 Incidents

 AWARDS Implementation Requests Form

# Overview

As part of the AWARDS implementation process, agencies/continuums can make adjustments to the information collected during the entry and review of incident reports within the Incidents module. This document is intended to guide you through each of the available **Incidents** options, and to provide you a form with which to request them.

## Request Form Instructions

To request that the incidents functionality be customized in your AWARDS database, do the following:

1. Discuss the available options with your AWARDS implementation team and/or any other relevant staff.
2. Complete this request form, including the **Requestor Information** and the **Request Details** for each option.
3. Save the completed form to your PC.
4. Email the completed form to your Implementation Consultant or to requests@footholdtechnology.com.

Once your request form has been received, we will review it carefully and the requested options will be deployed to your AWARDS database. We may contact you prior to deployment if, after reviewing your requests, we have any questions or concerns about your selections.

## Available Incidents Options

To jump ahead to the information regarding a specific option, click it in the list below.

**Incidents Form**

[Option 1 – **Available / Required Fields and Options**](#_Option_1_–_1)
[Option 2 – **Record and Field / Option Labels**](#_Option_x_–_2)
[Option 3 – **Incident Types List**](#_Option_4_–)
[Option 4 – **Witness Categories List**](#_Option_5_–)

**Incidents Access**

[Option 5 – **Initial Report Access Override Permission**](#_Option_7_–)

**Incidents Index**

[Option 6 – **Location Search Field**](#_Option_6_–)

# Requestor Information

**Customer Name:** [enter customer / database name here]

**Requestor Name:**  [enter your name here]

# Option 1 – Incidents Form > Available / Required Fields and Options

**AWARDS Location:** Incidents > Initial Incident Report

**Enhancement Description:** This enhancement enables agencies to determine which fields and options are available on initial incident reports in AWARDS. In addition, it allows a subset of those fields and options to be set as required.

## Request Details

In this table click the **Display** checkbox for each field/option that should be included on initial incident report records in your AWARDS database. For each field/option you are choosing to display (or that is displayed by default), also click the corresponding **Required** checkbox (when available) if users should be prevented from saving the record until a value has been entered using that field/option. Each required field/option is displayed on the incident data entry page with a red asterisk (\*).

* ***Tip:*** *When making your selections, keep in mind that the labels on some fields/options are configurable, as noted with a green asterisk (* **\****). To specify labels other than the defaults, see* [*Option 2 – Record and Field / Option Labels*](#_Option_x_–_2)*.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Field / Option** | **Display** | **Make Required** | **Program Types** |
| **911 Responders –** Form section including multiple rows, each with a text fields for name, badge ID, time called, time arrived, service requested, and first aid provided, along with a category selection of “Fire,” “Police,” and “EMS.” | [ ]  | N/A | [enter program types list here] |
| **Apparent Causes, If Known \* –** Text box.  | [ ]  | N/A | [enter program types list here] |
| **Block –** Text field. | [ ]  | N/A | [enter program types list here] |
| **Boro –** Text field. | [ ]  | N/A | [enter program types list here] |
| **Building ID –** Text field. | [ ]  | N/A | [enter program types list here] |
| **City –** Text field. | [ ]  | N/A | [enter program types list here] |
| **House Number –** Text field. | [ ]  | N/A | [enter program types list here] |
| **Immediate Measures Taken Within 24 Hours \* –** Text box. | [ ]  | N/A | [enter program types list here] |
| **Incident Notifications –** Form section including text fields for persons notified, agency, date, and time. | [ ]  | [ ] (time only) | [enter program types list here] |
| **Incident Time –** HH:MM AM/PM field. | [ ]  | [ ]  | [enter program types list here] |
| **Incidents File Cabinet –** Allows files to be uploaded to incidents.  | [ ]  | N/A | [enter program types list here] |
| **Incident Report Filed By –** Text field. | [ ]  | N/A | All program types |
| **Internal ID \* –** Text field, the location of which can be specified – top of form, or bottom.  | [ ]  Top [ ]  Bottom | [ ]  | [enter program types list here] |
| **Lot –** Text field. | [ ]  | N/A | [enter program types list here] |
| **Field / Option** | **Display** | **Make Required** | **Program Types** |
| **Participants –** Form section including multiple rows, each with a selection list for clients (containing list of current clients in selected program), selection list for employees, and text field for others. | [ ]  | [ ]  | [enter program types list here] |
| **Results of Immediate Measures \* –** Text box.  | [ ]  | N/A | [enter program types list here] |
| **Severity –** Drop-down selection list with choices for “Critical,” “Sentinel,” and “Other.” This list cannot be modified. | [ ]  | [ ]  | [enter program types list here] |
| **State –** Text field. | [ ]  | N/A | [enter program types list here] |
| **This report was filed outside of [agency name] –** Check box. | [ ]  | N/A | All program types |
| **Witnesses –** Form section including multiple rows, each with a name text field, badge/ID/company text field, and category selection list. *(See also:* [*Option 4 – Witness Categories List*](#_Option_5_–) ) | [ ]  | N/A | [enter program types list here] |
| **Zip -** Text field. | [ ]  | N/A | [enter program types list here] |

