



# Storyboard

## Incident Reporting- Entering and Submitting

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

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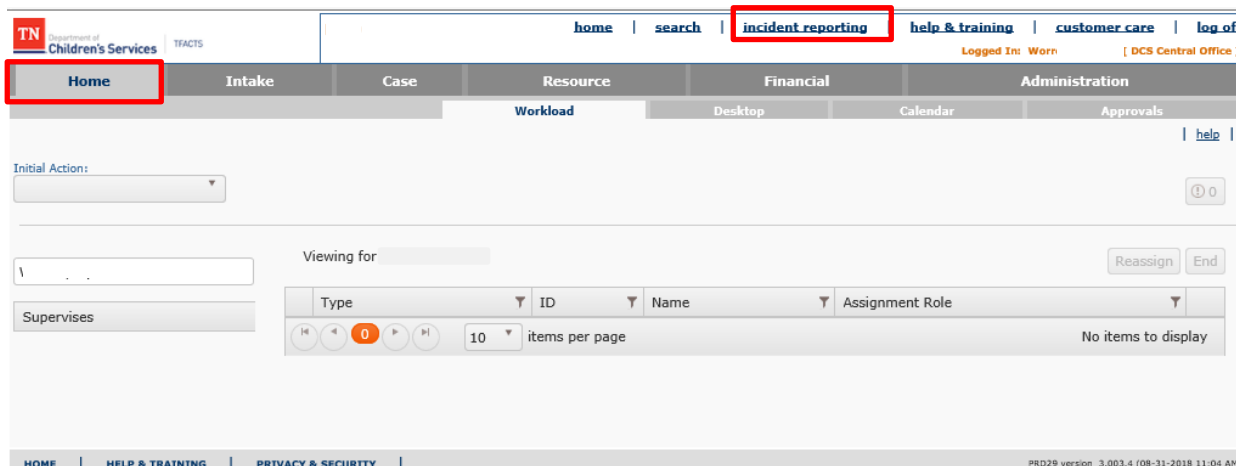
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# Incident Reporting - Entering & Submitting

## 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

A screenshot of the TFACTS login form. The 'Username' field contains 'ei41' and the 'Password' field is masked with dots. Below the fields are 'Login' and 'Forgot password?' buttons. A red box highlights the Username and Password fields.

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## 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**:

- Click **select** beside a pending Incident to view
- 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.
  - Click **select** to view an Incident
  - 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
  - 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
<a href="#">select report</a>	1116	03/13/2020	Thomas	Assault	Level 1	Upper Cumberland and Region	Putnam		Florence Crittenton Agency	Pending	<a href="#">delete</a> <a href="#">Addendum (0)</a>
<a href="#">select report</a>	5369	11/27/2016	Brooke	Assault	Level 1	Upper Cumberland and Region	Putnam		Madison Oaks Academy	Submitted	<a href="#">delete</a> <a href="#">Addendum (0)</a>
<a href="#">select report</a>	1120	04/05/2020	Douglas	Medication Error	Level 1	Upper Cumberland and Region	Putnam		Indian Mound Group Home	Closed	<a href="#">Addendum (0)</a>

- 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

The screenshot shows the 'Incident Information' tab selected. The form contains the following fields and values:

- Incident Date:** 03/06/2020
- Incident Time:** 09:00 AM ET
- Incident Description:** Incident Description is entered here. If multiple youth are involved, you can use Initials or refer to them as Student 1, Student 2, etc.
- Contact Person Name:** Tammy Smith
- Contact Person Phone #:** (888)888-8888
- Extension:** (empty)

### 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

The screenshot shows a form titled "CPS Referral". It contains several fields: "Was CPS Referral Made:" with a dropdown menu set to "Yes", "CPS Referral #:" with a text input field containing "1311", "Date of Referral:" with the value "03/07/2020", and "Time of Referral:" with the value "12:20 PM CT". Red boxes highlight the "Was CPS Referral Made:" and "CPS Referral #:" fields.

- 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

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Resource Search

Resource Name:  Resource Type:

Organization:  C/OH/SA Status:

Member Last Name:  Member First Name:

Sounds Like

OR

Resource ID:

- Advanced Search Criteria

Street #:

Street Name:

City:  State:

ZipCode:  County:

Region:

Sounds Like (HINT: Applies to Street Name/City only, Wildcard (%) Search & "Sounds Like" cannot be used together)

The **Resource Name/ID** grid displays

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

	Resource Name/ID	C/OH/SA Status	Resource Type	Resource Sub-Type	Address	
select	Ma	71600	Active	Residential Facility	Institution	JACKSON, TN 38305

10 items per page 1 - 1 of 1 items

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.

