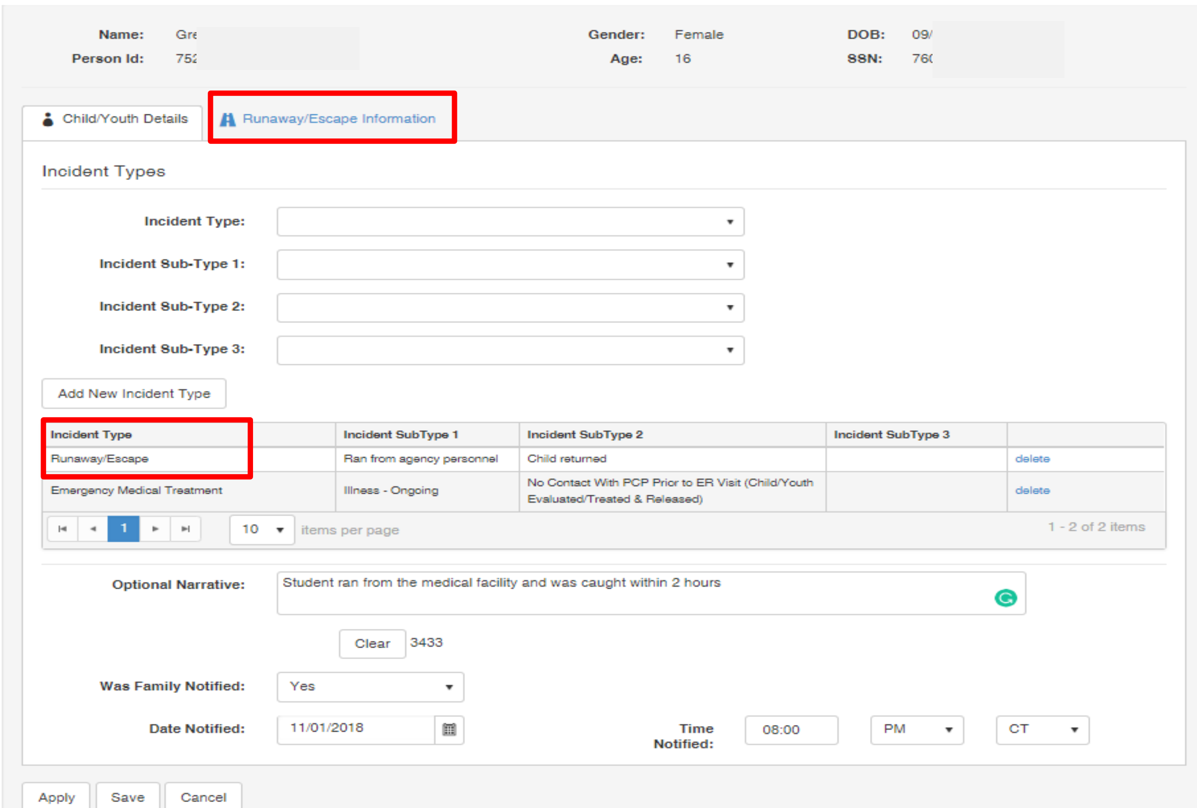
**Note:** If more than one Incident occurred, complete the steps above and select **Add New Incident Type** until all Incident Types are added to the Incident Type grid. All Incident Types that are applicable to the Incident Reporting episode that occurred for the same date/time should be entered.

