

Storyboard

Incident Reporting

This storyboard provides instructions for viewing, entering, and submitting Incident Reports. Additionally, responses, addendums, and viewing the Incident Report within the Family Case are included.

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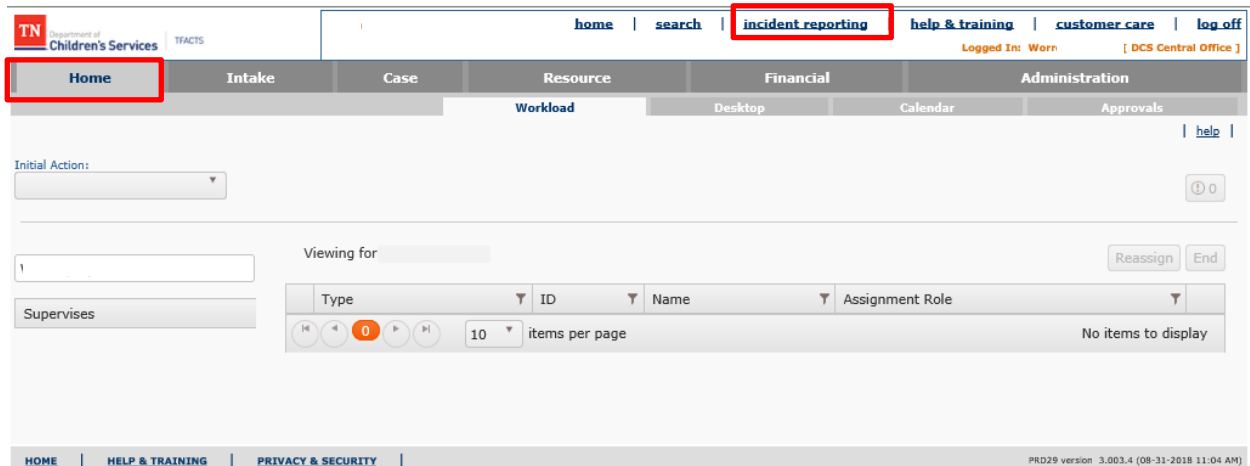
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Incident Reporting

Navigating to Incident Reporting

From the Home Screen of TFACTS:

- Click **incident reporting** link, from within TFACTS.



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 Incident Reporting login form. The 'Username' field contains 'ei41' and the 'Password' field is filled with dots. Both fields are highlighted with a red box. Below the fields are 'Login' and 'Forgot password?' buttons.

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

The screenshot shows the TFACTS Incident Reporting interface. At the top is a blue header bar with the TFACTS logo (highlighted with a red box), the text 'Incident Reporting PRD', and navigation icons for 'home', 'customer care', and 'logoff'. Below the header, there are three buttons: 'Pending' (with a document icon), 'Search' (with a magnifying glass icon), and '+ Add Incident'. Below these buttons, it says 'Pending Incidents (1)'. A table displays one incident with columns: Incident #, Child/Youth Name, Incident Date, Region, County, Incident Type, and Action. The incident shown is #908, for Marie, dated 10/03/2018, in the Region. The 'Action' column for this incident has a 'select' link (highlighted with a red box) and a 'delete' link (highlighted with a red box). At the bottom of the table, there is a pagination control showing '1' of 1 items per page.

- 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
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 and Region	Putnam		Madison Oaks Academy	Submitted	delete Addendum (0)
select report	1120	04/05/2020	Douglas	Medication Error	Level 1	Upper Cumberland and Region	Putnam		Indian Mound Group Home	Closed	Addendum (0)

- Click **+ Add Incident** (at top of screen) to add a new Incident

A close-up of the navigation buttons: 'Pending' (with a document icon), 'Search' (with a magnifying glass icon), and '+ Add Incident' (highlighted with a red box).

