

Critical Incident Reporting Licensing Specialist User Guide



Knowledge Base Article

Critical Incident Reporting Licensing Specialist User Guide

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Overview

Functionality has been developed within the **Ohio Certification for Agencies and Families (OCAF)** system to allow residential agencies to document a critical incident and send notification to the custodial agency. A list of these incidents is maintained for review by State Licensing Specialists.

Policy and Procedure Background

Ohio Administrative Code Rule 5101:2-9-23 | Notification and documentation of critical incidents mandates that residential facilities will notify the agency holding custody of a youth within 24 hours if any of the following occur:

- (1) Death of the child or teenage mother.
- (2) Absent without leave (AWOL) and the return from AWOL.
- (3) Any serious injury or illness involving initial non-routine medical treatment.
- (4) Expulsion or suspension from school.
- (5) Any alleged delinquent or criminal activity of the child or teenage mother;
- (6) Any situation in which the child or teenage mother is a victim of alleged delinquent or criminal activity.
- (7) Suicide or self-mutilation attempts.
- (8) Any incident of alleged abuse or neglect.
- (9) Any involvement with law enforcement.
- (10) Any use of physical restraint or isolation pursuant to rule 5101:2-9-22 of the Administrative Code.
- (11) Any other unusual incident as defined in the agency's policies or by the agency.

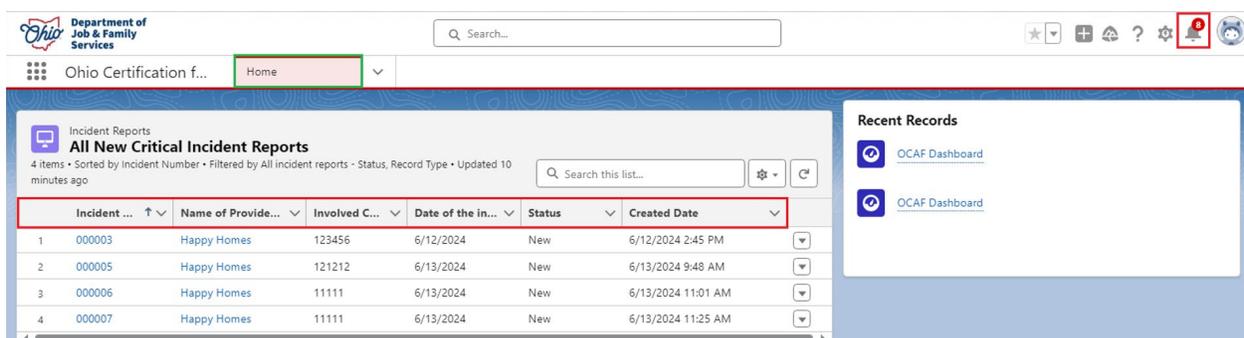
Access

Licensing Specialists will need to have their supervisor request access to the OCAF system through the [Customer Care Center](#).

Reviewing an Incident Report

The **Home** page will be the initial screen presented each time you login to OCAF. It will display:

The list of **All New Critical Incident Reports** submitted to the Department of Children and Youth and **Notifications** received.



The screenshot displays the OCAF system interface. At the top, there is a navigation bar with the Department of Job & Family Services logo and a search bar. Below the navigation bar, the main content area is titled "Incident Reports" and "All New Critical Incident Reports". It shows a table with 4 items, sorted by Incident Number. The table has columns for Incident Number, Name of Provider, Involved Child, Date of the incident, Status, and Created Date. The table contains 4 rows of data, all with a status of "New".

Incident ...	Name of Provide...	Involved C...	Date of the in...	Status	Created Date	
1	000003	Happy Homes	123456	6/12/2024	New	6/12/2024 2:45 PM
2	000005	Happy Homes	121212	6/13/2024	New	6/13/2024 9:48 AM
3	000006	Happy Homes	11111	6/13/2024	New	6/13/2024 11:01 AM
4	000007	Happy Homes	11111	6/13/2024	New	6/13/2024 11:25 AM

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The grid across the top of the **New Critical Incident Reports** will provide helpful information about each record:

- **Incident Number** – Clicking the blue hyperlink will navigate you to the incident report.
- **Name of Provider Agency** – Clicking the blue hyperlink will navigate you to the Provider Agency’s Account Details page.
- **Involved Child’s Ohio SACWIS ID** – Displays the child’s Ohio SACWIS ID number.
- **Date of the Incident** – Documents the date the critical incident took place.
- **Status** – Indicates where in the process each incident report is in.
 - **New** – Incident report has not been reviewed by a Licensing Specialist or Supervisor yet.
 - **Reviewed** – The incident report has been reviewed by a Licensing Specialist or Supervisor.
- **Created Date/Time** – Documents the day and time the incident was initially created by the worker.

