

CITR System Training

Connections to Policy and Practice



Division of Medicaid Services
Bureau of Children's Services
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Agenda

- Incident reporting overview
- Policy and practice resources
- Practice tips when using the Children's Incident Tracking and Reporting (CITR) System

Incident Reporting Overview



Applicability

Enrolled children and youth:

- Children's Long-Term Support (CLTS) Program
- Children's Community Options Program (CCOP)

What is an Incident?

All the following events or situations are incidents. County waiver agencies (CWAs) must report all incidents to the Wisconsin Department of Health Services (DHS).

- Actual or alleged abuse, neglect, or exploitation involving the participant
- Unapproved use of a restrictive measure
- Death of the participant

What is an Incident?, cont.

- Psychiatric hospitalization
- Law enforcement contact or investigation involving the participant when:
 - Associated with risk to the health and safety of a participant or others
 - part of the participant's crisis or behavior intervention plan
- Hospitalization due to an error in medical or medication management that results in an adverse reaction

Timelines to Notify DHS and Complete Incident Reports

CWA Action	Required Timeframe Effective January 1, 2022
Notification	Three business days Within three business days of the date the CWA was notified of the incident
Complete Report	30 calendar days Within 30 calendar days of the date the CWA was notified of the incident

Every Incident Matters

All incidents must be reported, regardless of:



Where it
happens



How
often it
happens



Funding or
oversight



What supports
are involved

Incident Management Reporting Measures to CMS

Every June, DHS must submit data to the Centers for Medicare & Medicaid Services (CMS) on the following measures:

1. The participant's parents or guardians were provided information on how to report abuse, neglect, exploitation, and other incidents.

Incident Management Reporting Measures to CMS, cont.

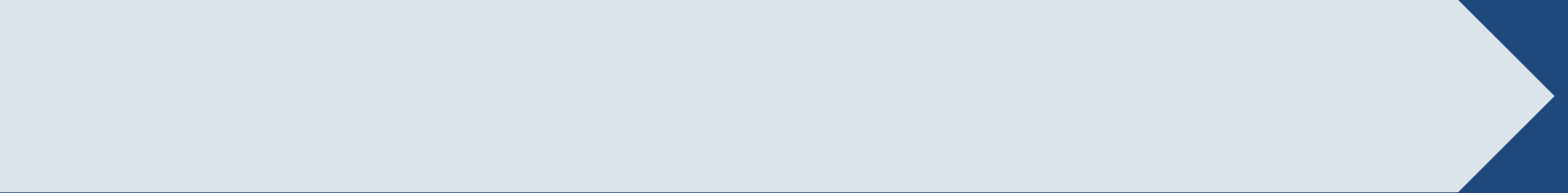
2. Notification of an incident is submitted to DHS within required timeframe, based on DHS-established incident reporting requirements.
3. Incident reports are completed and submitted to DHS for each identified incident.
4. Incidents of abuse, neglect, exploitation, and unexplained death are effectively resolved and prevented to the extent possible.

COVID-19 Reporting

Incident Type “Other” in CITR

- The use of this incident type is for COVID-19 related incidents **only**.
- Submit an incident report using “Other” when:
 - A participant tests positive for COVID-19.
 - A person living within the participant’s household tests positive for COVID-19.
 - A CWA staff person who has tested positive for COVID-19 has had contact with a participant.
- Do not use “Other” for when a situation occurs that doesn’t meet the definition of an incident.

Policy and Practice Resources



- Chapter 9 Health and Safety in the CLTS manual.
<https://www.dhs.wisconsin.gov/publications/p02256.pdf>
 - 9.5 Resources
- Division of Medicaid Services (DMS), Department of Children and Families (DCF) Information Memo 2019-03
<https://www.dhs.wisconsin.gov/dltc/memos/info/2019-03.pdf>
 - Statutory and policy guidelines exist that directly authorize sharing of information between child protective services (CPS) and CLTS
 - Expectation for coordination and collaboration between CLTS and CPS

■ **Family Incident Reporting Guide**

<https://www.dhs.wisconsin.gov/publications/p0/p00069a.pdf>

- Prepare a family for when an incident must be reported to DHS and what to expect for CLTS follow-up and supports when an incident occurs

