Identify.

Report.

Protect.

Children’s Incident Tracking and Reporting User Guide

March 11, 2020
P-02617 (03/2020)
# Table of Contents

1 Introduction ........................................................................................................................................ 1  
  1.1 Purpose of the Children’s Incident Tracking and Reporting Application ............................... 1  

2 Security Roles and Logging In ............................................................................................................ 2  
  2.1 Security Roles ............................................................................................................................... 2  
  2.2 Logging in for First Time .............................................................................................................. 2  

3 Accessing Children’s Incidents .......................................................................................................... 4  
  3.1 Incidents Dashboard .................................................................................................................... 5  
    3.1.1 Search Function .................................................................................................................. 7  
    3.1.2 Filter for Incidents .............................................................................................................. 8  
    3.1.3 Participant Incident History ............................................................................................... 8  
    3.1.4 Inactivating an Incident .................................................................................................... 10  
  3.2 Agency Participants Dashboard ................................................................................................ 10  
    3.2.1 Search Function ................................................................................................................ 11  

4 Creating an Incident for a Participant Enrolled in CLTS ................................................................. 13  

5 Creating an Incident for an Unlisted Participant ............................................................................ 30  

6 Legacy Incident Data ........................................................................................................................ 31  

7 Reports ............................................................................................................................................. 33  

8 Viewing Incident History .................................................................................................................. 39  

9 Editing an Incident ........................................................................................................................... 40  

10 Appendix A: Security Roles and Allowable Functions ................................................................. 41  

11 Appendix B: Supported Web Browsers ......................................................................................... 43  

12 Appendix C: Support Resources .................................................................................................... 45  

13 Appendix D: Data Fields and Menu Options ................................................................................. 46
13.1 Incident Type ........................................................................................................................... 46
13.2 Incident Type Detail .................................................................................................................. 46
13.3 Where did the incident occur? ............................................................................................... 47
13.4 Outcome ................................................................................................................................... 48
13.5 Remediation Action 1 .............................................................................................................. 49
13.6 Preventative Strategy 1 ........................................................................................................... 50

12 Appendix E: Glossary ..................................................................................................................... 52
1 Introduction

The Children’s Long-Term Support (CLTS) Waiver Program and Children’s Community Options Program (hereafter referred to collectively as “CLTS programs”) are built upon a foundation of primary program values. These values support individual choice; the enhancement of relationships; the building of accessible, flexible service systems; the achievement of optimum physical and mental health for the participant; and the promotion of presence, participation, and optimal social functioning in the community. CLTS program values further seek to ensure that children and families are treated with respect and assure that service systems empower the individual, build on their strengths, enhance individual self-worth, and supply the tools necessary to achieve maximum independence and community participation.

Incident resolution and prevention are essential to promote and support the health, safety, and welfare of children with disabilities. CLTS programs must have policies and systems in place to effectively identify, address, and seek to prevent risk to a child’s health and safety with a focus on engaging in active awareness and coordinating the efforts of all people who support the child in his or her home and community.

1.1 Purpose of the Children’s Incident Tracking and Reporting Application

The Children’s Incident Tracking and Reporting (CITR) Application is a secure data collection, tracking and reporting aid to support local, regional, and state staff to work as a team to identify, track, and report incidents.

- The information collected enables the Wisconsin Department of Health Services (DHS) to identify trends and create new methods that may help prevent risk to children’s health and safety at the local and state level.

- The specific focus is to collect and share the information with the appropriate people to engage in active awareness and coordinating the efforts of all people who support the child in their home and community.
2 Security Roles and Logging In

2.1 Security Roles

Seven different security roles are available through the LTCare Information Exchange System (LTCare IES). Access to certain features or functions on the Portal is determined by the security role assigned to a user. Through these different security roles, a high level of security and accountability is maintained. A list of security roles and their allowable functions is available in Appendix A: Security Roles and Allowable Functions.

Note: Information about setting up new users, inactivating users and managing permissions is available in the User Management Guide which can be accessed from the menu on the left side of the LTCare Information Exchange System page (Figure 4). This link will only appear for users who have access to these functions.

2.2 Logging in for First Time

1. When you are set up as a new user, you will receive an email with a temporary password.

2. Change your temporary password by accessing the DHS LTCare Information Exchange System Login page at https://ltcareies.forwardhealth.wi.gov/ltcareIES/secureLogin.html.

   Note: It is recommended that you use the Google Chrome or FireFox web browsers. A complete list of computing platforms with web browsers and versions supported is available in Appendix B: Supported Web Browsers. Resources for helpdesk support are also available in Appendix C: Support Resources.

3. The LTCare Information Exchange System Login box (Figure 1) will be displayed.

   ![Login Box](image)

   **Figure 1** LTCare Information Exchange System Login

4. Enter your user ID.

5. Enter your temporary password.
6. Click **Login**.

7. The LTCare Information Exchange System Change Password box (Figure 2) will be displayed.

![Figure 2](image)

**Figure 2** LTCare Information Exchange System Change Password

8. Enter your username.

9. Enter your current password.

10. Enter your new password.

11. Enter your new password again.

12. Click **Change Password**.

13. You will receive a confirmation that your password was successfully changed (Figure 3).

![Figure 3](image)

**Figure 3** Password Changed

14. Click **Home**. The LTCare Information Exchange System Home page (Figure 4) will be displayed.
3 Accessing Children’s Incidents

The CITR System allows you to create an incident report that contains data concerning the incident, including attached electronic documents.

1. To access the CITR tool, click **Children’s Incident Tracking and Reporting (CITR)** from the menu on the left side of the LTCare Information Exchange System page (Figure 4).

![LTCare Information Exchange System page]

*Figure 4* LTCare Information Exchange System page
The Children’s Incident Tracking and Reporting Login screen (Figure 5) will be displayed.

![Children’s Incident Tracking and Reporting Login](image)

**Figure 5**  Children’s Incident Tracking and Reporting Login

2. Enter your username.

3. Enter your password.

4. Click **Sign in**. The Incidents dashboard (Figure 6) will be displayed.

### 3.1 Incidents Dashboard

This panel allows you to view all of the incidents that have been created for their agency. You can search for any field displayed on this panel. By selecting the incident, you can view and edit the data entered.

