Incidents
AWARDS INSTRUCTION SHEET

The AWARDS Incidents module is used to complete a multi-step process for entering and reviewing incident records. It is also used to view incidents in report mode, as well as to view aggregate incident reports.

REQUIRED PERMISSIONS

Permissions required to access and use the Incidents functionality are:

- Chart Access – You must have chart access to the program for which an incident is being recorded or viewed.

- Data Entry / Access – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Incidents Button" data entry/access permissions. In addition, if you are a member of the incident review committee and will be required to complete incident reviews, you must have the "Incident Review Data Entry" permission.

ABOUT THIS DOCUMENT

This document is intended to guide you through common incident data entry and report viewing tasks. Specific topics covered are:

THE INCIDENT REPORTING PROCESS

In AWARDS, incident reporting is a multi-step process in which two separate data entry forms are completed:

- **Initial Report –** The initial report is designed for the purposes of recording basic incident information, and is meant for use by general staff.

- **Incident Review –** The incident review (or follow-up report) is designed to be used by the incident review committee, and includes areas for recording assessments/findings of action and review committee comments, questions, and recommendations.

Typically, the steps in the incident reporting process as they relate to the completion of these forms will include the following:

▪ **Step 1: Entering an initial incident report –** During the first step in the incident report process a staff member begins an incident report by filling out an initial report. Anyone with program chart access who sees the Incident button on their *AWARDS Opening Menu* page can create an initial incident report for their program.

   For detailed instructions on completing step 1, see "Entering an Initial Incident Report" on page 3.

▪ **Step 2: Reviewing / commenting on an initial incident report –** Once an initial incident report is created, it can be viewed in its entirety by the person who originally entered it, users with the "incident review data entry" permission, and individuals designated as the program director or deputy director(s) under System Setup. Of those individual users, only the person who entered the initial incident report and the program director/deputies can edit it. Other users, whose view of the incident is limited if they don't have the "incident review data entry" permission, can add comments to the initial report describing their version of the incident in a comments text box.

   For detailed instructions on completing step 2, see "Updating an Initial Incident Report" on page 4.

▪ **Step 3: Locking / filing an initial incident report –** Once the initial incident report has been completed, it is filed for administrative review, thereby locking it from further changes. (This step in the process can only be completed by the user who originally created the report, or by the program's director or deputies.) Once locked/filed, the second of the two incident data entry forms – the incident review – becomes available to the incident review committee (users with the "incident review data entry" permission).

   For detailed instructions on completing step 2, see "Updating an Initial Incident Report" on page 4.

▪ **Step 4: Completing an incident review –** On the incident review form, the incident review committee makes recommendations regarding the incident and sets follow-up actions.

   For detailed instructions on completing step 4, see "Completing an Incident Review" on page 6.

▪ **Step 5: Closing the incident –** When the incident review is finished, it is closed by a user with the "incident review data entry" permission, thereby ending the incident reporting and review process. Once the incident is closed, no further changes can be made to it.

   For detailed instructions on completing step 4, see "Completing an Incident Review" on page 6.

INCIDENT REPORTING RULES

The following rules (which can also be viewed by clicking the Incident Rules link from within the Incidents module) govern who can do what in regard to incident reports and their component forms.

These rules assume chart access to the program for which the incident is being (or was) reported. In addition, please note that users may fall into one or more of the "Who" categories; for example, a program director is likely to also have the "incident review data entry" permission.

▼ WHAT | WHO ►	PROGRAM DIRECTOR / DEPUTY DIRECTOR(S) [1]	USERS WITH "INCIDENT REVIEW DATA ENTRY" PERMISSION	USER WHO ORIGINALLY ENTERED THE INITIAL REPORT	OTHER USERS
View the Initial Report	YES	YES	YES	NO (only some pieces) [2]

▼ WHAT	WHO ▶	PROGRAM DIRECTOR / DEPUTY DIRECTOR(S) [1]	USERS WITH "INCIDENT REVIEW DATA ENTRY" PERMISSION	USER WHO ORIGINALLY ENTERED THE INITIAL REPORT	OTHER USERS
Edit the Initial Report	YES (prior to filing)	NO	YES (prior to filing)	NO
Add a Comment to the Initial Report	NO	YES (prior to filing)	NO	YES (prior to filing)
View Comments Added to the Initial Report by Others	YES	YES	NO	NO (except for their own)
View the Incident Review	NO	YES	NO	NO
Edit the Incident Review	NO	YES (prior to closure)	NO	NO

[1] Program director and deputy directors are configured using the System Setup module, Agency Program Information, Configure Administration feature.