1. Click on the **Incident Number** link for the Critical Incident Report you want to review.

The screenshot shows the user interface of the Ohio Department of Job & Family Services. At the top, there is a search bar and navigation icons. Below the navigation bar, there is a breadcrumb trail: "Ohio Certification f..." > "Home". The main content area is titled "Incident Reports" and "All New Critical Incident Reports". It shows a table with 4 items, sorted by Incident Number. The table has columns for Incident Number, Name of Provider Agency, Involved Child's Ohio SACWIS ID, Date of the Incident, Status, and Created Date. The first row is highlighted, and the Incident Number "000003" is circled in red. To the right of the table, there is a "Recent Records" section with two links to "OCAF Dashboard".

Incident ...	Name of Provide...	Involved C...	Date of the in...	Status	Created Date	
1	000003	Happy Homes	123456	6/12/2024	New	6/12/2024 2:45 PM
2	000005	Happy Homes	121212	6/13/2024	New	6/13/2024 9:48 AM
3	000006	Happy Homes	11111	6/13/2024	New	6/13/2024 11:01 AM
4	000007	Happy Homes	11111	6/13/2024	New	6/13/2024 11:25 AM

The **Critical Incident Report Details** screen displays.

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The screenshot shows the user interface for the Critical Incident Reporting system. At the top, there is a search bar and navigation icons. Below the search bar, the breadcrumb trail reads "Ohio Certification f..." and "Home". The main header area displays "Incident Report 000003" with a "Change Status" button. A table below the header shows the following information:

Name of Provider Agency	Record Type	Status
Happy Homes	Critical Incident Report	New

The main content area is divided into two sections: "Details" and "Activity History (2)". The "Details" section is expanded to show "Incident Details" with the following fields:

- Name of the Provider (facility): Test, Provider
- Name of Provider Agency: [Happy Homes](#)
- Involved Child's Ohio SACWIS ID: 123456
- Name of Custodial Agency: Test Agency

The "Activity History" section shows two entries, each with a blue email hyperlink: "Email: A new critical incident report has been recorded". The completion date for both is "6/12/2024 2:45 PM". A "View All" link is located at the bottom of the activity history section.

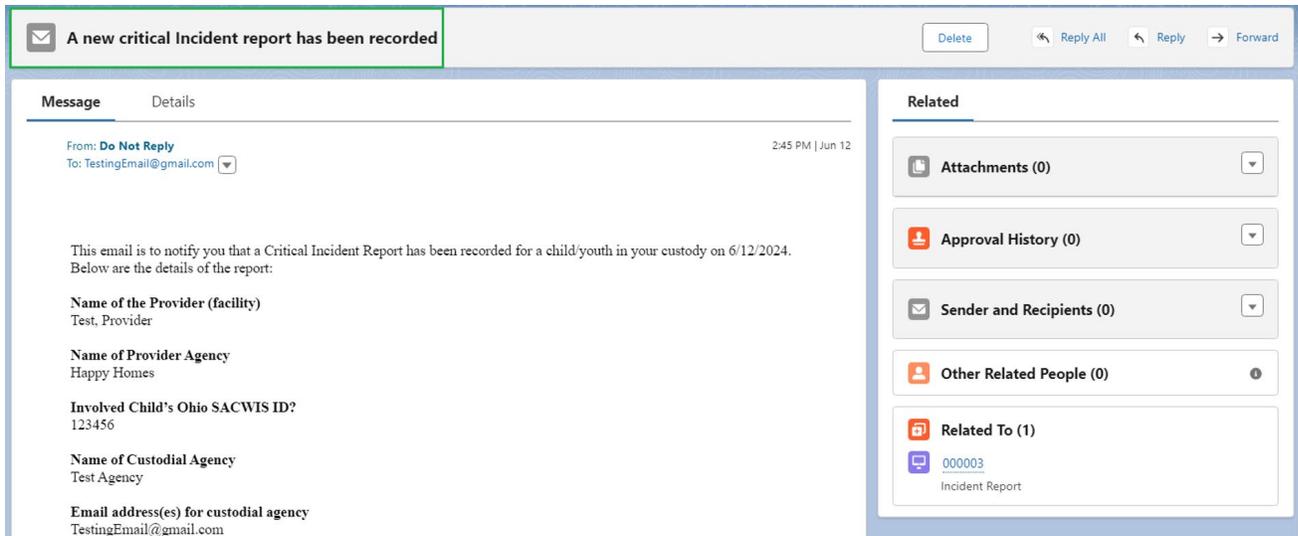
This page will display all the information that was entered on the **Critical Incident Report** form.