The screenshot shows a web form titled "CPS Referral" and "Resource Information". The "CPS Referral" section includes fields for "Was CPS Referral Made:" (set to "No"), "CPS Referral #:", "Date of Referral:", and "Time of Referral:". The "Resource Information" section includes "Placement Service Type:" with a "Resource:" dropdown set to "Mad" and a "Link Resource" button. Below this are "Incident Location:" and "Incident Sublocation:" dropdowns, "Offsite Incident:" (set to "No"), and "Offsite Location:" text input. At the bottom of the form is an "Addendum Exists:" dropdown set to "No". A "Submit" button is located below the form. At the very bottom of the page are three buttons: "Apply", "Save", and "Cancel". Red boxes highlight the "Resource:" dropdown, "Incident Location:" dropdown, "Incident Sublocation:" dropdown, "Offsite Location:" text input, "Addendum Exists:" dropdown, and the "Apply" button.

**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 screenshot shows the TFACTS interface with the 'Child/Youth Involved' tab selected. Below the tabs is a table with columns: Child/Youth Name, Person ID, DOB/Age, Gender, Race, Adjudication, Region, County, and Action. The table is currently empty, displaying 'No items to display'. Below the table is a pagination control showing '0' items per page. A red box highlights the 'Add Child/Youth' button below the table. At the bottom of the form are 'Apply', 'Save', and 'Cancel' buttons.

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 screenshot shows the 'Available Child/Youth' dialog box. It contains a table with columns: Name, Person Id, and an unlabeled column with numerical values. The first row has a checked checkbox and the name 'Ad'. Other rows have unchecked checkboxes and names 'A', 'B', 'C', 'L', 'Lo', 'N', 'N', and 'T'. A red box highlights the 'Add Child/Youth' button at the bottom left of the dialog.

	Name	Person Id	
<input checked="" type="checkbox"/>	Ad		4
<input type="checkbox"/>	A		9
<input type="checkbox"/>	B		12
<input type="checkbox"/>	C		24
<input type="checkbox"/>	L		32
<input type="checkbox"/>	Lo		71
<input type="checkbox"/>	N		12
<input type="checkbox"/>	N		4
<input type="checkbox"/>	T		39

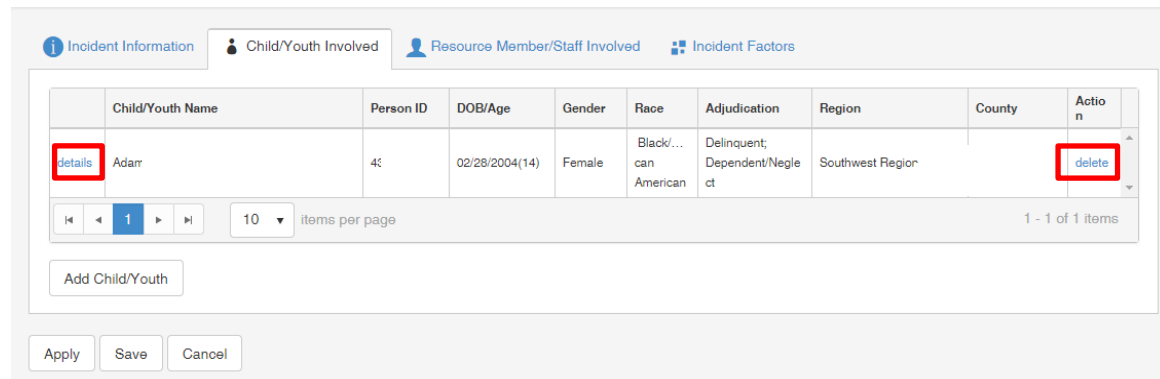


The **Child/Youth Name** demographic information grid displays

**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:
  - **Incident Type** - select from drop down, Sub-Types are dependent on Incident Type selected
  - **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
  - **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
  - **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"

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- **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.

