

Critical Incident Reporting Webinar July 2, 2004

Question and Answers

Policy Related Questions

Q1. Does this requirement apply to both ODJFS and OhioMHAS licensed agencies?

A. The requirements outlined in FCASPL # 416 only apply to ODJFS/DCY certified residential facilities. This requirement does not apply to OhioMHAS certified agencies.

Q2. Was there something in particular that precipitated this new procedure?

A. The need to create an electronic process for gathering, reporting, and reviewing critical incidents was identified. This process will help to streamline reporting and to ensure placing agencies have information necessary to ensure safety.

Q3. Will critical incident reports need to be submitted to other entities in addition to or instead of Ohio Certification for Agencies and Families (OCAF)?

A. DCY will only require that critical incident (CIR) reports be submitted through OCAF. This requirement does not prohibit other processes or requirements that may be put in place to facilitate the communication of critical incident reports.

Q4. Do we have to send it to OCAF and also the county?

A. OCAF will send a notification to the e-mail address entered into the CIR. The timing of this email communication is dependent on the time that the information is entered into OCAF. This process does not change the requirement set forth in OAC 5101:2-9-23 requiring a residential facility to notify the individual or agency which placed the child and the person or agency holding custody, if different, within twenty-four hours. However, it can fulfill this requirement if the critical incident report is entered within twenty-four hours. DCY does not prohibit other processes that may be put in place to facilitate the communication of critical incident reports.

Q5. Is this in addition to directly reporting?

A. OCAF will send a notification to the e-mail address entered into the CIR. The timing of this email communication is dependent on the time that the information is entered into OCAF. This process does not change the requirement set forth in OAC 5101:2-9-23 requiring a residential facility to notify the individual or agency which placed the child and the person or agency holding custody, if different, within twenty-four hours. However, it can fulfil this requirement if the critical incident report is entered within twenty-four hours. DCY does not prohibit other processes that may be put in place to facilitate the communication of CIR.

Q6. Will it still need to be sent within 24 hours on non-business days?

A. As outlined in OAC 5101:2-9-23, a residential facility is to complete a CIR and is to document that the report was provided no later than the next business day after the occurrence to the individual or agency which placed the child and person or agency holding custody, if different. This process does not change the requirement for a residential facility to notify the individual or agency which placed the child and the person or agency holding custody, if different, within twenty-four hours. The timing of this email communication is dependent on the time that the information is entered into OCAF. DCY will not require you to send it separately when the information is entered into OCAF within twenty-four hours. This requirement does not prohibit other processes that may be put in place to facilitate the communication of CIR.

Q7. I see entry to this system as the final step of notification and will replace them emailing to the custodial agency. I don't think that it is an extra step but rather a "replacement" step. Is that correct?

A. If you enter the contact e-mail from the county into OCAF, the system will email the county for you. The timing of this email communication is dependent on the time that the information is entered into OCAF. DCY will not require you to send it separately when the information is entered into OCAF within twenty-four hours. This requirement does not prohibit other processes that may be put in place to facilitate the communication of critical incident reports.

Q8. Does this replace the Franklin portal?

A. We recommend communicating with the individual counties regarding portals they may use and encourage PCSAs who have their own portals to consider reducing duplication for agencies. This process does not change the requirement set forth in OAC 5101:2-9-23 requiring a residential facility to notify the individual or agency which placed the child and the person or agency holding custody, if different, within twenty-four hours. However, it can fulfill this requirement if the critical incident report is entered in OCAF within twenty-four hours. DCY does not prohibit other processes that may be put in place to facilitate the communication of critical incident reports.

Q9. Are we still required to email the CIR's to the placing agency?

A. If you enter the contact e-mail from the county into OCAF, the system will email the county for you. The timing of this email communication is dependent on the time that the information is entered into OCAF. DCY will not require you to send it separately when the information is entered into OCAF timely. This requirement does not prohibit other processes that may be put in place to facilitate the communication of CIRs.

Q10. What about direct placements that don't have a placing agency?

A. All critical incidents for youth placed in Ohio Department of Children and Youth (DCY) certified residential facilities are to be entered in OCAF. This includes direct placements.

Q11. What if it's a private placement with MSY funding?

A. All critical incidents for youth placed in Ohio Department of Children and Youth (DCY) certified residential facilities are to be entered in OCAF. This includes private placements with MSY funding.

Q12. Do the critical incidents that occur starting at 12:01am of July 7th need submitted this way or 24 hours earlier?

A. Critical incidents occurring on or after July 7th are to be submitted through OCAF. If an incident happens at 12:01am on July 7th, the CIR is to be submitted through OCAF.

Q13. Does the report cover required information for restraints and isolation?

A. The JFS 01386 is still used when restraint or isolation is used.

Q14. Do we need to continue completing our own form as there are many other factors required for CARF and then they would be able to use the data within our internal form to input to this platform?

A. This requirement does not prohibit other processes that may be put in place. If there are specific requirements for accreditation, please send to the [Customer Care Center](#) and we can consider that for future updates.

Q15. During an AWOL do we still complete two (2) reports and still follow calling steps?