Add **Optional Narrative -** character limit 3500

- Click **Clear** to remove all narrative entered
- **Was Family Notified?** - select from the drop down box
- **Date Notified** - enter date or use date-picker when response was “Yes” for Was “Family Notified”

- **Time Notified**
- **Apply** (to stay on page) **or Save** if tab has been completed

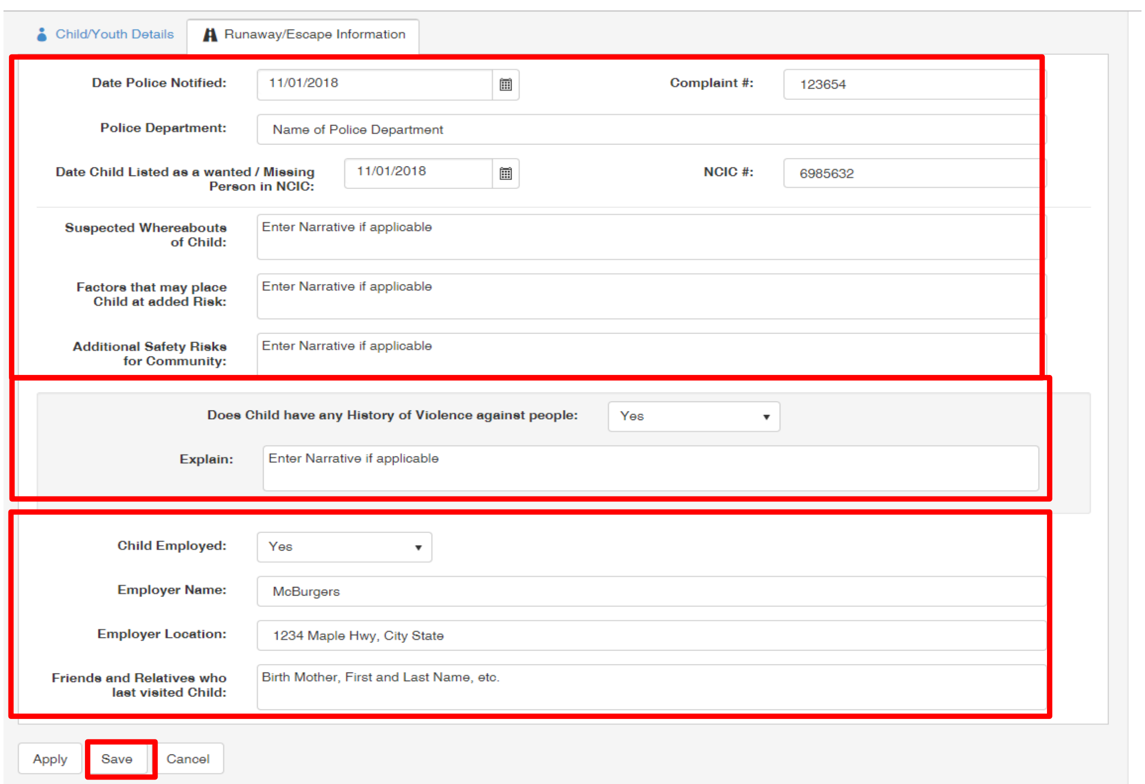
**Note:** If Runaway/Escape was the Incident Type, the **Runaway/Escape Information** tab will need to be completed.