The screenshot shows a web form for incident reporting. At the top, there are fields for Name, Gender, DOB, Person ID, Age, and SSN. Below this, there are two tabs: 'Child/Youth Details' and 'Runaway/Escape Information', with the latter highlighted by a red box. The 'Incident Types' section contains four dropdown menus for Incident Type, Incident Sub-Type 1, Incident Sub-Type 2, and Incident Sub-Type 3. Below these is a table with columns for Incident Type, Incident SubType 1, Incident SubType 2, Incident SubType 3, and a delete button. The first row in the table is highlighted with a red box and contains 'Runaway/Escape', 'Ran from agency personnel', 'Child returned', and a delete button. Below the table is a pagination control showing '1' of 2 items per page. The 'Optional Narrative' field contains the text 'Student ran from the medical facility and was caught within 2 hours'. Below this is a 'Clear' button with the number '3433'. The 'Was Family Notified' field is set to 'Yes'. The 'Date Notified' field is set to '11/01/2018'. The 'Time Notified' field is set to '08:00 PM CT'. At the bottom of the form are three buttons: 'Apply', 'Save', and 'Cancel'.

**Continue to next sub topic.**

## Runaway/Escape Information Tab

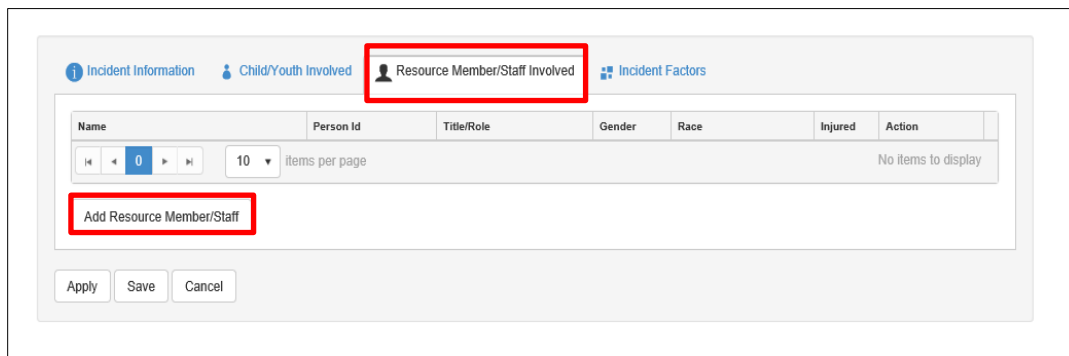
- Click **Runaway/Escape Information** tab
- Add **Runaway/Escape** Information:
  - **Actual Date Police Notified**
  - **Complaint #:** Required when Subtype 2 is “Child has not returned”
  - **Name of Police Department**
  - **Date child Listed as a wanted/ Missing Person in NCIC**
  - **NCIC #** 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**

The screenshot shows the 'Runaway/Escape Information' tab in the TFACTS system. The form is organized into three distinct sections, each outlined in red. The top section includes date and identification fields: 'Date Police Notified' (11/01/2018), 'Complaint #' (123654), 'Police Department' (Name of Police Department), 'Date Child Listed as a wanted / Missing Person in NCIC' (11/01/2018), and 'NCIC #' (6985632). The middle section contains three narrative text areas: 'Suspected Whereabouts of Child', 'Factors that may place Child at added Risk', and 'Additional Safety Risks for Community'. The bottom section features a dropdown menu for 'Does Child have any History of Violence against people' (set to 'Yes'), an 'Explain' field, another dropdown for 'Child Employed' (set to 'Yes'), 'Employer Name' (McBurgers), 'Employer Location' (1234 Maple Hwy, City State), and 'Friends and Relatives who last visited Child' (Birth Mother, First and Last Name, etc.). At the bottom of the form are three buttons: 'Apply', 'Save', and 'Cancel'.

Continue to next sub topic.

## Resource Member/Staff Involved Tab

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

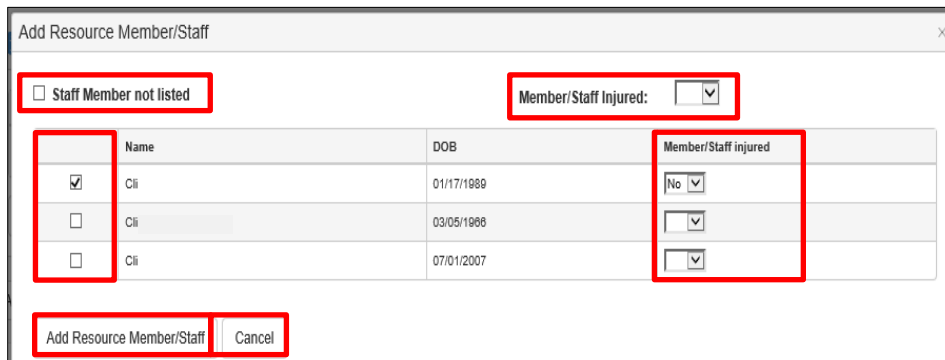


The **Add Resource Member/Staff** grid displays

**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:
  - Youth was restrained
  - Youth was confined/secluded
  - Youth was injured
  - Staff was injured