A. The submission of a CIR does not change requirements outlined in OAC [5101:2-42-88](#) regarding youth who are missing from substitute care placements.

Q16. What if a guardian doesn't have an email address, how would we prove notification?

A. The CIR will still be required to be entered into OCAF. This will not change the process you currently use to provide a copy of the critical incident report to the custodian when they do not have an email address.

Q17. What happens if we cannot get into the system by July 7, 2024?

A. DCY will be mindful of the difficulties agencies are experiencing in gaining access to OCAF. Licensing specialists will take into consideration the abbreviated implementation timeline and access issues during monitoring. Agencies will not be found out of compliance if they are not able to submit their CIRs on July 7th. Licensing specialists will provide technical assistance through July 31, 2024.

Q18. Can we have longer to implement than the 6th?

A. There is not a plan to delay the implementation of Critical Incident Reporting through OCAF. Our teams will continue to work with agencies to access OCAF and to report critical incidents.

Licensing specialists will take into consideration the abbreviated implementation timeline and access issues during monitoring. Agencies will not be found out of compliance if they are not able to submit their critical incident reports on July 7th.

Q19. Did we get forward notification of this change?

A. We have taken steps to alert agencies of the change including a discussion during the June 20th OCA Residential Committee meeting. In addition, licensing specialists sent information to all DCY certified residential agencies on the day the procedure letter came out. Prior to that, licensing specialists were encouraging agencies to request access to OCAF and use the Child Match function.

Q20. Is OCAF needed for all foster youth or only those in the residential homes?

A. The requirements outlined in FCASPL # 416 only apply to ODJFS/DCY certified residential facilities. This requirement does not apply to OhioMHAS certified agencies.

Q21. Can we get cited due to issues related to OCAF regarding report timeframes?

A. Licensing specialists will take into consideration access issues during monitoring. Agencies will not be found out of compliance if they are not able to submit their CIRs on July 7th. Licensing specialists will provide technical assistance through July 31, 2024.

Q22. Are licensing specialists now required to review each individual incident report?

A. Licensing specialists will review aggregate data and make determinations regarding the need to look at individual critical incident reports.

Q23. For accreditation, we have to track trends. How do we do this in the new system, if not continuing to do our current CIR process?

A. DCY is currently working on reports and dashboards to help track trends, as this is currently in development, they are not yet available. DCY does not prohibit other processes that may be put in place for accreditation purposes. If there are specific requirements for accreditation, please send to the [Customer Care Center](#) and we can consider that for future updates.

Access Related Questions

Q24. How do we gain access to OCAF?

A. Please follow the instructions found in the [Accessing OCAF](#) Knowledge Base Article (KBA). This article provides updated links for the JFS 7078 form.

Q25. After creating a ticket, how long is the turnaround time before we should receive a response?

A. If the user already has an OHID and needs only access provisioning, the request can take 1 to 2 business days. If the ticket is for creating an OHID for a user, the request can take a couple to several business days. Requesting a new user is currently taking longer due to complications with the transition from ODJFS to DCY.

Q26. Will the supervisor only be able to see the critical incident, or will they have access to other docs in OCAF?

A. The supervisor will have access to other areas in OCAF. Currently, if a foster or adoptive agency, this will include foster and adoption applications and inquiries.

Q27. To what email address should I send the JFS 07078 as SACWIS_Access no longer works?

A. Access requests should be submitted through the [Customer Care Center](#) unless you are the only person at your agency, and you do not have an OHID. The SACWIS_Access@jfs.ohio.gov mailbox still exists and DCY receives the emails sent to it; however, the new email address is DCY PROGRAM_ACCESS via DCY_Program_Access@childrenandyouth.ohio.gov. The SACWIS_Access mailbox has been aliased to avoid any user errors.

Q28. Do private agencies have access to the youth's Ohio SACWIS IDs?

A. A youth's Ohio SACWIS ID can typically be found on documents you receive from the custodial agency regarding the youth's care. It may be found on the Individual Child Care Agreement, Child's Medical and Educational History form, the Family Case Plan, and Case Review documents. The Ohio SACWIS ID is also the ID in Ohio RTIS.

Q29. Is the data available for private agencies to collect?

A. Agencies will be able to access reports they have submitted. DCY is currently working on reporting for this functionality and will be made available in the near future.

Q30. What do I do if my OCAF access was approved, but I still cannot access it?

A. Please submit a ticket to the [Customer Care Center](#).

Q31. What are going to be the precautions within OCAF to protect the child's confidential information?

A. Anyone wishing to access OCAF must request and be approved to have access. Activities and searches made within OCAF are tracked for auditing purposes. In addition, agencies will only be able to see incident reports for their agency.

Q32. Are JFS 07078 forms submitted through Customer Care Center? If so, how do you get access to customer care center? Through OHID?

A. For Private Agency users, the JFS 7078 is submitted through the Customer Care Center which is accessed using an OHID. If you do not have an OHID yet, you will need someone else in your agency, potentially your supervisor, to log in to the Customer Care Center and submit the request. If you are the first person in your agency with an OHID, please email the JFS 7078 to DCY_Program_Access@childrenandyouth.ohio.gov.