**Continue to next sub topic.**

## Runaway/Escape Information Tab

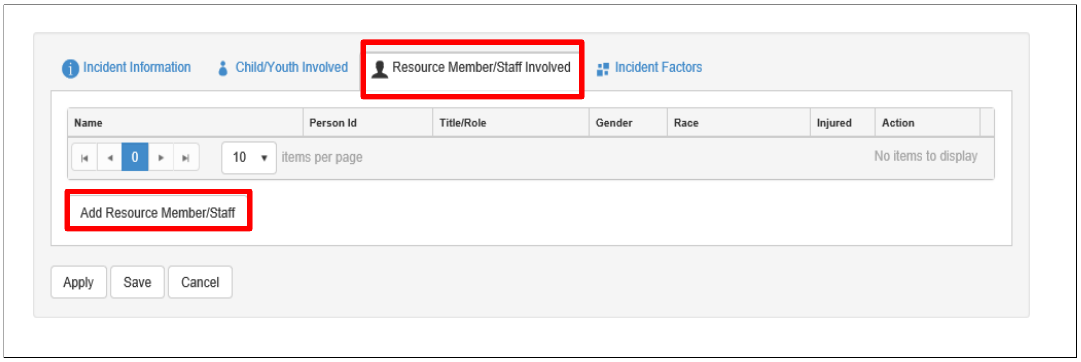
- Click **Runaway/Escape Information** tab
- Add **Runaway/Escape** Information:
  - **Actual Date Police Notified**
  - **Complaint #**: Required when Subtype 2 is "Child has not returned"
  - **Name of Police Department**
  - **Date child Listed as a wanted/ Missing Person in NCIC**
  - **NCIC #** Required when Subtype 2 is "Child has not returned"
  - **Suspected Whereabouts of Child** in the narrative field
  - **Factors that may place Child at added Risk** in the narrative field
  - **Additional Safety Risks for Community** in the narrative field
  - **Does that child have any history of violence against People** (from the drop down)
  - **Explain** in the narrative field if answer is Yes
  - **Child Employed** (from the drop down)
  - **Employer Name** in the narrative field
  - **Employer Location** in the narrative field
  - **Friends and Relative who last visited child** in the narrative field, enter the First and Last Name of each person and contact information
- Click **Save**




**Continue to next sub topic.**

## Resource Member/Staff Involved Tab

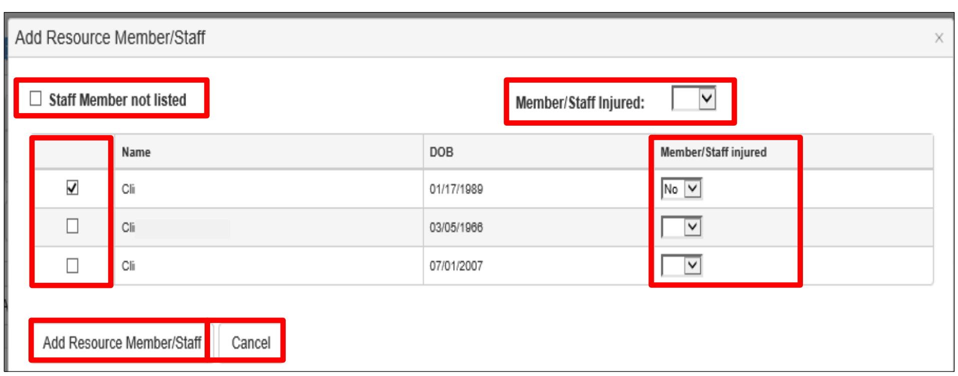
- If applicable click **Resource Member/Staff Involved** tab
- Click **Add Resource Member/Staff**




The **Add Resource Member/Staff** grid displays
**Note:** Only Foster Home Members and YDC Staff are available to select. Click **Cancel** to exit and continue with the Pending Incident. To proceed with entry, click a tab to review or enter additional information.

Complete the following information, as applicable:

- **Staff Member Not Listed:** Check box if staff not listed to choose
- **Member/Staff Injured:** (select from drop down)
- **Check box(es)** of Name of the Member/Staff involved
    - **Member/Staff injured** (select Yes/No)
- Click **Add Resource Member/Staff** to save the information and return to the Incident Reporting Home Page
- Click **Cancel** to clear the screen and return to the Incident Reporting Home Page