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 with 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 remaining 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 the 'CPS Referral' section with the following fields and values:

- Was CPS Referral Made:** Yes
- CPS Referral #:** 1311
- Date of Referral:** 03/07/2020
- Time of Referral:** 12:20 PM CT

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

Notice the system has now generated an **Incident #** and the **Incident Status** displays **Pending** at the top of the report.

Clicking **Apply** also enables the **Link Resource** button in the Resource Information section.

- 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 **Clear** – to remove search criteria options entered

The image shows two screenshots of a web application interface. The top screenshot is titled "Resource Search" and contains several input fields: "Resource Name", "Resource Type" (dropdown), "Organization" (dropdown), "C/OH/SA Status" (dropdown), "Member Last Name", "Member First Name", and a "Sounds Like" checkbox. A red box highlights the entire "Resource Search" section. Below it is a "Resource ID" field containing the value "22771600", also highlighted with a red box. The bottom screenshot is titled "Advanced Search Criteria" and contains fields for "Street #", "Street Name" (with dropdowns for name, city, and state), "City", "State" (dropdown), "ZipCode", "County", and "Region". A "Sounds Like" checkbox is also present with a hint: "(HINT: Applies to Street Name/City only, Wildcard (%) Search & 'Sounds Like' cannot be used together)". A red box highlights the entire "Advanced Search Criteria" section. At the bottom left of the "Advanced Search Criteria" section, there are two buttons: "Search" and "Clear", both highlighted with red boxes.

The **Resource Name/ID** results grid displays

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

	Resource Name/ID	C/OH/SA Status	Resource Type	Resource Sub-Type	Address
select	Mar 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.

CPS Referral

Was CPS Referral Made: CPS Referral #:

Date of Referral: Time of Referral:

Resource Information

Placement Service Type:

Resource:

Incident Location: Incident Sublocation:

Offsite Incident:

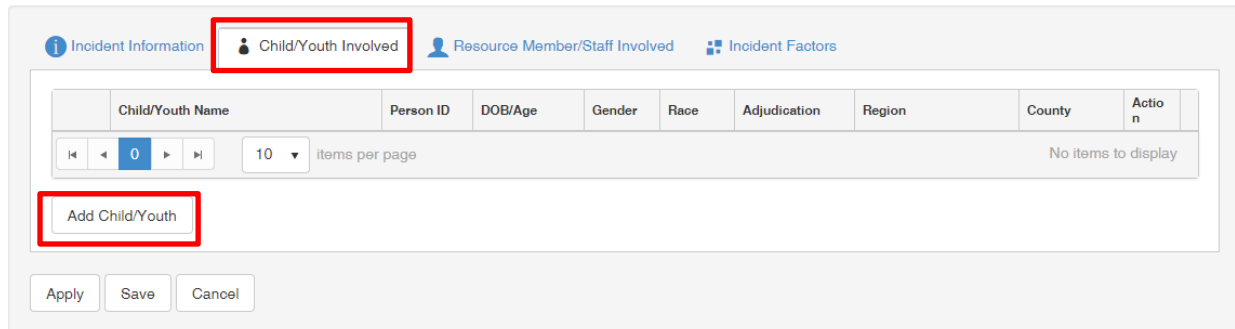
Offsite Location:

Addendum Exists:

Child/Youth Involved Tab

From the Incident Report Home Page

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



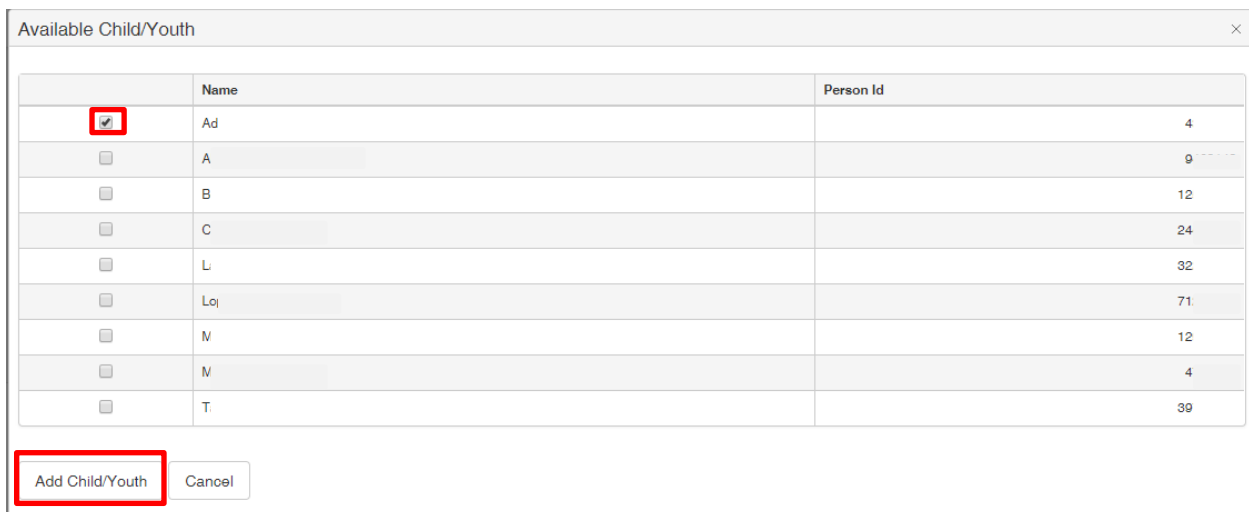
The **Available Child/Youth** page displays

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 for selection.

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. Private Provider employees need to email DCS Customer Care at CustomerCareCenter.El-DCS@tn.gov.

- **Check boxes** for the correct **Available Child/Youth(s)** to select
- 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 Name	Person ID	DOB/Age	Gender	Race	Adjudication	Region	County	Action
details	Adam	45	02/28/2004(14)	Female	Black/... can American	Delinquent; Dependent/Neglect	Southwest Region		delete

10 items per page 1 - 1 of 1 items

Add Child/Youth

Apply Save Cancel

Child/Youth Details page displays system-generated information about the youth at the top of the screen.

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?** – Yes or No-if yes, Date Notified is required
- **Date Notified** - enter date or choose date from calendar
- **Time Notified** – enter time if applicable
- **Apply** (to stay on page) **or Save** if tab has been completed

Note: If Runaway/Escape was selected as the Incident Type, the **Runaway/Escape Information** tab is required for completion.

Name: Gre Gender: Female DOB: 09/ Person Id: 752 Age: 16 SSN: 760

Child/Youth Details **Runaway/Escape 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
Runaway/Escape	Ran from agency personnel	Child returned	delete
Emergency Medical Treatment	Illness - Ongoing	No Contact With PCP Prior to ER Visit (Child/Youth Evaluated/Treated & Released)	delete

Optional Narrative: Student ran from the medical facility and was caught within 2 hours

Was Family Notified: Yes

Date Notified: 11/01/2018 Time Notified: 08:00 PM CT

Apply Save Cancel

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 if Subtype 2 is "Child has not returned"
 - **Suspected Whereabouts of Child** - narrative field
 - **Factors that may place Child at added Risk** - narrative field
 - **Additional Safety Risks for Community** -narrative field
 - **Does that child have any history of violence against People** - Yes or No
 - **Explain-** required if response above is Yes
 - **Child Employed** - Yes or no
 - **Employer Name** - narrative field

- o **Employer Location** - narrative field
- o **Friends and Relative who last visited child** - narrative field, enter the First and Last Name of each person and contact information
- Click **Save**

The screenshot shows the 'Runaway/Escapes Information' tab in the TFACTS system. The form is divided into several sections, with red boxes highlighting the following areas:

- Top Section:** Includes '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).
- Middle Section:** Includes 'Suspected Whereabouts of Child', 'Factors that may place Child at added Risk', and 'Additional Safety Risks for Community', each with a text input field.
- Bottom Section:** Includes a dropdown for 'Does Child have any History of Violence against people:' (set to 'Yes'), an 'Explain:' text field, a 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, there are three buttons: 'Apply', 'Save' (highlighted with a red box), and 'Cancel'.