At the top of the panel are the number of incidents that are being drafted, currently in progress, pending, being reviewed by the State, certified or unlocked.

1. To view incidents, click the **My Incidents** or **All Incidents** radio button listed under the Display heading of the panel. Information about each incident created for the agency will be displayed across 12 columns at the bottom of the page. The My Incidents radio button
displays specific incidents assigned to the agency worker. The All Incidents radio button displays all of the incidents for the agency.

You can select the number of entries you want to view on each page by selecting the **Show entries** drop-down menu. You can choose to search 10, 25, 50 or 100 entries per page.

Note: The State user has access to every incident created in the system, while the agency worker can access only reports for their agency.

![Incidents Dashboard](image)

**Figure 6** Incidents Dashboard

The panel will include the following information related to the incident:

- The **Incident ID** column displays the ID number of the incident. You can click on the [incident ID](#) to bring up all of the information related to an incident.
- The **Critical** column displays whether the incident has been determined critical.
- The **Participant Name** column identifies the participant.
- The **Participant ID** column displays the identification number of the participant.
- The **Waiver Agency Name** column displays the associated waiver agency.
• The Status column displays the status of the incident.
• The Created Date column displays the date the incident was created.
• The Last Updated Date column displays the last date the incident was updated.
• The Assigned Worker column displays the assigned agency worker responsible for the incident report.
• The Entry Worker column displays the individual who entered the information.
• The History column displays the participant’s incident history. You can click on History to bring up the participant’s incident history including all incidents and attachments.
• The Inactive column allows you to inactivate the incident. You can click on the Inactive box to bring up a dialog box which gives you the option to inactivate the incident.

Note: You can search for any of the fields displayed on the panel by populating the Search box.

3.1.1 Search Function

You can search for a participant incident by entering any of the following: the participant’s first name, last name, ID, and/or date of birth and the agency worker’s first and/or last name. You have the option to filter incidents by choosing either the My Incidents or All Incidents radio button listed under the Display heading of the panel. Only incidents for those specific groups will be listed.

1. To search for a participant incident, enter any of the following under the “Search” section of the panel:
   • The participant’s first name in the First Name field.
   • The participant’s last name in the Last Name field.
   • The participant’s ID in the Participant ID field.
   • The participant’s date of birth in the Date of Birth field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format.
   • The worker’s first name in the Worker First Name field.
   • The worker’s last name in the Worker Last Name field.

2. Click Search, and the participant’s incident information will be displayed across 12 columns at the bottom of the screen.
3.1.2 Filter for Incidents

You can filter for the status of incident reports by choosing from the following statuses listed at the top of the panel:

- **Draft** – This status indicates the incident report is still being drafted.
- **In Progress** – This status indicates initial notification to DHS has been made but the waiver agency has not completed the report. The status is changed from “Draft” to “In Progress” when the you select “Save & Send to DHS” on the Finalize Initial Save panel.
- **Pending** – If any one of the following substantiation questions from the Final Incident Details panel are answered as “Pending,” the incident status will indicate the report is pending at the final submission to DHS. When all of the questions are answered with a “Yes” or “No” response, the incident will have a status of either “Certified” or “State Review” when it is submitted to DHS.
  - Did this incident result in a substantiated finding of abuse by a government agency?
  - Did this incident result in a substantiated finding of neglect by a government agency?
  - Did this incident result in a substantiated finding of exploitation by a government agency?
  
  Note: When an incident has been in the status of pending for 60 days, an email will be sent warning that you are approaching the 90-day limit and reminding you to update the incident report. Another email will be sent when an incident has been in a status of pending for 90 days and you will be reminded to update the incident report.
- **State Review** – This status indicates the incident report has been completed by the waiver agency and DHS is reviewing.
- **Certified** – This status indicates that DHS has completed review and the incident report is complete.
- **Unlocked** – This status indicates the State administrator has unlocked the incident report to allow you to edit the incident after it has been sent to DHS. This is usually done when DHS requires additional information.

1. To filter for the status of an incident, check the box for the appropriate filter(s).
2. Filters will be applied when selected or when you click Apply Filters. All incidents with the status indicated will be displayed.

3.1.3 Participant Incident History

This panel allows you to view the participant’s incident history. The incident history can also be accessed via the Agency Participants dashboard.
1. On the Incidents dashboard, click **History** in the History column for an agency participant. The Participant Incident History panel (Figure 7) will be displayed.

![Participant INCIDENT HISTORY](image)

**Figure 7** Participant Incident History Panel

The panel may include the following information related to the participant:

- The **Participant ID** field displays the participant’s identification number.
- The **First Name** field displays the participant’s first name.
- The **Middle Initial Name** field displays the participant’s middle initial.
- The **Last Name** field displays the participant’s last name.
- The **Suffix** field displays the participant’s suffix, if applicable
- The **Date of Birth** field displays the participant’s date of birth.

The “Incidents & Associated Attachments” section may include the following information:

- The **Incident ID** column displays the ID number of the incident.
- The **Incident Type** column displays the type of incident.
- The **Agency** column identifies the responsible agency.
- The **Incident Status** column displays the status of the incident.
- The **Date Occurred** column displays the date the incident occurred.

Note: You can click **Attachments** in the first column under the “Incidents & Associated Attachments” section to view a list of associated attachments related to the incident. Information may include the attachment name, URL, type and uploaded date.

Note: You can search for a participant’s incident history by entering an incident ID in the **Search** box.
3.1.4 Inactivating an Incident

This panel allows you to inactivate an incident. Only incidents that are in a status of “Draft” or “In Progress” can be inactivated.

1. On the Incidents dashboard, click **inactive** in the Inactive column for an agency participant. A dialog box (Figure 8) will appear to confirm you want to inactivate the incident.