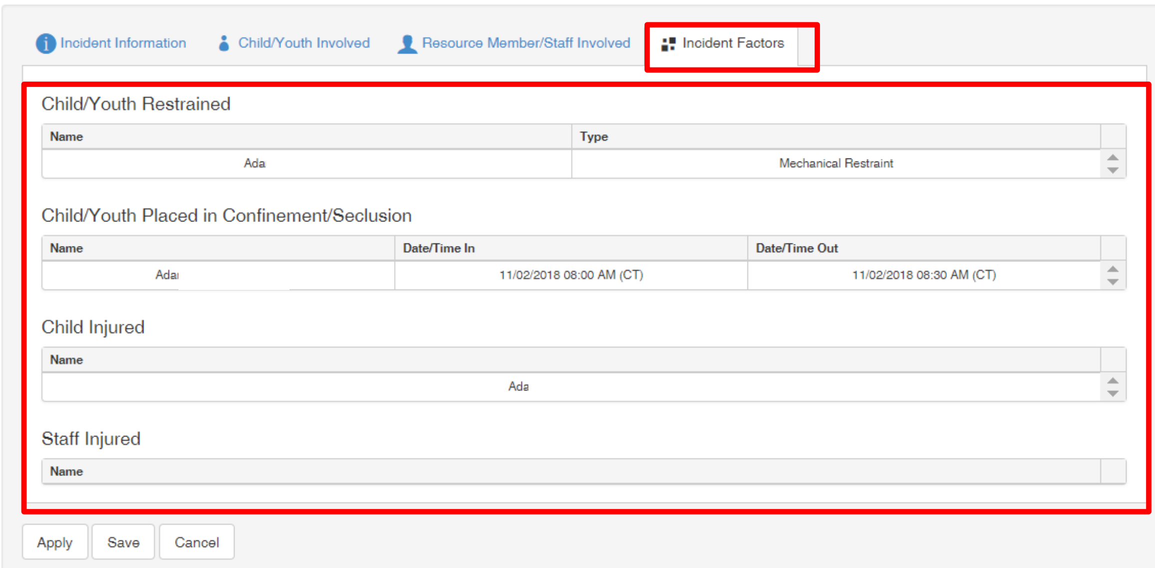



The **Resource Member/Staff Involved** screen displays

- The name and information of Resource Members/staff displays in the grid
- Click **delete** if any Resource Member/Staff Involved are incorrect
- Click **Apply** to continue
- Click **Incident Factors** tab

## Incident Factors Tab

- The **Incident Factors** tab displays a system generated view of the Incident if one the following criteria occurred:
    - o Youth was restrained
    - o Youth was confined/secluded
    - o Youth was injured
    - o Staff was injured




- Click **Apply** to return to the **Incident Information** screen
- Clicking **Save** returns to the **Incident Reporting/Pending Incidents**