(new-incident.w: cfg-extra-fields) | (new-incident.w: cfg-extra-required) | (new-incident.w: cfg-internalid-placement)
(incident.w: cfg-omit-external-notify-checkbox) | (incident.w cfg-extreporter)

# Option 2 – Incidents Form > Record and Field / Option Labels

**AWARDS Location:** Incidents > Initial Incident Report

**Enhancement Description:** This enhancement enables agencies to change the label of incident records themselves (using an alternative to the word “incident”) as well as to change the labels on the following fields and options within incident records: **Internal ID**, **Location**, **Apparent Causes, If Known**, **Immediate Measures Taken Within 24 Hours**, **Results of Immediate Measures**

## Request Details

All components of this enhancement can be set individually at the program type level. Keep in mind that you may have chosen not to display some of these items under [Option 1 – Available / Required Fields and Options](#_Option_1_–_1).

1. **Incident** - Record Label (replaces “Incident” in all labeling, including reports and data entry fields/options)

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Incident | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-incident-relabel)

1. **Internal ID** - Field Label (Only applicable when set to display using [Option 1](#_Option_1_–_1).)

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Internal ID | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-internalid-label)

1. **Location** – Field Label

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Location | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-location-label)

1. **Apparent Causes, If Known** – Text Box Label (Only applicable when set to display using [Option 1](#_Option_1_–_1).)

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Apparent Causes, If Known | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-apparent-causes-label)

1. **Immediate Measures Taken Within 24 Hours** – Text Box Label (Only applicable when set to display using [Option 1](#_Option_1_–_1).)

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Immediate Measures Taken Within 24 Hours | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-immediate-measures-label)

1. **Result of Immediate Measures** – Text Box Label (Only applicable when set to display using [Option 1](#_Option_1_–_1).)

|  |  |  |
| --- | --- | --- |
| **Setting** | **Label** | **Program Types** |
| [ ]  Use the **default** label | Result of Immediate Measures | [enter program types list here] |
| [ ]  Use a **custom** label | [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |
| [enter custom label here] | [enter program types list here] |

(new-incident.w: cfg-immediate-results-label)

# Option 3 – Incidents Form > Incident Types List

**AWARDS Location:** Incidents > Initial Incident Report

**Enhancement Description:** For each initial incident report created, a type can be specified using an optional **Incident Type** option. The selections available in the types list are configurable. You can choose to implement the default list, or your own custom lists for specific programs.