   ![Figure 8 Dialog Box]

2. Click **SUBMIT**. A dialog box (Figure 9) will appear to indicate the incident has been set inactive.

   ![Figure 9 Dialog Box]

3. Click **OK**. The Incidents dashboard will be displayed.

3.2 Agency Participants Dashboard

This panel allows you to view all agency participants and search/filter through the data. You can create a new incident for one of the participants. When you click on the Create Incident button associated with the participant, the participant data is prefilled on the first form.
1. On the Incidents dashboard (Figure 6), click **Agency Participants**. The Agency Participants dashboard (Figure 10) will be displayed.

![Agency Participants Dashboard](image)

*Figure 10  Agency Participants Dashboard*

At the top of the panel are the number of incidents that are being drafted, currently in progress, pending, being reviewed by the State, certified, or unlocked.

### 3.2.1 Search Function

You can search for a participant by entering any of the following: the participant’s first name, last name, ID, and/or date of birth.

1. To search for a participant, enter any of the following under the “Search” section of the panel:
   - The participant’s first name in the **First Name** field.
   - The participant’s last name in the **Last Name** field.
   - The participant’s ID in the **Participant ID** field.
   - The participant’s date of birth in the **Date of Birth** field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format.

2. Click **Search**. Information about each participant will be displayed across eight columns at the bottom of the screen (Figure 11).
The panel may include the following information related to the participant:

- The **Participant ID** column displays the identification number of the participant.
- The **Participant Name** column identifies the participant.
- The **Date of Birth** column displays the participant’s date of birth.
- The **Create Incident** column allows you to create an incident by clicking the **Create Incident** box.
- The **View History** column allows you to view the prior history of the participant by clicking **View**.
- The **Last Incident Date** column displays the last reported incident.
- The **Enrollment Period** column displays the dates the participant is enrolled.
- The **Status** column displays the status of the participant.

Note: You can search for any of the fields displayed on the panel by populating the **Search** box.
4 Creating an Incident for a Participant Enrolled in CLTS

This function allows you to create an incident for a participant that is currently enrolled in CLTS.

1. On the Agency Participants dashboard, search for an agency participant using the search function. Input any of the following: the participant’s first name, last name, ID and/or date of birth using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format.

2. Click Search. Information about the participant will be displayed across eight columns at the bottom of the screen.

3. Click Create Incident in the Create Incident column for the agency participant (Figure 12).

4. A dialog box (Figure 13) will appear to confirm your selection.

Figure 12 Create Incident

Figure 13 Dialog Box
5. Click **Yes**! The Participant Information and Incident Notification panel (Figure 14) will be displayed under the Notification stage.

![Figure 14 Participant Identification/Incident Notification Panel](image)
Note: A progress header is displayed at the top of the panel (Figure 15). The paper icon represents the point at which initial notification to DHS has been made. The lock icon represents the point at which the final report has been submitted and can no longer be updated.

![Progress Header](image)

6. In the “Participant Information” section, enter a Participant ID in the Participant ID field. Note that all required fields are marked with a red asterisk.

   Note: You are required to perform a search on the participant’s ID before proceeding to the entire incident. If the search finds the participant in the database, the name, gender and date of birth fields will be prefilled. If the participant’s ID is not found in the database, you can manually enter the required information.

7. Select Yes or No to the question regarding whether this is a vulnerable child.

8. Enter the participant’s name in the First Name, Middle Initial/Name and Last Name fields.

9. Enter the participant’s suffix in the Suffix field using the drop-down menu if applicable.

10. Select Male or Female button in the Gender field.

11. Enter the participant’s date of birth in the Date of Birth field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format.

12. Enter the participant’s previous name information in the previous name fields if applicable.

13. Enter the participant’s previous suffix in the Previous Suffix field using the drop-down menu if applicable.

14. Select the target group in the Target Group at the time of incident field. Target groups are identified as follows:

   - I/DD: Intellectual/Developmental Disability
• SED: Severe Emotional Disturbance
• PD: Physical Disability

15. Select the program in the Program field. Programs are identified as follows:
   • CLTS: Children’s Long-Term Support Waiver Program
   • CCOP: Children’s Community Options Program

16. In the “Incident Notification” section, enter the date of the incident in the Date Incident Occurred field using the mm-dd-yyyy format or using the calendar by clicking the calendar icon that appears to the right of the date format. This date must be the same as or after the birth date of the participant and cannot be a future date.

17. Select the county in which the incident occurred using the drop-down menu.

18. Select the agency that is responsible for the participant using the drop-down menu.

19. Enter the date the waiver agency was notified of the incident using the mm-dd-yyyy format or using the calendar by clicking the calendar icon that appears to the right of the date format. This date must be the same as or after the incident date and cannot be a future date.

20. Answer the question about who reported the incident to the waiver agency using the drop-down menu.

   Note: You can click Download Incident on the bottom of the panel to create a PDF of the entire incident. This option is available after the initial save of this screen which will create the incident.

21. Click Save & Continue. A dialog box (Figure 16) will appear to confirm you want to leave the page.

Figure 16  Dialog Box
22. Click Yes!

Note: Each time this is clicked, the data you have entered is saved in the database.

23. The Participant Contact Information panel (Figure 17) will be displayed. The participant’s incident ID, ID number, and name information will be prefilled at the top of the panel.

24. Enter the primary phone number for the child or the child’s parent/legal guardian in the Primary Phone Number field.

25. Select the current living arrangement from the Current Living Arrangement field using the drop-down menu.

26. Check the box if the participant is legally responsible for themselves.

27. Under Concerned Entity 1, enter the parent/guardian/representative’s name in the First Name, Middle Initial/Name and Last Name fields.

28. Enter a suffix in the Suffix field if applicable.

29. Enter the parent/guardian/representative’s phone number in the Phone Number field.
30. If applicable, under Concerned Entity 2, enter the parent/guardian/representative’s name in the First Name, Middle Initial/Name and Last Name fields.