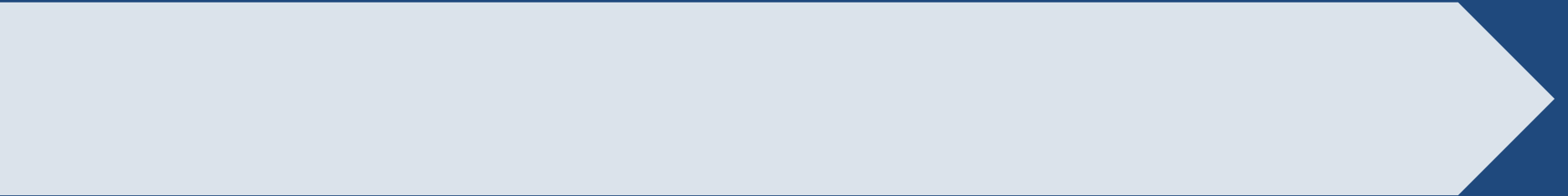
■ **Deciding Together P-02246**

<https://www.dhs.wisconsin.gov/library/p-02246.htm>

- Focus and narrow the conversation in on a goal or issue related to the incident

- CLTS/CCOP Incident Management Webpage
<https://www.dhs.wisconsin.gov/clts/citr.htm>
 - High-level overview of incident management
 - Memos, guides, and resources
 - Training materials

Practice Tips When Using CITR



Initial Notification Practice Tips

The screenshot shows a form interface for initial notification. At the top, there are three input fields: 'Incident ID', 'Participant ID', and 'Participant Name'. Each field contains a blacked-out placeholder. Below these fields is a horizontal progress bar with four steps: 'NOTIFICATION' (highlighted in blue), 'AGENCY', 'STATE REVIEW', and 'CERTIFIED' (all in grey). The progress bar uses chevron symbols to indicate the flow from one step to the next.

- Page 1
 - Vulnerable child
- Page 3
 - Provider Involvement
 - Incident Description Narrative Box
 - Incident Referral
 - Actions taken to remediate the situation Narrative Box

Initial Notification, Page 1

PARTICIPANT INFORMATION

* Indicates a required field

Participant ID *

Search

111111111

Is this a Vulnerable Child? *

☐ Yes

☐ No

Vulnerable Child is required

First Name *

TESTER

Middle Initial/Name

M

Last Name *

TESTED

Suffix

Please Select

Gender *

☐ Male

☒ Female

Date of Birth *

12-01-2797



Previous First Name

Previous Middle Initial/Name

Previous Last Name

Previous Suffix

Please Select

Practice Tip

Initial Notification, Page 1

“Is this a vulnerable child?”

When an incident involving a vulnerable participant occurs, CLTS follow-up efforts and support should include:

- Identification of vulnerable children.
- Increase coordination and communication with people who support those children (family members, providers, yourself as the support and service coordinator, or SSC).
- Use of this knowledge to inform remediation and prevention steps.

Definition of a vulnerable child

CLTS Manual 9.2.3

- Vulnerable children meet at least one of the following criteria:
 - Child is included in more than one of the three target groups served by CLTS programs.
- OR**
- Child has a high level of life-sustaining needs with a limited informal support network.
- **In addition**, at least one of the following factors must be present for the child or caregiver...

Definition of a vulnerable child

CLTS Manual 9.2.3, cont.

- The child is...
 - Isolated with limited or no adult contact outside the home and is not available to be observed.
 - Nonverbal and has limited ability to communicate.
 - Medically complex, requires significant care, and is highly dependent on others to meet basic needs.
 - Currently or historically the subject of child abuse and neglect reports.

Definition of a vulnerable child

CLTS Manual 9.2.3, cont.

- The caregiver is...
 - Actively abusing substances.
 - Limited in cognitive, emotional, and or behavior capacity to provide for the significant care needs of the participant.

Initial Notification, Page 3 (cont.)

INCIDENT DESCRIPTION

Where did the incident occur ? *

Select

Where did the incident occur is required

Incident Description *

Type in more explanation about the incident

Incident Description is required

Maximum 3000 characters

Actions taken to remediate the situation? *

Type in more explanation about the incident

Maximum 3000 characters

Actions taken to remediate the situation required

Practice Tip

Initial Notification, Page 3

- Incident Description Narrative box
 - “Describe what happened at time of incident”
 - Identify who was at the incident (involved directly and witnesses).
 - Use complete names and identify relationships to participant.
 - Balance being not too vague with enough detail to understand a clear picture of what occurred.
 - Avoid the use of acronyms.