Resource Member/Staff Involved Tab

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

The screenshot shows the 'Resource Member/Staff Involved' tab in the TFACTS system. The interface includes a table with the following columns: Name, Person Id, Title/Role, Gender, Race, Injured, and Action. Below the table, there is a pagination control showing '0' items per page and 'No items to display'. A red box highlights the 'Add Resource Member/Staff' button. At the bottom, there are three buttons: 'Apply', 'Save', and 'Cancel'.

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

Note: Only Foster Home Members and YDC Staff are available to select here. 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

	Name	DOB	Member/Staff injured
<input checked="" type="checkbox"/>	Clii	01/17/1989	No
<input type="checkbox"/>	Clii	03/05/1986	
<input type="checkbox"/>	Clii	07/01/2007	

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
- Click **Save to** returns to the **Incident Reporting/Pending Incidents**

Submitting an Incident

From the **Incident Information** tab

- Click **Submit**

Are you sure you want to submit this incident? OK to submit or **Cancel** to not submit

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 assigned to.

Incident Status (displays on Incident Information tab)

- **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 – View Response

Response information is entered by designated select staff identified to respond to the various Incident Types. These persons will have additional IR security.

- 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

Psychologists

	Child/Youth Name	Incident Type	Region	Responder Name	Date Responded
details	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.

Addendums – View and Add

Note: Multiple Addendums may be added to an Incident Report. Incident Reports where the Status is either Submitted or Closed may have an Addendum added.

- To **View an Addendum:**
 - From Search Results, 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 at bottom
 - 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 Cumberland and Region	DeKalb		Group Home	Closed	Addendum (1)

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 includes links for Case Overview, Assessments, Case Services, Court, Individual Program Plan, Non-Custody, **Incident Reports**, ICPC/ICJ, IL Program Eligibility and Service Referral, Relative Caregiver, Transitional Survey, Adoption, and Case Closure. The main content area includes:

- Case Header: Case ID: 139, Case Name: Rose, Case Status: (), Organization: ()
- Case Overview: Case Actions (View Case Information, View Case Status History, Linked/Associated Cases, Case Summary), Case Address (1361 Cookeville, TN 38506)
- Hazards: No current Hazards have been identified
- Assignment Information: No Results Returned
- Case Alerts: Alert Message (0 items per page, No Items to display)

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

TFACTS Storyboard • Incident Reporting

The screenshot shows the 'Case' tab in the TFACTS system. The 'Overview' sub-tab is active. The Case Header shows Case ID: 139, Case Name: Rose, Case Status: Closed, and Organization: Upper Cumberland Region. Below this is the 'Incident Reports Search Criteria' section with fields for 'From Incident Date' (01/01/2013) and 'To Incident Date'. The 'Child/Youth Involved' dropdown is set to 'Joseph'. A 'Search' button is visible. The 'Incident Reports List' table contains two rows:

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

The 'Display Report' button is highlighted with a red box. The footer shows 'PRD38 version 3.003.18 (12-20-2019 09:45 AM)'.

- Click to select an Incident Report – turns orange
- Click **Display Report** to view

The screenshot shows the same interface as above, but with a red error message at the top: "Please correct the following data validation errors: • An Incident Report has not been generated." The 'Incident Reports List' table is the same, but the '207' row now has an '(R)' next to the incident number, indicating the report is available. The 'Display Report' button is still visible. The footer shows 'PRD38 version 3.003.18 (12-20-2019 09:45 AM)'.

- 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: **1100917 (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: 139 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 Reports List

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

10 Items per page 1 - 2 of 2 Items
 Display Report

HOME | HELP & TRAINING | PRIVACY & SECURITY | PRD38 version 3.003.18 (12-20-2019 09:45 AM)

You have completed this Storyboard.