**Continue to next sub topic.**

# Submitting an Incident

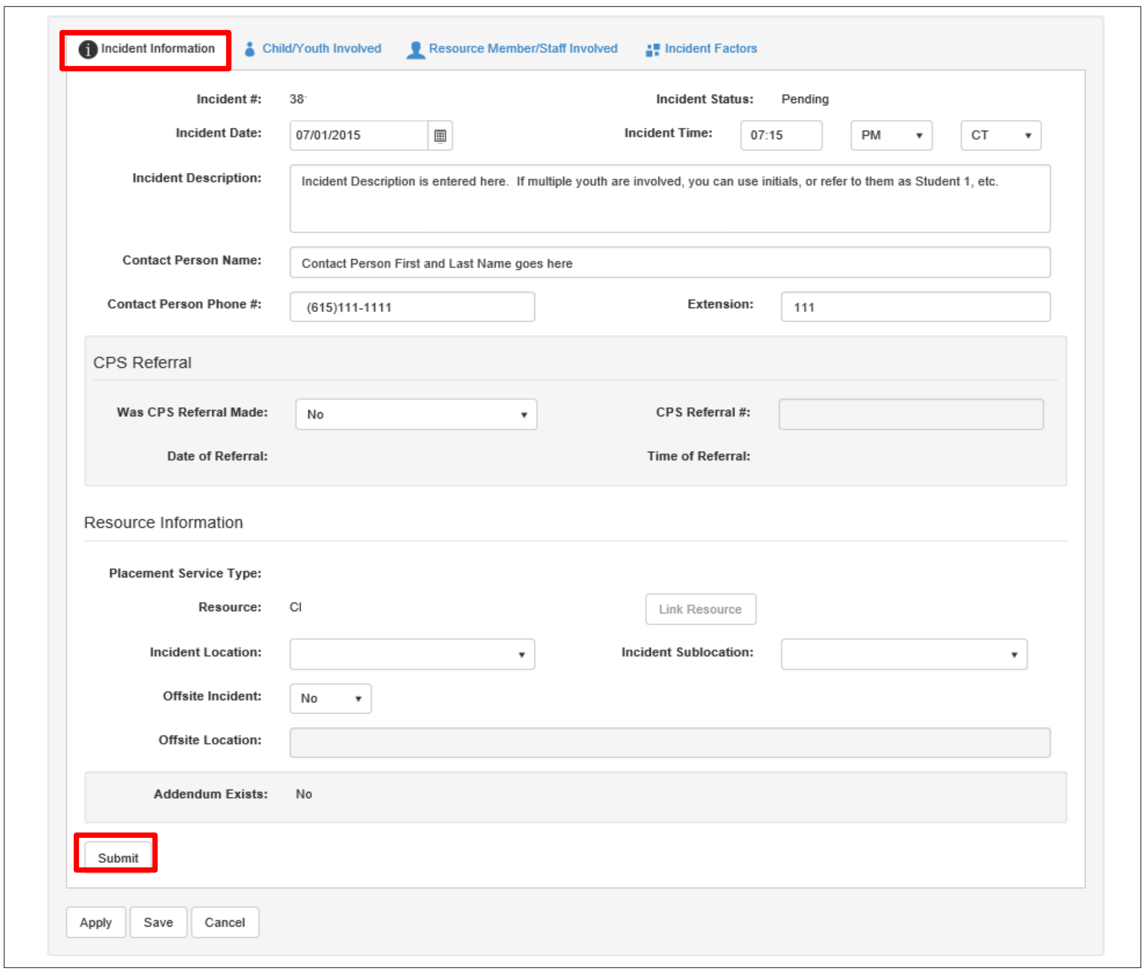
From the **Incident Information** tab

- Click **Submit**

**Are you sure you want to submit this incident? OK** or **Cancel**

**Note:** A validation error will display if there are required fields that have not been completed. Enter the information needed to proceed with submission of the Incident Report.

**Note:** Custodial FSW's and TL's will receive an e-mail for Incident Reports entered for children/youth they are responsible for.




**Continue to next sub topic.**

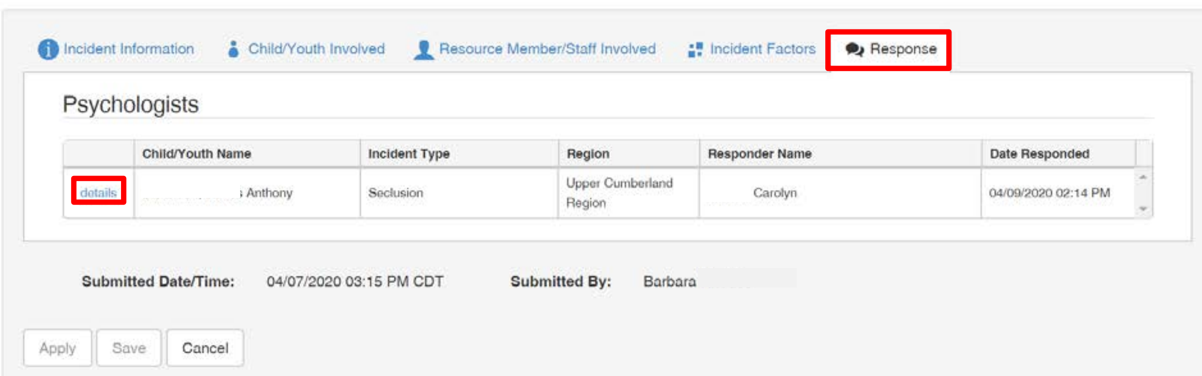
## Incident Status

- **Closed** – A status of Closed means the Incident either required no response or a responder has completed the review/response.
- **Submitted** – A status of Submitted means the Incident requires a responder to review/respond.
- **Pending –** A status of Pending means the Incident is still in progress or has not been submitted.
- **Created in Error** – A status of Created in Error means the Incident is considered invalid.