[2] "Other Users" – those who do not fall into any of the other categories in this table – can see a very abbreviated version of incidents entered by other staff. That view is limited to the ID, date, participants, and location. The description and other details are not displayed.

ENTERING AN INITIAL INCIDENT REPORT

Initial incident reports comprise the first of two forms that need to be completed when recording and following-up on an incident. They are designed for the purposes of recording basic incident information, and are meant for use by general staff.

To enter a new initial incident report, please complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Incidents**. The *Incidents Reporting* page is displayed.

2. Click the **Program** drop-down arrow and select the program for which the initial incident report is to be entered.

3. Click the **Database** drop-down arrow and select "Data Entry."

4. Click **CONTINUE**. The *Open Incident Reports* page is displayed.

5. If the new incident record should include a FormBuilder form, click the **Include** drop-down arrow in the "Create New Report" row, and select that form. This selection will only display when forms created in the FormBuilder have been set to display in incident reports for the selected program.

6. Click **Create New Report**. The *Incident Draft Form* page is displayed.

7. Configure the fields and options on this page as necessary. For more information on each field/option, see AWARDS Online Help.

8. Click **CONTINUE**. The initial report is saved and a read-only report version of the information is displayed on the *Incident Draft Form* page.

9. At this time, any of the following tasks may be completed:

    ▪ **Printing the Initial Report –** Click **Printable Form**. A printable version of the initial report is displayed and the browser's print options may be used to print it.

    ▪ **Updating the Initial Report –** Click **DATA ENTRY** at the bottom of the page. The *Incident Draft Form* page is displayed.

      For instructions on making updates to the initial incident report at a later time, see "Updating an Initial Incident Report" on page 4.

    ▪ **Locking / Filing the Initial Report –** Click **DATA ENTRY**. The *Incident Draft Form* page is displayed. If no more information needs to be added to this report, click **LOCK/FILE REPORT**. The initial report is locked from further changes and is filed for review by members of the incident review committee. A read-only report version of the initial report is also displayed.

      For instructions on locking/filing the initial incident report at a later time, see "Updating an Initial Incident Report" on page 4.

The process of entering an initial incident report is now complete.

UPDATING AN INITIAL INCIDENT REPORT

Updating an existing initial report can include any of the following tasks, each governed by the incident reporting rules reviewed earlier in this document:

▪ **Editing Report Information –** Initial reports can be edited by the users who originally entered them, and/or by the program director/deputy of the program for which the report was entered. Edits cannot be made after the initial report has been locked and filed.

▪ **Adding Comments to the Report –** Comments can be added to the initial report by any user, with the exception of the program director and deputies of the program for which the report was entered, and the user who originally entered the initial report. These users can only add comments if they have the "incident review data entry" permission.

▪ **Locking and Filing the Report –** Locking and filing can be done by the user who originally entered the initial report and/or by the program director/deputy of the program for which the report was entered. It must take place before the incident review committee will be able to access and work with the corresponding incident review form. Once an initial report is locked and filed, changes can no longer be made to it.

To update an existing initial report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Incidents**. The *Incidents Reporting* page is displayed.

2. Click the **Program** drop-down arrow and select the program for which the initial incident report is to be updated.

3. Click the **Database** drop-down arrow and select "Data Entry."

    Click **CONTINUE**. The *Open Incident Reports* page is displayed. This page contains a list of open incidents that you may view, edit, or add comments to.

4. Each incident record can have a FormBuilder form included with it. If the incident to be updated does not yet have an included form and you would like to include one now, click the corresponding **Include** drop-down arrow, and select the correct form.

    This selection will only display when forms created in the FormBuilder have been set to display in incident reports for the selected program. Additionally, if a form has already been included in the incident report and data has been saved with that form, the Include drop-down is not available. Instead, the name of the associated form displays as read-only.

5. Click the link for the initial incident report to be updated. The *Incident Draft Form* page is displayed.

6. At this time, complete any of the following tasks:

    ▪ **Edit Report Information –** Make changes or additions to the information on the initial report as necessary, and then continue with step 8. For more information on the fields/options on this page, see AWARDS Online Help.

      Editing report information is limited to the user who originally entered the initial report, and to the director/deputy of the program.

    ▪ **Add Comments to the Report –** If the Add Comments text box is not immediately visible on the page, click **Add Comments**. The *Incident Draft Form* page is refreshed to display an "Add Comment" text box. Type comments in this text box as necessary, and then click **CONTINUE**. The comments are saved and the *Open Incident Reports* page is re-displayed.