31. Enter a suffix in the Suffix field using the drop-down menu if applicable.

32. Enter the parent/guardian/representative’s phone number in the Phone Number field.

33. Click Save & Continue. A dialog box (Figure 18) will be displayed to confirm you want to leave the page.

**Figure 18** Dialog Box
34. Click Yes! The Additional Incident Detail (Figure 19) panel will be displayed.

![Figure 19 Additional Incident Detail Panel](image)

35. You are required to answer additional questions about the incident by selecting Yes or No for each question. If the incident resulted in death, you are required to enter the date of death using the mm-dd-yyyy format or using the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

Note: Answering Yes to certain questions will automatically mark the incident as critical.
36. Click **Save & Continue**. A dialog box (Figure 20) will be displayed to confirm you want to leave the page.

![Dialog Box](image-url)

**Figure 20**  Dialog Box
37. Click **Yes**! The Incident Type, Description and Referral panel (Figure 21) will be displayed.

![Incident Type, Description and Referral Panel](image)

**Figure 21** Incident Type, Description and Referral Panel

38. Under the “Incident Type, Type 1” section, enter the incident type in the *Incident Type* field using the drop-down menu. Menu options for this field are available in [Appendix D: Data Fields and Menu Options](#).

Note: Selecting the “Other” option from a drop-down menu will bring up a text box description field.

39. Enter the incident type detail in the *Incident Type Detail* field using the drop-down menu. Menu options for this field are available in [Appendix D: Data Fields and Menu Options](#).
Note: You can click **Add Incident Type** to add incident types. Up to three incident types can be added. Also, if three incident types are listed and the second incident type is removed, the third incident type would also be removed and would need to be re-entered.

40. Under the “Incident Description” section, enter where the incident occurred in the *Where did the incident occur?* field using the drop-down menu. Menu options for this field are available in **Appendix D: Data Fields and Menu Options**.

41. Enter a narrative about the incident in the *Incident Description* field. Text is limited to 3,000 characters.

42. Describe what actions were taken to remediate the situation in the *Actions taken to remediate the situation?* field. Text is limited to 3,000 characters.

43. Under the “Incident Referral” section, enter the referred date in the *Referred Date 1* field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

44. Enter the referral in the *Referred To 1* field using the drop-down menu. You can enter up to three referrals.

45. Click **Save & Continue**. A dialog box (Figure 22) will appear to confirm you want to leave the page.

![Figure 22: Dialog Box](image-url)
46. Click **Yes!** The Finalize Initial Save panel (Figure 23) will be displayed. The fields under the “Data Entry Worker Credentials” section will be pre-filled based on the login information.

![Figure 23 Finalize Initial Save Panel](image)

47. Under the “Agency Worker Responsible for Report” section, select **Yes I am responsible** or **No someone else is responsible** to the question regarding whether you are the agency worker responsible for this report. If you are not responsible, select the worker who is responsible using the drop-down menu and enter their information in the **First Name**, **Last Name**, **Email**, **Phone Number**, and **Ext.** fields.

48. Click **Save & Continue** or **Save & Send to DHS**. A dialog box (Figure 24) will appear to confirm you want to leave the page.

![Figure 24 Dialog Box](image)
49. Click **Yes!** If you choose **Save & Continue**, you will be able to continue entering data and the incident status remains in “draft application.” If you choose **Save & Send to DHS**, an incident notification email will be generated to State administrators and agency staff and the incident status changes to “in progress.” There will be two separate types of notifications, one for critical incidents and one for non-critical incidents.

50. The incident moves to the Agency stage and the Alleged Maltreater and Provider Involvement panel (Figure 25) will be displayed.

![Figure 25 Alleged Maltreater and Provider Involvement Panel](image)

51. Under the “Alleged Maltreater, Type 1” section, answer the question asking if the alleged maltreater is known by selecting **Yes, the alleged maltreater is known**; **No, the alleged maltreater is unknown**; or **N/A-there is no alleged maltreater**. If applicable, enter the alleged maltreater’s relationship to the participant using the drop-down menu under the
4 Creating an Incident for a Participant Enrolled in CLTS

Relationship to Participant field and the type of involvement using the drop-down menu under the Type of Involvement field.

Note: You can add an additional maltreater by clicking on the Add Maltreater box on the far right of the page. Up to three maltreaters can be listed. Also, if three maltreaters are listed and the second maltreater is removed, the third maltreater would also be removed and would need to be re-entered.

52. Under the “Provider Involvement” section, answer the question asking if the provider was involved with the incident by selecting Yes, a provider was involved or No, a provider was not involved. If a provider was involved, use the drop-down menu under the Provider Involvement field and identify the provider’s agency under Name of Provider Agency field.

53. Under the “Court Order Information” section, answer the question asking if the participant is currently under a court order by selecting Yes or No. If yes, select the type of court order under the Type of Court Order field using the drop-down menu.

54. Under the “Parent/Guardian Notification” section, answer the question asking if the parent/guardian is aware of this incident by selecting Yes or No. If yes, enter the date the parent/guardian was notified in the Date parent/guardian was notified field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

55. Answer the question asking if the parent/guardian is the subject of the investigation by selecting Yes or No.

56. Click Save & Continue. A dialog box (Figure 26) will appear to confirm you want to leave the page.

Figure 26 Dialog Box
57. Click **Yes**! The Final Incident Details panel (Figure 27) will be displayed.

![Final Incident Details Panel](image)

**Figure 27** Final Incident Details panel

58. Enter the outcome in the **Outcome** field using the drop-down menu. Menu options for this field are available in Appendix D: Data Fields and Menu Options.
59. Enter the outcome determination date in the *Outcome Determination Date* field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

60. Enter the remediation action in the *Remediation Action 1* field using the drop-down menu. You can enter up to three remediation actions. Menu options for this field are available in Appendix D: Data Fields and Menu Options.

61. Enter the preventative strategy in the *Preventative Strategy 1* field using the drop-down menu. You can enter up to three preventative strategies. Menu options for this field are available in Appendix D: Data Fields and Menu Options.

62. Answer the question asking if the participant or their legal representative were informed of the county waiver agency’s (CWAs) review and response by selecting Yes or No.

63. Provide information in the following fields:
   - Select all persons/agencies contacted by the CWA using the drop-down menu.
   - Note any person/entity not notified and why. Text is limited to 3,000 characters.
   - Provide details to describe the actions and changes implemented to ensure immediate and ongoing health and safety. Text is limited to 3,000 characters.