Initial Notification, Page 3

INCIDENT TYPE Up to three incidents types can be selected

* Indicates a required field

Type 1

Incident Type *

Please Select ▼

Incident Type is required

Incident Type Detail *

Please Select ▼

Incident Type Detail is required

Add Incident Type

PROVIDER INVOLVEMENT

Was a provider involved with the incident ? *

- ☐ Yes, a provider was involved
- ☐ No, a provider was not involved

Provider Involved is required

Provider Involvement *

Name of Provider Agency *

Practice Tip

Initial Notification, Page 3, cont.

- Provider involvement


“Was a provider involved with the incident?”

- The term provider is referring to a CLTS provider listed on the participant’s individual service plan (ISP).
- Sometimes a provider is a CLTS provider and a provider for another system, such as the Department of Public Instruction (DPI). When the participant interacts with the provider through both systems, check “yes, a provider was involved,” even if the incident occurred while a system other than CLTS was overseeing the participant at the time the incident occurred.

Initial Notification, Page 3, cont.

INCIDENT REFERRAL

Referred Date 1

Referred Date 2

Referred Date 3

Referred To 1

Referred To 2

Referred To 3

Previous

Download Incident

Save & Send to DHS

Practice Tip

Initial Notification, Page 3, cont.

Incident Referral

Who else needs to be involved to address and reduce risk?

- CLTS Manual 9.3.4 lists examples of agencies that may need to be notified about the incident.
- This list includes those you are legally required to notify, such as CPS.

Practice Tip

Initial Notification, Page 3, cont.

- Actions taken to remediate the situation Narrative box:
 - Remediate: Explain what was done in the moment of the incident to stop or lessen the risk to the child.
 - The actions written in this narrative box should correspond with the drop-down remediation action values selected on the Agency Completion, Page 2.

End of CITR Notification Tips

Agency Completion Practice Tips

Incident ID

Participant ID

Participant Name

NOTIFICATION

AGENCY

STATE REVIEW

CERTIFIED

- Page 1
 - Parent/Guardian notification
- Page 2
 - Informing participant or their legal representative of the county agency's review and response
 - Providing details to describe actions and changes implemented to ensure immediate and ongoing health and safety.
 - Outcome Drop Down Box

Agency Completion, Page 1

ALLEGED MALTREATER

* Indicates a required field

Type 1

Is the alleged maltreater known? *

- ☐ Yes, the alleged maltreater is known
- ☐ No, the alleged maltreater is unknown
- ☐ N/A-there is no alleged maltreater

ADD MALTREATER

COURT ORDER INFORMATION

Is the participant currently under a court order? *

- ☐ Yes
- ☐ No

Participant under a court order is required

Type of Court Order *

PARENT/GUARDIAN NOTIFICATION

Is the parent/guardian aware of this incident? *

- ☐ Yes
- ☐ No


Aware Incident is required

Is the parent/ guardian the subject of the investigation? *

- ☐ Yes
- ☐ No

Investigation is required

Date parent/guardian was notified *

Practice Tip

Agency Completion, Page 1

Parent/Guardian notification:

- CLTS Manual 9.3.3: In addition to notifying DHS of an incident, the CWA must also notify a participant's parent(s) and/or legal guardian(s) if they are not already aware of the incident.
- If CPS has open investigation, coordinate and collaborate with them as to when to speak to family.

Agency Completion, Page 2

FINAL INCIDENT DETAILS

Was the Participant or their legal representative informed of the county waiver agency's review and response? *

☐ Yes

☐ No

This field is required

Select all persons/agencies contacted by the county waiver agency

Note any person/entity not notified and why

Type in more explanation about the incident

Maximum 3000 characters

Provide details to describe the actions and changes implemented to ensure immediate and ongoing health and safety *

Type in more explanation about the incident

Maximum 3000 characters

This field is required

Practice Tip

Agency Completion, Page 2

Final Incident Details

- “Was the participant or their legal representative informed of the county agency’s review and response?”
 - CLTS reach-out to the family about an incident is a natural and needed conversation to help minimize risk and prevent further incidents.
 - Best practice is to let a family know you are reaching out because an incident has occurred, that you are required to report it to DHS, and that CLTS can support them during this time.