      Adding comments to the report is limited to users with "incident review data entry" permission and other users at the site who are neither the user who originally entered the report, nor the director/deputy.

    ▪ **Lock / File the Report –** Click **LOCK/FILE REPORT**. The initial report is locked from further changes and is filed for review by members of the incident review committee. A read-only report version of the initial report is also displayed.

      Locking/filing the report is limited to the user who originally entered the initial report, and to the director/deputy.

7. Click **CONTINUE**. The initial report is saved and a read-only report version of the information is displayed on the *Incident Draft Form* page.

8. At this time, the following tasks may be completed:

    ▪ **Printing the Initial Report –** Click **Printable Form**. A printable version of the initial report is displayed and the browser's print options may be used to print it.

    ▪ **Updating the Initial Report (if not already locked) –** Click **DATA ENTRY.** The *Incident Draft Form* page is displayed. Repeat steps 7 through 9 as necessary.

    ▪ **Locking / Filing the Initial Report (if not already locked) –** Click **DATA ENTRY.** The *Incident Draft Form* page is displayed. Click **LOCK/FILE REPORT**. The initial report is locked from further changes and is filed for review by members of the incident review committee. A read-only report version of the initial report is also displayed.

The process of updating an initial report is now complete.

COMPLETING AN INCIDENT REVIEW

Incident reviews comprise the second of two forms that need to be completed when recording and following-up on an incident. They are designed to be used by the incident review committee, and include areas for recording assessments/findings for action, and review committee comments, questions, and recommendations.

To make changes or additions to the information in an incident review form, or to close the incident to further changes and end the review process, complete the following steps:

Before an incident review form can be worked with, the initial incident report must first be locked/filed. For more information on doing so, see "Updating an Initial Incident Report" on page 4.

1. From the *AWARDS Opening Menu* page, click **Incidents**. The *Incidents Reporting* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the incident for which the review is to be completed.

3. Click the **Database** drop-down arrow and select "Data Entry."

4. Click **CONTINUE**. The *Open Incident Reports* page is displayed. This page contains a list of open incidents that you may view, edit, or add comments to.

    All incidents on this page will not necessarily have been locked and filed, and therefore may be unavailable for review at this time.

5. Click the link of the incident for which the review is to be worked on. The *Incident Report Form* page is displayed.

6. Click **Incident Review Form**. The *Incident Follow-Up Review Form* page is displayed.

7. At this time, either of the following tasks may be completed:

    ▪ **Updating the Review Form –** Make changes or additions to the information on this page as necessary. For more information on the page's various fields/options, see AWARDS Online Help.

    ▪ **Closing the Incident –** To close the incident so that no further changes can be made to it, enter a date in the **Review Close Date** field.

8. Click **UPDATE**. The incident review is saved and a read-only report version of the information is displayed on the *Incident Report Form* page.

9. At this time, either of the following tasks may be completed:

    ▪ **Printing the Incident Report –** Click **Printable Form**. A printable version of the incident report (including the initial and follow-up information) is displayed and the browser's print options may be used to print it.

    ▪ **Updating the Review Form –** Make changes or additions to the information on this page as necessary.

    If the incident was closed (by entering a closure date in step 7), the review form cannot be updated.

The process of updating an incident review is now complete.

VIEWING INCIDENT REPORTS

AWARDS provides users with a variety of incident reports designed to meet the most basic or detailed reporting needs:

- Viewing a Basic Incidents Report – Page **7**
  The "Basic" incidents report contains a sortable list of incident identifiers including: participants, date and ID, type, location, and a few other key pieces of information.

- Using the Incidents ReportBuilder – Page **8**
  The Incidents ReportBuilder is used to generate customized reports of demographics for incident participants, initial incident report details, and incident review information.

In both cases, report contents are limited based on a user's access within the system and set incident reporting rules (discussed on page 2).

VIEWING A BASIC INCIDENTS REPORT

To view a sortable read-only report that includes basic incident details, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Incidents**. The *Incidents Reporting* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the incident for which the report is to be viewed.

3. Click the **Database** drop-down arrow and select "Reports."

4. Click **CONTINUE**. The *Incident Report Setting* page is displayed. ──────▶

5. Click the **Consumer** drop-down arrow and select a consumer. Report selection will then be limited to those reports that include the selected consumer as a participant.

6. By default, only those incidents that took place within the last year are available for viewing. If necessary, make changes to that default date range by adjusting the values in the **From** and **To** fields as necessary (using mm/dd/yyyy format).

7. If report selection is to include those reports for incidents in which non-consumers were participants, click the **Include Non-Consumers** check box.

