Incidents Happen

In everyday life, we all know accidents can happen at home, in school, or in the community. Sometimes these accidents, or other incidents, rise to the level of threatening a child’s physical or mental health, safety, or well-being. When this happens, you need to take action.

Your Support and Service Coordinator
(Case Manager)

Name _______________________________

Telephone No. _________________________

Notes:

Wisconsin Department of Health Services
Division of Medicaid Services
Bureau of Children’s Services
dhs.wisconsin.gov

Children’s Long-Term Support (CLTS) Waiver Program

Children's Community Options Program (CCOP)

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What is an incident?
An incident is an event or situation that
• has happened
• is suspected to have happened
And creates risk or harm to the physical or mental health, safety, or well-being of a child.

Why report incidents?
Regular communication with your Support and Service coordinator is one way to make sure your child and family have effective services and quality care.

To help support the safety and well-being of children enrolled in the CLTS Waiver Program or CCOP, families and providers are required to report incidents to their Support and Service Coordinators.

Your Support and Service Coordinator can help explore ways to keep your child safe and may recommend resources or supports.

When should you call?
Whenever an event happens that puts your child’s safety and well-being at risk, call your Support and Service Coordinator as soon as possible within 24 hours.

If you are not sure if an incident needs to be reported, please ask your Support and Service Coordinator for guidance.

Examples of incidents
• Your child runs away or threatens or attempts to hurt themselves or others.
• Your child has been or is suspected of being abused, neglected, or exploited.
• Your child is placed in isolation or restraint by a provider when this is not part of an approved behavior support plan.
• Your child has an unplanned hospital visit due to an accident, injury, or illness.
• Your child causes harm to property, other people and/or law enforcement is involved.

These are just a few examples of incidents.
Be sure to report any situation where your child has been harmed or is at risk of being harmed.

What if it is an emergency?
• Call 9-1-1 immediately if your child is still at risk of potential harm and needs help!
• Notify your Support and Service Coordinator in addition to any other professionals that may be involved, such as law enforcement or child protection.

What happens next?
• Your Support and Service Coordinator will ask you and your family about what may have, or has happened, and help you explore ways to support your child and prevent future incidents. It may also be a helpful time to review your child’s service plan.
• Your Support and Service Coordinator will inform the Wisconsin Department of Health Services (DHS) about the incident and what steps have been taken to keep the incident from re-occurring. This information helps DHS identify ways to improve programs.