64. Answer the question asking if the incident resulted in a substantiated finding of abuse by a government agency using the drop-down menu. If yes, enter the date of substantiation in the *Date of substantiation (Required if answered “Yes”)* field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date. If yes, enter the substantiating agencies in the *Substantiating Agencies (Required if answered “Yes”, up to three can be submitted)* field.

65. Answer the question asking if the incident resulted in a substantiated finding of neglect by a government agency using the drop-down menu. If yes, enter the date of substantiation in the *Date of substantiation (Required if answered “Yes”)* field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date. If yes, enter the substantiating agencies in the *Substantiating Agencies (Required if answered “Yes”, up to three can be submitted)* field.

66. Answer the question asking if the incident resulted in a substantiated finding of exploitation by a government agency using the drop-down menu. If yes, enter the date of substantiation in the *Date of substantiation (Required if answered “Yes”)* field using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date. If yes, enter the substantiating agencies in the *Substantiating Agencies (Required if answered “Yes”, up to three can be submitted)* field.
67. Click **Save & Continue**. A dialog box (Figure 28) will appear to confirm you want to leave the page.

![Figure 28 Dialog Box](image)

68. Click **Yes**! The Upload Files and Attached Files panel (Figure 29) will be displayed.

![Figure 29 Upload Files and Attached Files Panel](image)

69. Under the “Upload File(s)” section, click **Attach Files** to attach any additional documents such as a court order, conviction, or provider report. The following file extensions that are allowed for uploading are: .pdf, .doc, .docx, .xls, .xlsx, .csv, .txt, .rft, .zip, .jpg, .jpeg, .png, or .gif.

70. Identify the document type using the Document Type drop-down menu.
71. Click **Upload**. A dialog box (Figure 30) will briefly appear and indicate if the document was successfully loaded.

![Document successfully uploaded !!](image)

**Figure 30** Dialog Box

72. The uploaded file will appear in the “Attached Files” section which displays six columns.

- The **Download** column allows you to download the file by clicking **Download**.
- The **Document Number** column displays the document number assigned for the file.
- The **File Name** column displays the file name of the uploaded file.
- The **Upload Date** column displays the date the file was uploaded.
- The **Document Type** column displays the document type (e.g., court order, provider report).
- The **Delete** column allows you to delete the file by clicking **Delete**.

73. When all files have been uploaded, the following options may be available:

- **Save and Notify DHS** – This option will lock the incident for editing and an email will be generated to State and agency staff stating the incident is ready for review. Once DHS completes its review, the agency will receive an email notification.
- **EXIT** – This option will take you back to the Incidents dashboard.
- **DHS Review** – This option will take the State administrator to the State review panel.
5 Creating an Incident for an Unlisted Participant

This function allows you to create a new incident for a participant who may be in the process of being enrolled or transferred to an agency, but is not yet listed on the Agency Participants dashboard or for a participant who is only enrolled in the Children’s Community Options Program (CCOP) and does not have enrollment in ForwardHealth.

1. Click **Create a New Incident** located on the menu bar of the Incidents or Agency Participants dashboard near the top of the page (Figure 31).

![Figure 31 Create a New Incident](image)

2. A dialog box (Figure 32) will appear to confirm you want to create a new incident.

![Figure 32 Dialog Box](image)

3. Click **Yes!** Follow the steps in the “Creating An Incident for a Participant Enrolled in CLTS” section beginning with **Step 5**.
6 Legacy Incident Data

The Legacy Incident Data panel displays the historical data from the manual process that the CITR application is replacing. This data is for historical purposes only and cannot be edited. Legacy data will be included when conducting a search for previous incidents.

1. To view a participant’s legacy incident data, click **Legacy Incident Data** located on the menu bar of the Incidents or Agency Participants dashboard near the top of the page (Figure 33).

![Figure 33 Legacy Incident Data](image)

2. A dialog box (Figure 34) will appear to confirm your selection.

![Figure 34 Dialog Box](image)

3. Click **Yes!** Legacy data for each participant will be displayed across nine columns (Figure 35).

![Figure 35 Legacy Data Listing](image)
The panel may include the following information:

- The *Organization ID* column displays the identification number of the organization.
- The *Participant ID* column displays the identification number of the participant.
- The *Participant Name* column identifies the participant.
- The *Received Date* column displays the date DHS received the incident report.
- The *Report Date* column displays the date the incident allegation was reported to the CWA.
- The *Report Type* column displays one of the following report types.
  - 1 = Original incident report
  - 2 = Update to incident report
  - 3 = Correction to incident report
  - 4 = Incident report closed.
- The *Incident Date* column displays the date the incident occurred.
- The *Incident Setting* column displays the location the incident occurred.
- The *Incident Setting Other* column displays the location the incident occurred if “Other” is selected from the drop-down menu for the incident setting.

Note: You can search for any of the fields displayed on the panel by populating the **Search** box.
7 Reports

Reports are available to both users and State administrators. Users can run reports only for the organizations they are associated with while State administrators can run reports for all organizations. Multiple organizations can be selected to be included in one report.

1. To view a participant’s legacy incident data, click Reports located on the menu bar of the Incidents or Agency Participants dashboard near the top of the page (Figure 36).

2. A dialog box (Figure 37) will appear to confirm your selection.

3. Click Yes! The Reports panel (Figure 38) will be displayed.
4. Enter the name of the organization in the Organization field using the drop-down menu.

5. Enter the start date in the Start Date field using mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

6. Enter the end date in the End Date field using mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format. This date must be equal to or after the incident date and cannot be a future date.

7. To view the provider incident report, click the Provider Incident Report. The file download window (Figure 39) will be displayed.