## Response Tab

Response information is entered by specific staff identified to respond to the various Incident Types.

- View **Response** tab by clicking the **select** link corresponding to Incident with a Closed Status.
- Click **Response** tab, the grid displays information related to Response including the program area responsible for responding.
    - Click **details** link to view additional details related to Response




- 
    - Not all **Incident Types** are required to have a **Response.** The **Response** tab will display but will contain no information when a response is not required.
    - Once the Incident Report is in Closed Status, the **Response** information is read only.

**Continue to next sub topic.**

## Addendums – View and Add

Multiple Addendums may be added to an Incident Report.

- Incident Reports where the Status is either Submitted or Closed can have an Addendum added.
- To **View an Addendum**:
    - Click the **Addendum** link in the **Action** column, then click **details** link, **or**
    - Click the **select** link to open/view the Incident Report
        - From the **Incident Information** screen scroll down to the **Addendum Exists.**
        - When there is a **Yes**, click the **Addendum** box, and then click the **details** link.
- To **Add an Addendum**:
    - From **Search Results, Action** column, click the **Addendum** link
        - Click **Add Addendum**
        - **Addendum Details** enter narrative
        - Click **Save, or**
    - Click the **select** link to open/view Incident Report
        - From the **Incident Information,** scroll to the **Addendum Exists** area
        - Click **Addendum** box
        - Click **Add Addendum**
        - **Addendum Details** enter narrative
        - Click **Save**

Search Results

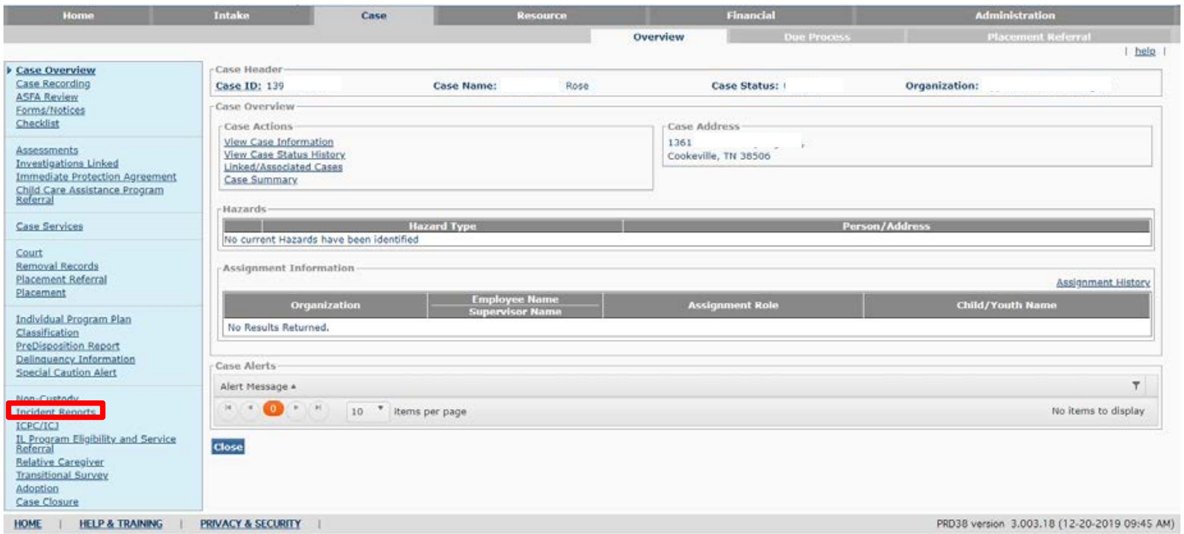
| | Incident # | Incident Date | Child/Youth Name | Incident Type | Severity Level | Region | County | Resource Member/Staff | Resource | Status | Action |
|---|---|---|---|---|---|---|---|---|---|---|---|
| select report | 110____ | 01/20/2020 | Mitchell | Medication Error | Level 1 | Upper Cumberl and Region | DeKalb | | Group Home | Closed | Addendum (1) |