Q33. Does every employee in the group home need to have access to the system?

A. Each agency can determine who has access and how many staff have access to OCAF.

Q34. Do we have to register for the Knowledge Base site to use it?

A. No registration is required. The Knowledge Base can be found at this url: <https://jfskb.com/sacwis/>. If you are unable to access, please contact your agency's IT department as they might be blocking it.

Q35. How do you login using separate accounts if you are an ODAPS user?

A. SACWIS Knowledge Base - Instructions for Multiple Login Accounts: <https://jfskb.com/sacwis/index.php/ocaf/1249-instructions-for-multiple-login-accounts>

Q36. How about giving an email address that works to submit request, for all that cannot access customer care?

A. DCY PROGRAM_ACCESS via DCY_Program_Access@childrenandyouth.ohio.gov.

Q37. Should we be requesting access for facility staff?

A. That is up to each agency. Only the following roles currently have access to the Critical Incident Reporting:

- OCAF Agency Board President PSG
- OCAF Agency Administrator PSG
- OCAF Agency Supervisor PSG
- OCAF Agency Director

Q38. Do we go directly to OCAF and register?

A. No, you must request access through the [Customer Care Center](#).

OCAF Related Questions

Q39. Should the Report a Critical Incident button show up on my OCAF dashboard?

A. The button to submit a critical incident report will show on the OCAF home page for those with the following roles:

- OCAF Agency Board President PSG
- OCAF Agency Administrator PSG
- OCAF Agency Supervisor PSG
- OCAF Agency Director

Q40. Will the notification be sent to a custodial parent automatically?

A. Yes, the notification will be e-mailed to the e-mail address(s) that are provided in the Email Address(es) for Custodial Agency textbox during the entry of the critical incident report.

Q41. Will all staff in the agency need OCAF access in order to write and submit incident reports?

A. Yes, OCAF access is required to submit the critical incident reports.

Q42. What information will be included in the notification email?

A. The email notification will include all information entered into the incident report.

Q43. Is there a knowledge base article describing the various roles and what type of access each role has?

A. For critical incident reporting, the roles mentioned above have the same level of access in terms of creating and submitting reports. As DCY continues to build out OCAF, more documentation will be shared that describes the role with available functionality.

Q44. I have a youth who has two guardians: mom and dad. They are separate families with joint custody. How do we add both?

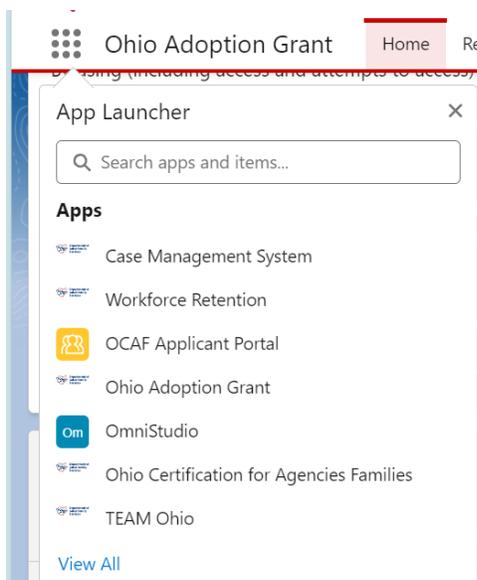
A. You would add both of their emails to the Email Address(es) for Custodial Agency textbox separated by semicolon.

Q45. What is the direct link to the OCAF sign in page?

A. In order to access OCAF, you will need to go to your Apps [here](#). Once in your apps, you will see the JFS Salesforce Apps tile:



Click Open App, which will take you into Salesforce. Once there, Ohio Certification for Agencies Families will be one of the apps you have in the App Launcher. Click on that and you are in OCAF.



Q46. Are you able to filter for data purposes?

A. The List views for the CIRs do allow you to sort and filter.

Q47. Should all boxes be filled in?

A. All fields should be filled in. A few fields will dynamically display if you select Yes.

Q48. If our process is that whoever experiences an incident generally reports it, does this mean that all employees at a CRC will need OCAF access?

A. This is each agency's decision on who has access and how many staff have access to OCAF.

Q49. Will this allow me to mine my data for review and quality assurance?

A. Reporting and dashboard capabilities will be added to the functionality in the near future.

Q50. How do we get a printable copy for CARF certification?

A. Currently OCAF does not have this capability. The ability to print a copy for certification and other notifications remain as the current practice by each agency. Reporting and dashboard capabilities will be added to the functionality in the near future.

Q51. How do we save and log and pull the data?

A. Once submitted, the report is saved and can be viewed at any time.

Q52. We want to be able to track our own data for reporting and quality assurance. Will there be a data exchange process, so staff do not have to complete duplicate data entry?

A. Reporting and dashboard capabilities will be added within OCAF in the near future. DCY is exploring the possibilities of a data exchange with agency systems.

Q53. If a youth is from the MSY funding, how will their guardian get a copy of the CIR?

A. The guardian will be sent the CIR as an email through OCAF as long as their email addresses are added to the Email Address(es) for Custodial Agency.