8. Click Save. The completed file download window (Figure 40) will be displayed.

9. Click Open. An Excel spreadsheet (Figure 41) will be displayed.

The provider incident report includes the following data elements:

- **Incident ID** – Displays the identification number of the incident.
- **Incident Status** – Displays the status of the incident.
- **Participant ID** – Displays the identification number of the participant.
- **Child LN** – Displays the last name of the participant.
- **Child FN** – Displays the first name of the participant.
- **Child DOB** – Displays the date of birth of the participant.
- **Target Group** – Displays one of three target groups the participant is eligible for:
  - I/DD: Intellectual/Developmental Disability
  - SED: Severe Emotional Disturbance
  - PD: Physical Disability
- **Vulnerable Child (Y/N)** – Indicates Y (yes) or N (no) if the participant is a vulnerable child.
- **Provider involvement with the incident** – Identifies the provider’s involvement with the incident.
- **Responsible Agency** – Identifies the responsible agency.
- **Program** – Displays the program that is serving the participant. Programs include the following:
  - CLTS: Children’s Long-Term Support Waiver Program
  - CCOP: Children’s Community Options Program
- **Date the incident occurred** – Indicates the date the incident occurred.
- **Date the waiver agency was notified of the Incident** – Displays the date the waiver agency was notified of the incident.
- **Incident Type** – Displays the type of incident (e.g., abuse, neglect, behavioral, death).
- **Where did the Incident Occur?** – Identifies where the incident occurred.

10. To view the summary report, click the Summary Report. The file download window (Figure 42) will be displayed.

![Figure 42 File Download Window](image)

11. Click **Save**. The completed file download window (Figure 43) will be displayed.

![Figure 43 Completed File Download Window](image)
12. Click **Open**. An Excel spreadsheet (Figure 44) will be displayed.

![Figure 44 Summary Report](image)

The summary report includes the following data elements:

- **Responsible Agency** – Identifies the responsible agency.
- **Incident ID** – Displays the identification number of the incident.
- **Incident Status** – Displays the status of the incident.
- **Participant ID** – Displays the identification number of the participant.
- **Child LN** – Displays the last name of the participant.
- **Child FN** – Displays the first name of the participant.
- **Child DOB** – Displays the date of birth of the participant.
- **Child Gender** – Displays the gender of the participant.
- **Living Arrangement** – Displays the participant’s current living arrangement.
- **Target Group** – Displays one of three target groups the participant is eligible for:
  - I/DD: Intellectual/Developmental Disability
  - SED: Severe Emotional Disturbance
  - PD: Physical Disability
- **Vulnerable Child (Y/N)** – Indicates Y (yes) or N (no) if the participant is a vulnerable child.
- **Program** – Displays the program that is serving the participant. Programs include the following:
  - CLTS: Children’s Long-Term Support Waiver Program
  - CCOP: Children’s Community Options Program
- **Incident Date** – Indicates the date the incident occurred.
- **Incident Type** – Displays the type of incident (e.g., abuse, neglect, behavioral, death).
- **Agency Determined Critical?** – Indicates Y (yes) or N (no) if the agency has determined the incident to be critical.
- **DHS Determined Critical?** – Indicates Y (yes) or N (no) if DHS has determined the incident to be critical.
- **System Determined Critical?** – Indicates Y (yes) or N (no) if the system determined the incident to be critical.
- **Result in Death?** – Indicates Y (yes) or N (no) if the incident resulted in the death of the participant.
- **Date the waiver agency was notified of incident** – Displays the date the waiver agency was notified of the incident.
- **Who reported the incident to the waiver agency?** – Identifies who reported the incident to the waiver agency.
- **Entity CWA contacted** – Identifies the entity the CWA contacted.
- **Date DHS was notified** – Displays the date DHS was notified of the incident.
- **Date county completed incident** – Displays the date the county completed the incident.
- Date of DHS certification – Displays the date DHS granted certification.

- Where did the incident occur? – Identifies where the incident occurred (e.g., family home, school, child care).

- County where incident occurred – Displays the county in which the incident occurred.

- Is the participant currently under a court order? – Indicates Y (yes) or N (no) if the participant is currently under a court order.

- Provider involvement with the incident – Indicates Y (yes) or N (no) if the provider was involved with the incident.

- Is the parent/legal guardian subject of the investigation? – Indicates Y (yes) or N (no) if the parent/legal guardian was the subject of the investigation.

- Incident Description – Displays a description of the incident.
8 Viewing Incident History

This function allows you to view the prior history of the participant.

1. On the Agency Participants dashboard, search for an agency participant using the search function. Input any of the following: the participant’s first name, last name, ID and/or date of birth using the mm-dd-yyyy format or use the calendar by clicking the calendar icon that appears to the right of the date format.

2. Click Search. Information about the participant will be displayed across eight columns at the bottom of the screen.

3. Click View in the View History column for the agency participant (Figure 45).

4. The Participant Incident History panel will be displayed.
9 Editing an Incident

This function allows you to edit an existing incident for an agency participant.

1. On the Incidents dashboard, click the Incident ID number in the Incident ID column for the agency participant (Figure 46).

![Figure 46 Edit Incident]

2. A dialog box (Figure 47) will appear to confirm your selection.

![Figure 47 Dialog Box]

3. Click Yes! You will be able to access and edit all of the panels associated with the incident.
10 Appendix A: Security Roles and Allowable Functions

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All Access</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Records</td>
<td></td>
<td>X</td>
<td></td>
<td>Assigned specific organizations for e-mail notifications Statewide</td>
<td>Agency Specific</td>
<td>Agency Specific</td>
<td>Agency Specific</td>
</tr>
<tr>
<td>Edit</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Add New Records</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Delete Records</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Certify Data- Final State</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unlock a Closed Incident</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Password Administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add a New User</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inactivate a User</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send for State review</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Upload File to Incident</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Reports</td>
<td>Statewide</td>
<td>Statewide</td>
<td>Statewide</td>
<td>Agency Specific</td>
<td>Agency Specific</td>
<td>Agency Specific</td>
<td>Agency Specific</td>
</tr>
<tr>
<td>Inactivate an incident</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

Specific notes and responsibilities for certain security roles include the following:

- Only the State Regional User should receive notification emails only for incidents from their assigned agencies.
- The State Program User role should allow Bureau of Children’s Services staff to view all incident reports in the state without receiving notification emails.
- The Bureau of Children’s Services may designate a staff person(s) to be assigned the State Super User role which is responsible for granting and modifying state user roles, assigning agencies, and deleting access.
• The State Super User or the help desk is able to inactivate a Regional User and set up a new one. They are also able to modify the permissions and organizations within the region.