2. To view the Email, click the **blue Email hyperlink**.

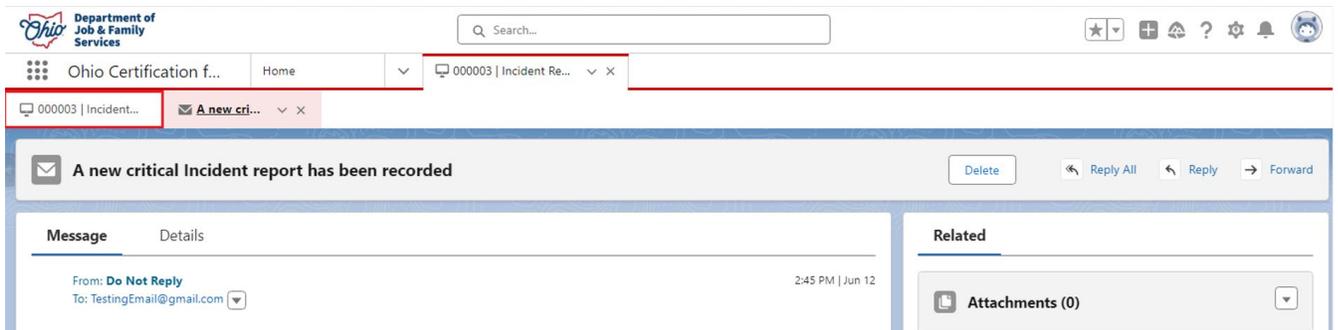
This screenshot is identical to the one above, but with a red rectangular box highlighting the first blue email hyperlink in the "Activity History" section: "Email: A new critical incident report has been recorded".

The **Email Message** displays detailing the Critical Incident Report.

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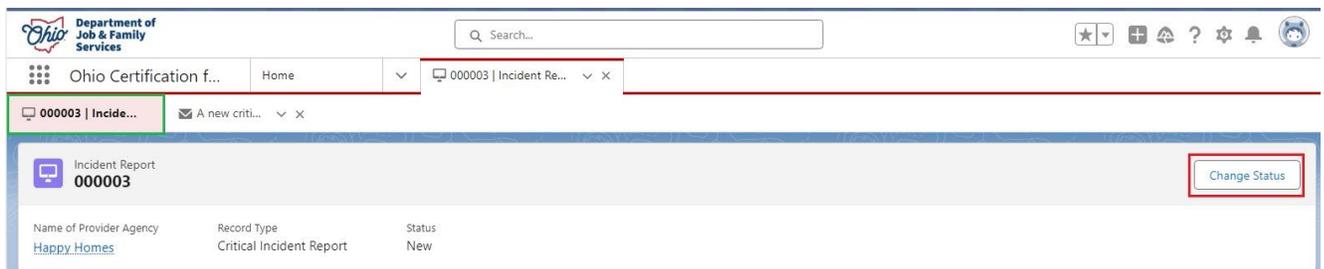


3. To return to the Critical Incident Report Details page click the **Report Number** tab.



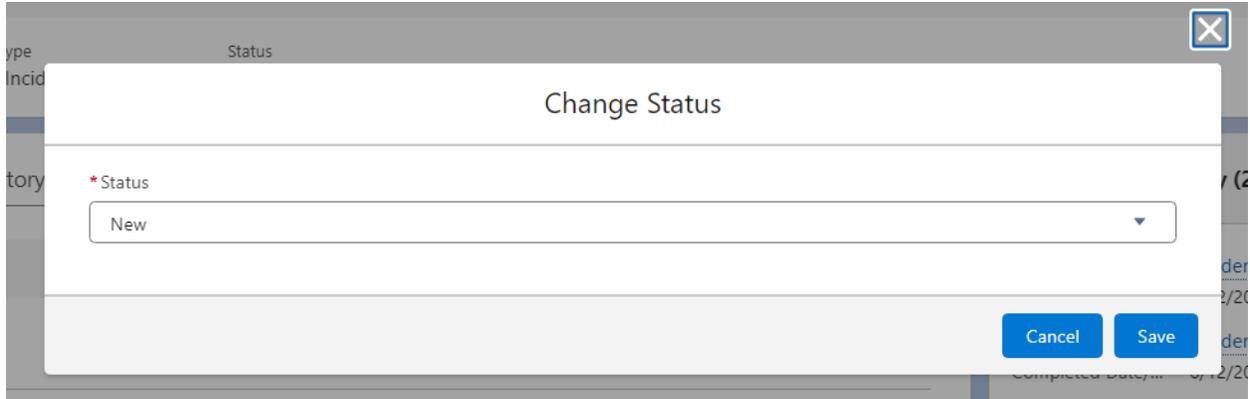
The **Critical Incident Report Details** screen displays.