**Continue to next sub topic.**

# View Incident Reports from Youth's Family Case

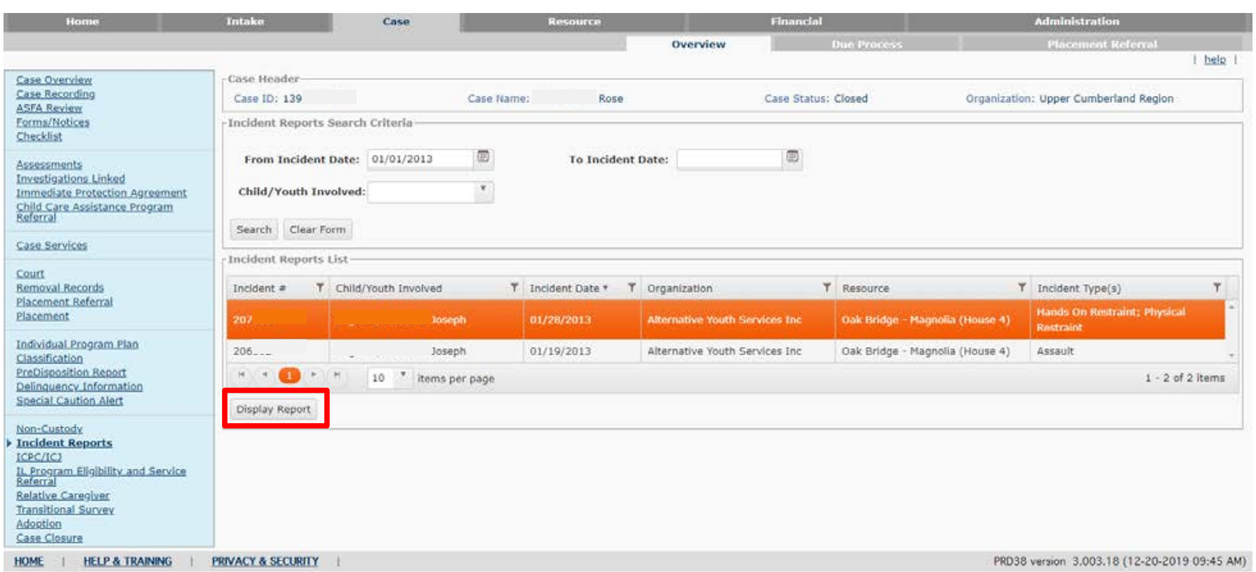
To view an Incident Report from the Family Case

- From the left-side blue navigation bar navigate to the **Incident Report** link.