• A Waiver Agency user may inactivate incidents for which they are the responsible worker.
11 Appendix B: Supported Web Browsers

When you launch the CITR application, it is presented through your web browser on a Microsoft Windows, Apple macOS, or Apple iPad computing platform. The supported web browsers are listed in the following table. The left column identifies the computing platform with the web browser name and the versions supported across the row.

If you are not familiar with the computing platform and web browser you are using, please contact your local county IT staff for assistance. Contact the Helpdesk to support CITR users if your local IT technical resource is not able to support your request.

Example: If you use a Windows platform running the Chrome web browser, the Help=>About Google Chrome menu in the Chrome web browser control panel needs to state version number 79 or back level. If it is higher than version 79, it should still work as it is a “back level” supported application.

If you are using a web browser that does not have back level support listed, consider moving to one of the web browsers that does, which are listed in blue in the following table.
<table>
<thead>
<tr>
<th>Platform</th>
<th>Operating System Version</th>
<th>Edge</th>
<th>IE</th>
<th>Firefox</th>
<th>Chrome</th>
<th>Opera</th>
<th>Yandex</th>
<th>Safari</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>7, 8, 8.2, 10 and XP</td>
<td>V79</td>
<td>V8, V10, V11</td>
<td>V72 and back level*</td>
<td>V79 and back level*</td>
<td>V67 and back level*</td>
<td>V14.12</td>
<td>Not Supported</td>
</tr>
<tr>
<td>macOS</td>
<td>Catalina Mojave High Sierra Mavericks Sierra Yosemite El Capitan</td>
<td>V79</td>
<td>Not supported</td>
<td>V72 and back level*</td>
<td>V72 and back level*</td>
<td>V67 and back level*</td>
<td>V14.12</td>
<td>Not available on Catalina release</td>
</tr>
<tr>
<td>iPad</td>
<td>iPad Pro 12.9 2018 V 12</td>
<td>V12</td>
<td>V13</td>
<td>V11</td>
<td>V12</td>
<td>V11</td>
<td>V13 and back level*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPad Pro 12.9 2018 V 13</td>
<td>V13</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V13 and back level*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPad Pro 11 2018 V 11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V13 and back level*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPad Pro 12.9 2017 V 11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V13 and back level*</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPad Pro 9.7 2018 V 11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V11</td>
<td>V13 and back level*</td>
<td></td>
</tr>
</tbody>
</table>

All mobile phones are not supported.
- iPhone Operating System (iOS) not supported.
- Android Operating System not supported.

* Web browser versions that are still available prior (back level) to the version listed are supported.
Appendix C: Support Resources

If you have questions or need assistance, the following resources are available:

- **Phone:** Helpdesk to support CITR users—608-224-6007 (Available Monday through Friday from 8 a.m.–4:30 p.m. Closed on weekends and holidays.)
- **Email address:** VEDSLTCLIESHelp@wisconsin.gov
- **CWA CLTS supervisor/lead** – Is the contact for approving and submitting user access requests. The CWA CLTS supervisor/lead is required to submit the [Encounter New User Request form](#) to the helpdesk in order to grant access for new users to the CITR application.

Please be prepared to supply the following:

- Personal contact information to confirm identity including name, employee ID, work location, and phone number
- A brief description of the issue
- When the issue needs to be resolved
Appendix D: Data Fields and Menu Options

Data fields and the available drop-down menu options for each field are listed below:

13.1 **Incident Type**
- 01 – Abuse
- 02 – Behavioral
- 03 – Death
- 07 – Exploitation
- 04 – Law Enforcement/Criminal
- 05 – Medical
- 06 – Neglect
- 99 – Other

13.2 **Incident Type Detail**
- 01 – Abuse – Emotional
- 02 – Abuse – Misuse of restraint or other restrictive measure
- 03 – Abuse – Physical
- 04 – Abuse – Sexual
- 07 – Abuse – Verbal
- 08 – Behavioral – Significant behavior posing risks to the health, safety and welfare of the participant or someone other than the participant
- 09 – Behavior – Significant damage to property
- 10 – Behavioral – Suicide attempt
- 05 – Behavioral – Unanticipated absence of participant/Missing person
- 12 – Death – Anticipated
- 11 – Death – Other
• 15 – Death – Suicide
• 16 – Death – Unanticipated
• 18 – Exploitation – Misappropriation of the participant’s funds or property
• 20 – Law enforcement – Commission of crime (perpetrator of crime)
• 22 – Law enforcement – Victim of crime
• 23 – Medical – Serious illness/Injury/Accident
• 27 – Neglect – Error in medication resulting in significant reaction requiring medical attention
• 29 – Neglect – Medical/Failure to seek medical attention
• 30 – Neglect – Nutrition
• 31 – Neglect – Self-Neglect
• 32 – Neglect – Unanticipated absence of caregiver/provider
• 37 – Other – Unplanned or unapproved use of isolation/seclusion or restraint(s)
• 99 – Other

13.3 **Where did the incident occur?**

• 07 – Adult Family Home
• 34 – Child care
• 14 – Children’s Group Home
• 18 – Community setting
• 08 – Foster Home
• 11 – Own Home/Apartment
• 19 – Residential setting (not participant’s home)
• 21 – Respite setting
• 25 – School
• 31 – Transporting of participant
• 98 – Unknown
• 99 – Other
13.4 **Outcome**