4. Once the Critical Incident Report has been reviewed, the Licensing Specialist can click the **Change Status** button.

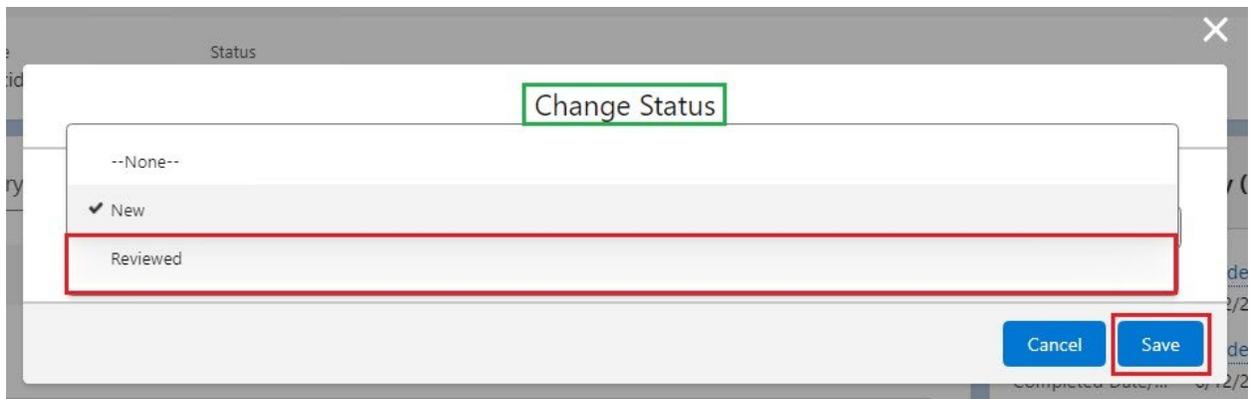


A box displays prompting you to **Change Status**.

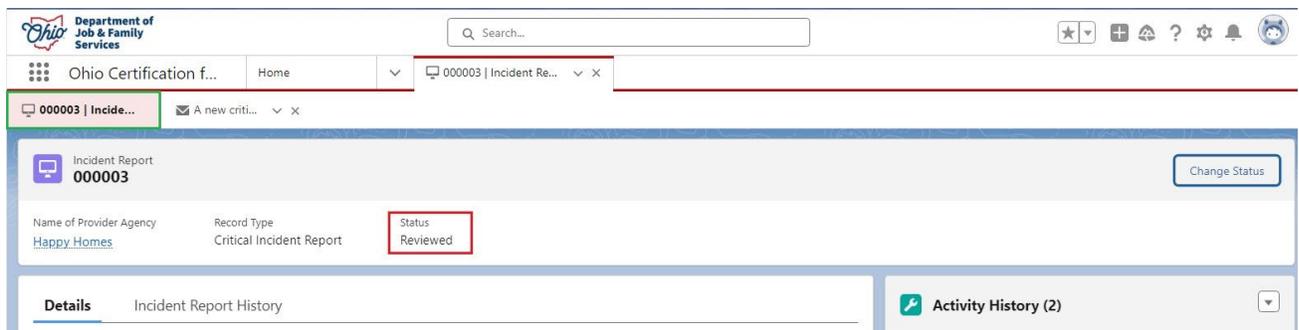
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5. Select **Reviewed** from the dropdown menu.
6. Click the **Save** button.



