

Call the support and service coordinator (SSC) when incidents happen.

Name

Phone Number

Notes



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Division of Medicaid Services
Bureau of Children's Services
dhs.wisconsin.gov

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Family Guide to Incident Reporting

Keeping children safe.

In everyday life, incidents can happen that affect a child's safety. You need to report incidents that threaten the child's physical health, mental health, safety or well-being. Reporting an incident can help keep the child safe and stop it from happening again.

Children's Long-Term Support
(CLTS) Program

Children's Community
Options Program (CCOP)

What is an incident?

An incident is an event or situation that creates risk or harm to the physical health, mental health, safety or well-being of a child. An incident is an event that:

- Has happened.
- Is suspected, or thought, to have happened.
- Is threatened to happen.

Why report incidents?

An incident is reported to help support the safety and well-being of children enrolled in the CLTS Program or CCOP. Families and providers are required to report incidents to the support and service coordinator (SSC).

The SSC can help your family make sure you are receiving the services and supports to help the child stay safe.

When should you call?

Call the SSC as soon as possible. Reporting an incident as soon as possible helps the child and your family receive the supports and services needed to help keep the child safe.

If you are not sure if an incident needs to be reported, please ask the SSC for help.

What happens next?

- The SSC will ask you and your family about what has happened or may have happened, and help you explore ways to support the child and prevent future incidents. It may also be a helpful time to review the child's supports and services.
- The SSC will inform the Wisconsin Department of Health Services (DHS) about the incident and what steps are being taken to help protect the child.

What if it is an emergency?

- Call 911 immediately if the child is still at risk of harm and needs help!
- Notify the SSC in addition to any other professionals that may be involved, such as law enforcement or child protective services.

Examples of Incidents

- The child has been or is suspected of being abused, neglected, or exploited.
- The child is physically restrained by a CLTS or CCOP Provider.
- The child is suicidal and is admitted to a hospital.
- The child is given the wrong medicine and is admitted to the hospital.
- The child has contact with law enforcement.

These are just a few examples of incidents.

Be sure to report any situation where the child has been harmed or is at risk of being harmed.