## Request Details

|  |  |  |
| --- | --- | --- |
| **Setting** | **List** | **Programs** |
| [ ]  Use the **default** list | Accidental InjuryAggravated AssaultAllegations of Abuse or NeglectAssaultChild AbuseEndangering the Safety of Another PersonFightFireHomicide AttemptMedication ErrorMissing ClientNeglectPhysical AbuseSexual AbusePsychological AbuseSelf-AbuseSevere Adverse Drug ReactionSexual AssaultSuicideSuicidal AttemptCrimeUnexpected DeathUnexplained InjuryUndetermined | [enter programs list here] |
| [ ]  Use a **custom** list  | [enter list contents here] | [enter programs list here] |
| [enter list contents here] | [enter programs list here] |
| [enter list contents here] | [enter programs list here] |
| [enter list contents here] | [enter programs list here] |
| [enter list contents here] | [enter programs list here] |

 (incident.w: cfg-inccodes) | (incident.w: cfg-incitypes) | (incident.w: cfg-master-inctype)

# Option 4 – Incidents Form > Witness Categories List

**AWARDS Location:** Incidents > Initial Incident Report

**Enhancement Description:** For each witness entered in the corresponding portion of the initial incident report form a **Category** can be selected for the purposes of identifying not only the witnesses’ name, but his or her type as well (as shown here). The selections available in the categories list is configurable. You can choose to implement the default list, or your own custom list.

## Request Details

|  |  |
| --- | --- |
| **Default List** | **Custom List** |
| [ ]  Use the **default** witness types list:ClientVisitorService CoordinatorHousing CoordinatorMedication CoordinatorProgram DirectorPeer SpecialistOperationsMHTCounselorReceptionistOther Staff | [ ]  Use this **custom** list:[enter list here] |

(incident.w: cfg-witness-base-list) | (incident.w: cfg-extended-witnesses)

# Option 5 – Incidents Access > Initial Report Access Override Permission

**AWARDS Location:** Incidents > Initial Incident Report

**Enhancement Description:** By default, only an incident report’s original author and program directors/deputy directors can edit that report. This enhancement enables agencies to expand the editing ability to other staff based on the job titles assigned to them in AWARDS.

* ***Tip:*** *Job titles are assigned under Human Resources >* [*Staff Information*](https://demodb.footholdtechnology.com/help/?10448) *> Work Role tab > Job Titles option.*

Specifically, any user with a job title on the agency-approved override list will be able to edit any initial incident report, regardless of the [standard incident rules](https://demodb.footholdtechnology.com/help/?10535). These users will also be able to view all initial incident report details and comments added by others within incident reports and the Incidents ReportBuilder.

Note that the override capability is limited as follows:

* Users must still have **chart access permission** to the program for which the incident was reported.
* Users to whom this override applies cannot add comments to an initial report, but can update the report itself.
* **Incident reviews** continue to be subject to regular incident permissions/rules, regardless of this override.
	+ ***Note:*** *For more information on incidents workflow, including access rules for initial incident reports and incident reviews, please refer to* [*Online Help*](https://demodb.footholdtechnology.com/help/?10100)*.*

## Request Details

This enhancement is set at the program type level. In each row, please specify an authorized job titles list for one or more program types. Job titles entered here must exactly match those in the AWARDS list available under Human Resources > Staff Information > Work Role tab > Job Title list.

|  |  |  |
| --- | --- | --- |
| **Setting** | **Job Titles** | **Program Types** |
| [ ]  **NO**, we do not want **expanded access**. |
| [ ]  **YES**, turn on **expanded access** for: | [enter job titles here] | [enter program types list here] |
| [enter job titles here] | [enter program types list here] |
| [enter job titles here] | [enter program types list here] |
| [enter job titles here] | [enter program types list here] |
| [enter job titles here] | [enter program types list here] |

(new-incident.w: cfg-permissions-override)

# Option 6 – Incidents Index > Location Search Field

**AWARDS Location:** Incidents > Index Page

**Enhancement Description:** This enhancement adds a **Location** search feature to the incidents index page shown when a user accesses the Incidents module in data entry mode (as shown here).



When the search feature is enabled, a user can begin to type the location of the incident they are looking for in this field, and the list of open incidents will automatically be filtered down to display only those with matching values in the “Location” column of the index table.

## Request Details

|  |
| --- |
| **Setting** |
| [ ]  **NO**, we do not want the **Location search** enabled. | [ ]  **YES**, we want the **Location search** enabled. |

(new-incident.w: cfg-incidents-search)