- 01 – Abuse – Citation
- 02 – Abuse – Criminal conviction
- 03 – Abuse – Other
- 04 – Abuse – Substantiated by a government agency
- 05 – Abuse – Unable to substantiate
- 06 – Abuse – Unsubstantiated by a government agency
- 07 – Death – Abuse
- 08 – Death – Accident
- 14 – Death – Neglect
- 15 – Death – Other
- 19 – Death – Suicide
- 20 – Death – Unexplained
- 40 – Exploitation – Substantiated by a government agency
- 41 – Exploitation – Unable to substantiate
- 42 – Exploitation – Unsubstantiated by a government agency
- 21 – Hospital – Hospitalization due to involuntary psychiatric emergency
- 22 – Hospital – Hospitalization due to urgent medical emergency
- 23 – Hospital – Hospitalization due to voluntary psychiatric emergency
- 26 – Law enforcement – Other or unknown
- 27 – Law enforcement – Participant committed a crime
- 28 – Law enforcement – Participant did present a safety risk to self or others
- 30 – Law enforcement – Participant was the victim of a crime
- 32 – Medication error
- 35 – Missing person – Participant or caregiver located after unanticipated absence
- 36 – Missing person – Participant or caregiver still missing after unanticipated absence
- 29 – Neglect – Citation
• 33 – Neglect – Criminal conviction
• 34 – Neglect – Other
• 37 – Neglect – Substantiated by a government agency
• 38 – Neglect – Unable to substantiate
• 39 – Neglect – Unsubstantiated by a government agency
• 43 – Out of home placement
• 99 – Other

13.5 Remediation Action 1
• 02 – Change personnel working with the participant
• 03 – Change provider agency
• 04 – Court order (participant)
• 05 – Court order (provider)
• 06 – Criminal conviction (participant)
• 07 – Criminal conviction (provider)
• 08 – Emergency detention
• 09 – Increase external monitoring (e.g. CPS, APS)
• 10 – Mental health inpatient admission
• 23 – No remediation action
• 11 – Participant was or will be relocated to another setting
• 14 – Provider education on appropriate use of emergency restrictive measures
• 15 – Provider license revoked
• 16 – Provider training
• 17 – Referral to Disability Rights Wisconsin
• 18 – Referral to district attorney/law enforcement agency
• 19 – Report to CPS or APS
• 20 – Report/Refer to caregivers
• 21 – Terminate service
• 22 – Terminate staff
• 99 – Other

13.6 Preventative Strategy 1

• 01 – Add new support or service
• 23 – Add or change backup/crisis plan
• 02 – Behavior intervention plan, initiate or modify
• 03 – Behavioral consult
• 04 – Change provider staff serving the participant
• 05 – Dietary change(s)/modification(s)
• 06 – Environmental modification
• 07 – Extension of treatment or supervision
• 10 – In-Home support, initiate or increase
• 08 – Increase supervision of participant
• 09 – Individualized Education Plan review
• 11 – Medically related consult
• 12 – Medication review and/or adjustment
• 13 – Modify Individual Service Plan
• 22 – No preventative strategy
• 14 – Participant education about boundaries, safe decision-making, and risks
• 15 – Provider training or retraining
• 16 – Referral for a new support or service
• 17 – Referral, psychiatric
• 18 – Restrictive measures application, initiate
• 19 – Support and Service Coordinator and/or service team makes more frequent contact with participant/provider
• 20 – Team meeting to discuss prevention plan with provider(s)/participant/guardian/family and confirm the prevention and remediation actions each member will implement
• 21 – Terminate service
• 99 – Other
12 Appendix E: Glossary

Children’s Long-Term Support Waiver Program (CLTS): The CLTS Waiver Program is a Home and Community-Based Service (HCBS) Waiver that provides Medicaid funding for children who have substantial limitations in their daily activities and need support to remain in their home or community.

Children’s Community Options Program (CCOP): The CCOP provides supports and services to children living at home or in the community who have one or more of the following long-term disabilities – developmental disabilities, physical disabilities, and/or severe emotional disturbances.

Participant ID: This ID is the ForwardHealth Participant ID or Master Client Index (MCI) ID.

Critical Incident: An incident that is serious and/or the set of circumstances constituting an incident are unresolved and a significant risk to a child’s well-being continues. Critical incidents that must be report to DHS include:

- Any event or set of conditions that qualifies as a reportable incident and that also poses active, ongoing, and continued significant risk to the health, safety, and welfare of the child.
- Any incident that results in the death of the child.

Vulnerable Child: A child who is either eligible for more than one of the three target groups served by the CLTS programs (intellectual/developmental disability, physical disability, or severe emotional disturbance), as determined by the Children’s Long Term Support Functional Screen (CLTS FS), or has a high level of life-sustaining needs (nutrition, fluids, or medical treatment) with a limited informal support network. In addition, at least one of the following must apply:

- The child is isolated with limited or no adult contact outside the home and is not available to be observed.
- The child is nonverbal and unable to communicate.
- The child is medically complex, requires significant care from a caregiver or parent, and is highly dependent on others to meet basic needs.
- The child is the subject of current or historical child abuse and neglect reports.
- The child has a primary caregiver who is actively abusing substances.
- The child is dependent on caregivers or parents with limited cognitive, emotional, and/or behavioral capacity to provide for these needs.

Incident Review Statuses:

- Draft – This status indicates the incident report is still being drafted.
- In Progress – This status indicates initial notification to DHS has been made but the waiver agency has not completed the report. The status is changed from “Draft” to “In Progress” when you select “Save & Send to DHS” on the Finalize Initial Save panel.

- Pending – If any one of the following substantiation questions from the Final Incident Details panel are answered as “Pending,” the incident status will indicate the report is pending at the final submission to DHS. When all of the questions are answered with a “Yes” or “No” response, the incident will have a status of either “Certified” or “State Review” when it is submitted to DHS.
  - Did this incident result in a substantiated finding of abuse by a government agency?
  - Did this incident result in a substantiated finding of neglect by a government agency?
  - Did this incident result in a substantiated finding of exploitation by a government agency?

Note: When an incident has been in the status of pending for 60 days, an email will be sent warning that you are approaching the 90-day limit and reminding you to update the incident report. Another email will be sent when an incident has been in a status of pending for 90 days and you will be reminded to update the incident report.

- State Review – This status indicates the incident report has been completed by the waiver agency and DHS is reviewing.

- Certified – This status indicates that DHS has completed review and the incident report is complete.

- Unlocked – This status indicates the State administrator has unlocked the incident report to allow you to edit the incident after it has been sent to DHS. This is usually done when DHS requires additional information.