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

Child/Youth Restrained

Name	Type
Ada	Mechanical Restraint

Child/Youth Placed in Confinement/Seclusion

Name	Date/Time In	Date/Time Out
Ada	11/02/2018 08:00 AM (CT)	11/02/2018 08:30 AM (CT)

Child Injured

Name
Ada

Staff Injured

Name
------

Apply Save Cancel

- 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.

The screenshot shows the 'Incident Information' tab of the TFACTS Incident Reporting form. The form is divided into several sections:

- Incident Information:** Includes fields for Incident # (38), Incident Date (07/01/2015), Incident Time (07:15 PM CT), Incident Status (Pending), and Incident Description.
- Contact Information:** Includes fields for Contact Person Name, Contact Person Phone # ((615)111-1111), and Extension (111).
- CPS Referral:** Includes fields for Was CPS Referral Made (No), CPS Referral #, Date of Referral, and Time of Referral.
- Resource Information:** Includes fields for Placement Service Type, Resource (CI), Incident Location, Incident Sublocation, Offsite Incident (No), and Offsite Location.
- Addendum Exists:** A field set to No.

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

**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

	Child/Youth Name	Incident Type	Region	Responder Name	Date Responded
<a href="#">details</a>	Anthony	Seclusion	Upper Cumberland Region	Carolyn	04/09/2020 02:14 PM

Submitted Date/Time: 04/07/2020 03:15 PM CDT      Submitted By: Barbara

Apply   Save   Cancel

- 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
<a href="#">select report</a>	110.....	01/20/2020	Mitchell	Medication Error	Level 1	Upper Cumberland and Region	DeKalb		Group Home	Closed	<a href="#">Addendum (1)</a>

**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 screenshot shows the 'Case Overview' page for Case ID 139. The left navigation bar has 'Incident Reports' highlighted in red. The main content area shows case details like Case Name (Rose), Case Status (Closed), and Organization (Upper Cumberland Region). There are sections for Hazards, Assignment Information, and Case Alerts.

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

The screenshot shows the 'Incident Reports Search Criteria' and 'Incident Reports List' sections. The search criteria fields are: From Incident Date (01/01/2013), To Incident Date, and Child/Youth Involved. The list below shows two incident reports for Case ID 139. The 'Display Report' link at the bottom of the list is highlighted in red.

Incident #	Child/Youth Involved	Incident Date	Organization	Resource	Incident Type(s)
207	Joseph	01/28/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Hands On Restraint; Physical Restraint
206	Joseph	01/19/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Assault

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

**Please correct the following data validation errors:**

- **An Incident Report has not been generated.**

Case Header  
Case ID: 139I Case Name: Rose Case Status: Closed Organization: Upper Cumberland Region

Incident Reports Search Criteria  
From Incident Date: 01/01/2013 To Incident Date: Child/Youth Involve: Search Clear Form

Incident #	Child/Youth Involved	Incident Date	Organization	Resource	Incident Type(s)
207	Joseph	01/28/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Hands On Restraint; Physical restraint
206	Joseph	01/19/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Assault

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- 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: **207 (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 #.

**Please correct the following data validation errors:**

- **An Incident Report has not been generated.**

Case Header  
Case ID: 139I Case Name: Rose Case Status: Closed Organization: Upper Cumberland Region

Incident Reports Search Criteria  
From Incident Date: 01/01/2013 To Incident Date: Child/Youth Involve: Search Clear Form

Incident #	Child/Youth Involved	Incident Date	Organization	Resource	Incident Type(s)
207	Joseph	01/28/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Hands On Restraint; Physical restraint
206	Joseph	01/19/2013	Alternative Youth Services Inc	Oak Bridge - Magnolia (House 4)	Assault

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**You have completed this Storyboard.**