Agency Completion, Page 2

FINAL INCIDENT DETAILS

Was the Participant or their legal representative informed of the county waiver agency's review and response? *

☐ Yes

☐ No

This field is required

Select all persons/agencies contacted by the county waiver agency

Note any person/entity not notified and why

Type in more explanation about the incident

Maximum 3000 characters

Provide details to describe the actions and changes implemented to ensure immediate and ongoing health and safety *

Type in more explanation about the incident

Maximum 3000 characters

This field is required

Practice Tip

Agency Completion, Page 2, cont.

- “Provide Details to describe the actions and changes implemented to ensure immediate and ongoing health and safety.” (Narrative box)
 - This is a main focus of DHS review.
 - Explain what the CLTS Program/CCOP has done to support the family with this incident.
 - It is not about what another entity did to help (although collaboration with another entity may be discussed here).
 - This narrative should connect to the Remediation Action and Prevention drop-down choices.

Practice Tip

Agency Completion, Page 2, cont.

- **CLTS Manual 9.3.6**

Remediation and prevention activities that make a change to the participant's current service and support network should occur for most incidents.

- Provides a list the remediation and prevention activities that must be completed and documented in the incident report.

Agency Completion, Page 2 (cont.)

Outcome Determination Date*

mm-dd-yyyy 

Incident outcome date is required

Remediation Action 1 *

Please Select ▼

Remediation Action 1 is required

Preventative Strategy 1 *

Please Select ▼

Preventative Strategy 1 is required

Previous

Remediation Action 2

Please Select ▼

Preventative Strategy 2

Please Select ▼

Download Incident

Remediation Action 3

Please Select ▼

Preventative Strategy 3

Please Select ▼

Save & Continue

Practice Tip

Agency Completion, Page 2, cont.

“Outcome” drop-down box

- The outcome is a description of how the events that took place during the incident have been verified by an agency or entity other than the CWA.
 - The outcome of a CPS investigation
 - The cause of death of a participant.
 - The circumstances of admission of a participant to a hospital.
 - The findings of an investigation by a law enforcement agency.

Agency Completion, Page 2, cont.

Did this incident result in a substantiated finding of abuse by a government agency? *

Substantiating Agencies (Required if answered "Yes", up to three can be submitted)

Did this incident result in a substantiated finding of neglect by a government agency? *

Substantiating Agencies (Required if answered "Yes", up to three can be submitted)

Did this incident result in a substantiated finding of exploitation by a government agency? *

Substantiating Agencies (Required if answered "Yes", up to three can be submitted)

Date of substantiation (Required if answered "Yes")

Date of substantiation (Required if answered "Yes")

Date of substantiation (Required if answered "Yes")

Practice Tip

Agency Completion, Page 2, cont.

- CPS investigation outcomes
- When a government agency investigates allegations of abuse, neglect, or exploitation, the status of substantiation must also be reported as one of three categories:
 - Substantiated by a government agency.
 - Unable to substantiate.
 - Unsubstantiated by a government agency.

Practice Tip

Unlocked Incident Report

[Unlocked]Children Incidents Tracking and Reporting Application.



EncounterCITR_Notification@wimmis.org

To: [redacted]@gainwelltechnologies.com; [redacted]@gainwelltechnologies.com; [redacted]@gainwelltechnologies.com; [redacted]@gainwelltechnologies.com; [redacted]@gainwelltechnologies.com; [redacted]@dx.com;

You forwarded this message on 6/3/2022 4:49 PM.

Reply

Reply All

Forward



Schmierer, Maryjean - DHS;

Fri 6/3/2022 4:39 PM

CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Participant ID:

Responsible Worker:

Reason: lack of CLTS follow up, no indication of referral to police and/or outcome of police investigation

Additional Information to Send to Agency: please indicate the outcome of the police investigation of this incident; CLTS incident management also should include CLTS follow up (specific to this incident) with the participant and family to discuss what services, supports, and referrals are needed as a result of this incident