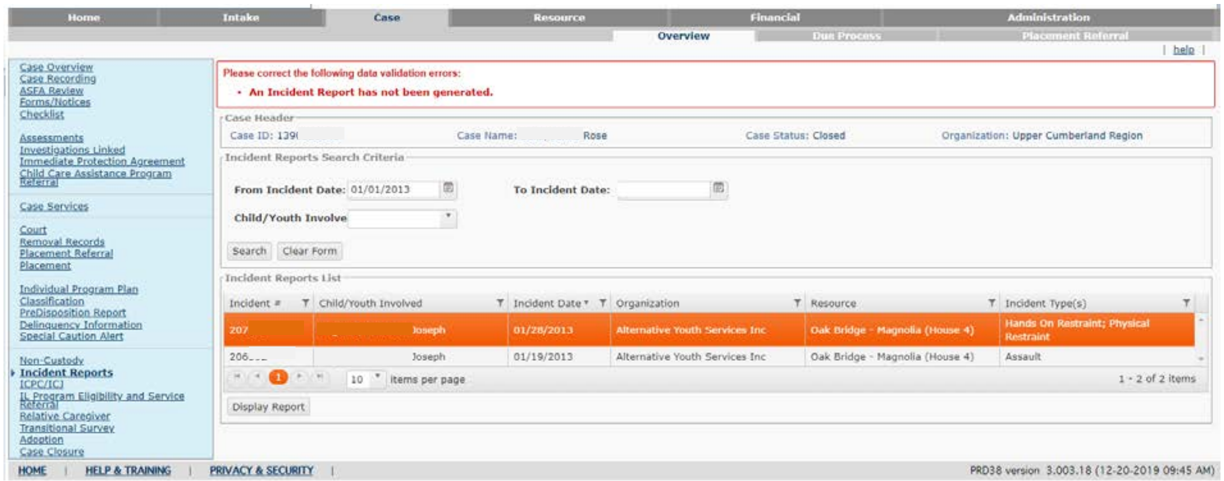



The **Incident Reports Search Criteria** displays. Enter **Search** criteria in one, or more, of the following fields:

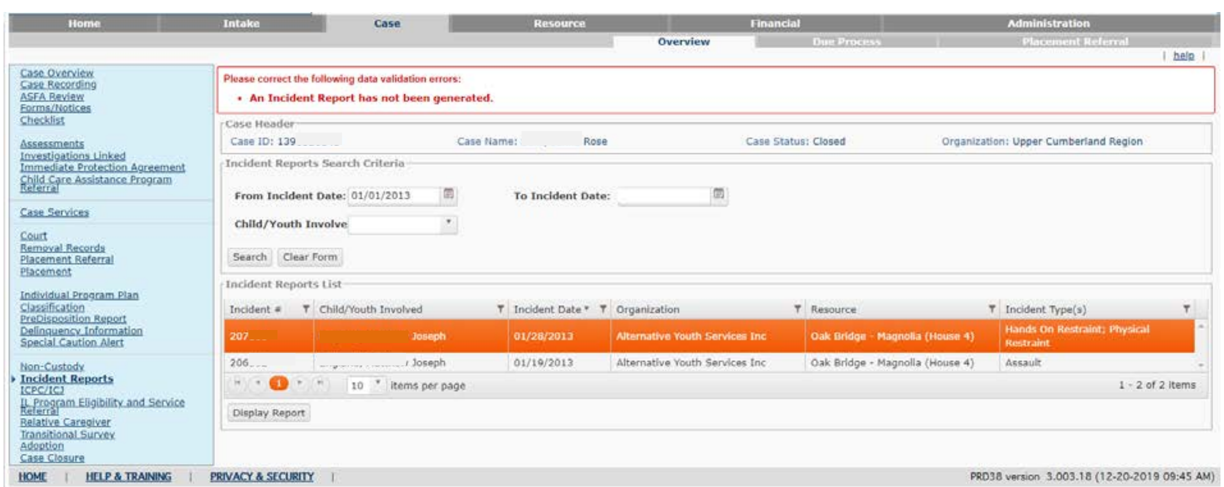
- **From Incident Date**: enter date or use date-picker
- **To Incident Date:** enter date or use date-picker
- **Child/Youth Involved:** select from drop-down list, **OR**
- Click **Search** to return all information for all Members of this Family Case



- Click to select an Incident Report
- Click **Display Report** to view




- For this Incident Report a validation error was generated as shown below.
- When the error states "**An Incident Report has not been generated**" this means the report has not been generated in the Incident Reporting application.
- For the Incident Report to display in the Family Case:
    - The **Incident #** column will have (R) following the Incident number to indicate the report is available; for example: …917 (R)
    - The Incident Report must be in a closed status in the Incident Reporting application
    - The report must have been generated and saved in the Incident Reporting application.
    - To view a report that will not display in the Family Case, go to the **Incident Reporting** application and search for the Report using the Incident #.




**You have completed this Storyboard.**