8. Click **CONTINUE**. The *Incident Reports* page is displayed.

   If you have the "incident review data entry" permission you can view an aggregate report of filed incidents at this time instead of the full incident report. To do so, click **Aggregate Report of Filed Incidents** *instead of* CONTINUE.

   This page contains a list of those incident reports meeting the report settings entered on the previous page, and the following information is provided for each incident listed: consumer, incident date and ID, reporter, date reported, type of incident, and location.

Locked/filed incidents are only included in the incidents report for users with the "Incident Review Data Entry" permission. All other users see open (unlocked) incident records only.

Click the heading of any report column to sort the report contents by that variable. To limit which columns are displayed, click the column display icon in the upper left-hand corner of the report and pick and choose which columns of information should be included.

9. To view the report for a specific incident, click any of the links for that incident. The selected report is then displayed and contains the Initial Incident Report Form, as well as the Incident Follow-Up (Review) when applicable.

The process of viewing a basic incidents report is now complete.

USING THE INCIDENTS REPORTBUILDER

To generate and save an Incidents ReportBuilder report that can be re-run in the future, to generate a single-use report, or to use and/or update an existing report format to generate a report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Incidents**. The *Incidents Reporting* page is displayed.

2. Click the **Database** drop-down and select "Reports."

3. Click **CONTINUE**. The *Incident Report Setting Page* is displayed.

4. Click **Incidents ReportBuilder**. The *Incidents ReportBuilder Settings* page is displayed.

5. Click the **Program** drop-down arrow and select the individual program for which the report is to be run, or select a group of programs using one of the available "All" selections.

6. Report contents are limited to records for incidents that took place at some point during the date range specified using the **Incidents Date Range** fields on this page. By default, the Incidents Date Range is set for the last month. If necessary, make changes to that default date range by using the available **From** and **To** fields/date pickers.

In the event that you are creating a new report that will be saved, or if you will be using an existing report format that was saved previously, please be aware the date range set here is not saved with reports. You must specify one each time the report is run.

Incidents ReportBuilder Settings

Program:
Sample Program

Incidents Date Range:

From:	To:
12/03/2012	01/03/2013

Display One Row Per:
◉ Incident ○ Participant

☐ Provide ExportBuilder Options
☐ Send in AWARDS Message

Select a saved report format:
Leave blank to generate a report without a previously saved report format
No saved reports

[CONTINUE] [Jump Back] [Opening Menu] [Help Menu] [Log Out]

7. Because incidents often include more than one participant, there is flexibility in how many times a given incident record is displayed on the report. Specifically, click one of the **Display One Row Per** radio buttons to indicate whether there should be a separate row for each incident, or each participant.

- **Incident –** When this option is selected each incident is listed only once in the report, regardless of how many participants there were for those incidents. Participant detail in the incident records will be grouped by type; specifically, there will be one field for client participants, one for employee participants, and one for other participants. Within each of those fields the participant names will be separated by commas.

- **Participant –** When this option is selected each incident is listed once for each employee and client participant, and once for "Other" participants (when applicable). Use of this option will allow for inclusion of demographic data in the report for each individual employee or client participant (see step 10).

"Incident" is selected by default.

8. Leave the **Provide ExportBuilder Options** check box *unchecked*. It is NOT relevant to report generation.

   This option is used to provide access to an ExportBuilder corresponding to the ReportBuilder with which you are working. AWARDS ExportBuilders – which are designed for use by individuals who are familiar with export files and formats, their design, and setup – harness the power of ReportBuilder functionality and take it a step further to meet a variety of outside reporting needs. With ExportBuilders, users can create customized data reports as they would with the ReportBuilder itself, and from those reports generate export files of a number of different types – CSV, TXT, XLS, or XML. Exported files can be saved to your computer, then uploaded into other data collection systems and/or worked with in other applications as needed. Additionally, as can be done with ReportBuilders, ExportBuilder formats can be saved and shared for future use.

   The instructions provided in this document detail use of the Incidents ReportBuilder only, not the corresponding ExportBuilder. For more information on using ExportBuilders, please refer to AWARDS Online Help and/or the ExportBuilder Basics *instruction sheet.*

9. If you would like the report to be sent to your AWARDS Messages module upon its completion, click the **Send in AWARDS Message** check box. When this option is selected you need not wait for the report to generate, and can navigate away from the ReportBuilder after finishing the configuration process (in step 11 or 20). Once the report is ready for viewing, it is sent to you in the body of a message accessed via your Messages module. Report messages received in this way also include a Zip file attachment containing an Excel spreadsheet copy of the report data.