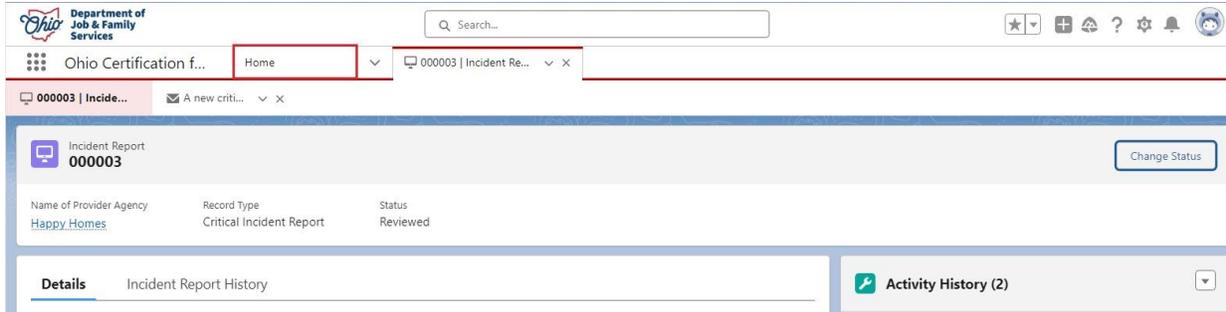
The **Critical Incident Report Details** screen will display and now show the report has been **Reviewed**.



Note: The Licensing Specialist has the option to change the Reviewed report back to New if needed by clicking the **Change Status** button again.

7. Click the **Home** tab.

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The **Home** tab displays. Here you will see the Critical Incident Report now has a **Status** of **Reviewed** within the **All New Critical Incident Reports** list.

The screenshot shows the 'All New Critical Incident Reports' list. The table has the following data:

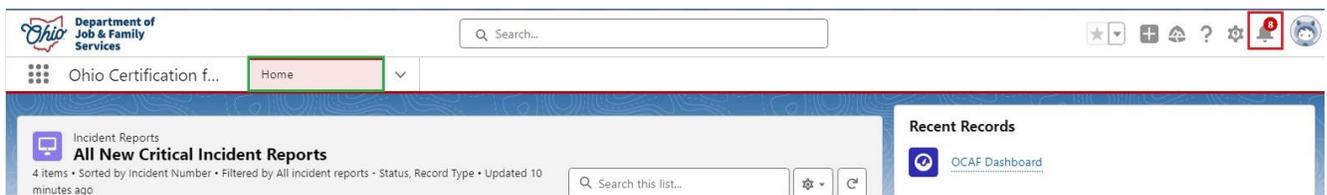
Incident ...	Name of Provide...	Involved C...	Date of the in...	Status	Created Date
1 000003	Happy Homes	123456	6/12/2024	Reviewed	6/12/2024 2:45 PM
2 000005	Happy Homes	121212	6/13/2024	New	6/13/2024 9:48 AM
3 000006	Happy Homes	11111	6/13/2024	New	6/13/2024 11:01 AM
4 000007	Happy Homes	11111	6/13/2024	New	6/13/2024 11:25 AM

Notifications

There are two notifications the Licensing Specialist/Supervisor will receive when a New Critical Incident Report is completed.

- An email will be sent to the Custodial Agency Supervisor and Licensing Specialist. (Reviewed previously in this Knowledge Base Article).
- The Supervisor and Licensing Specialist for the Custodial Agency will receive an Alert Notification in the OCAF system. Shown below:

1. From the **Home** tab, the Notifications button will display a **New Notification** alert.



2. Click the **Notifications** button.
3. All **Critical Incident Reported Notifications** display.
4. Make a selection from the **New Notifications**.

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The screenshot shows the 'All New Critical Incident Reports' dashboard. It features a search bar, a table of reports, and a notifications panel on the right. The table lists four reports with columns for Incident Number, Name of Provider, Involved Child ID, Date of Incident, Status, and Created Date.

Incident ...	Name of Provide...	Involved C...	Date of the in...	Status	Created Date	
1	000003	Happy Homes	123456	6/12/2024	Reviewed	6/12/2024 2:45 PM
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4	000007	Happy Homes	11111	6/13/2024	New	6/13/2024 11:25 AM

The notifications panel on the right shows three 'Critical Incident Reported' notifications, each stating 'A new critical incident is reported for Test Agency' with timestamps.

The **Critical Incident Report Details** screen displays.

The screenshot shows the 'Critical Incident Report Details' screen for report 000003. It includes a header with the report ID and a 'Change Status' button. Below the header, there are fields for Name of Provider Agency (Happy Homes), Record Type (Critical Incident Report), and Status (New). The main content area is divided into 'Details' and 'Incident Report History' sections. The 'Details' section includes fields for Name of the Provider (facility), Name of Provider Agency, Involved Child's Ohio SACWIS ID, and Name of Custodial Agency. The 'Activity History' section shows two email notifications: 'Email: A new critical Incident report has been recorded' with a completed date of 6/12/2024 2:45 PM.

If you need additional information or assistance, please contact the Bureau of Children Services Operational Support's [Customer Care Center](#).