   Using this option the report you generate can be retained in the Messages module for reference at a later time, and the report content can easily be distributed to other users via message forwarding. Additionally, this option can be a time-saver when working with reports containing large amounts of data that might otherwise take a while to display in AWARDS.

10. Use the **Select a saved report format** drop-down options at the bottom of the page to specify whether you will be generating the report from scratch or using a previously saved format. Available choices are to:

- **Use a previously saved report format –** To generate the report using a previously created and saved format, select that format from this drop-down. When using this method, you can immediately generate the report without changing any settings. Alternately, you can first review and modify the settings of the format by checking off the available **Provide option to modify settings of saved report format** check box.

   Saved report formats are associated with a specific "Row Per" selection. As a result, you will only be able to choose from those that have the same option as you chose in step 7.

- **Start from scratch, without using a previously saved report format –** To create your own report format for single-time use or for saving and later re-use, leave the saved report format drop-down *blank*.

11. Click **CONTINUE**.

If you are using an existing report format and have NOT chosen to view/modify the settings of that format, you are now taken directly to the report page. Continue with step **21**.

*If you chose to send the report to yourself via the Messages module (in step 9), a notice is first displayed on the page to let you know that report generation is in process and that the report will be sent to your Messages module upon completion. You can then navigate away from the page, or wait for the report to complete and then proceed with step **21**.*

In all other instances, the *Options* page is displayed.

Continue with step **12**.

12. The *Options* page contains a list of variables grouped by type, and may include sections for "Participant Demographics," "Incident Details," and "Incident Review Details." Which variables you have available to you is

based on incident reporting rules (for example, access to incident review detail is limited), and on whether you chose to display incident records by participant or incident (for example, if incident was chosen in step 7, participant demographics are not available for selection).

In some instances a FormBuilder form may be located on an incident report as set using the FormBuilder Configuration component of the Outcomes module's FormBuilder functionality. Fields from that form are included as variable selections on this page if the "Include in Related Reports" check box is selected for those fields in the form's setup. For more information, please refer to the FormBuilder instruction sheet or AWARDS Online Help.

Click the check box next to each variable to be included in the report, and/or use the available **Check All** options as needed.

Please be aware that if participant demographics are included in the report, those fields will only contain values for staff and clients (based on Human Resources and client records, respectively), and will be blank for "Other" participants. Additionally, unless you have one of the HR Data permissions, participant demographics for employees will be blank on the report even if selected here.

13. Click **CONTINUE**. The *Report Options – Continued* page is displayed.

14. Configure or make changes to the options in the "Filter Options" portion of the page as necessary to adjust the scope of the report contents. Set the "Show Individual Detail" and/or "Summary Tables" options to adjust the way in which the contents are displayed.

Individual detail report options and/or summary table selections must be set before the report can be generated. For more information on using the various report options, please refer to the ReportBuilder Basics instruction sheet, or AWARDS Online Help.

15. To save the settings made on this and the previous pages so that the report can easily be re-generated in the future, click **SAVE REPORT FORMAT**. The *Save Report Format* dialog box is displayed.

*If it is not necessary to save the report format and you only want to generate the report itself, skip to step **20**.*

16. When saving a new report, in the **Report Format Title** field, type the name of the format.

We recommend that the title used be indicative of the report contents so that it is easily identifiable when selecting the format for the purposes of running the report in the future.

When working with a previously saved format, the title defaults to the name of the selected report format. To save the modified report format as a new format and to leave the original format unchanged, enter a new title in this field. If the default title is not changed, the modifications being saved will be applied to the original format.

Please keep in mind that only the user who originally saved a format and individuals who can save formats for all users can modify that format. Others can save modified report formats under a new name, but cannot apply the modifications to the original format.

17. Click one of the available **Save Report Format for** radio buttons to determine whom the report should be accessible by. Available options are:

   ▪ **Yourself –** When selected, only the user saving the report format has the ability to use or modify that format.

   ▪ **All Staff –** When selected, all staff in the program(s) selected in step 5 have the ability to view the report; however, only you and other individuals with the ability to save reports for all staff will be able to modify or delete that format.

   In a single-agency AWARDS database, only members of the "System Administrator" and "Executive Officer" user groups have the ability to save report formats to be used by others. In a multi-agency/HMIS AWARDS database, the option to save reports for other users is available to the "System Administrator," "CoC Executive Officer," "CoC Executive Support Staff," and "Agency Executive Officer" user groups. People who are not members of the specified user groups can only save report formats for themselves.

18. Click one of the available **Allow Report Format for** radio buttons to determine which programs this report format can be used for. Available options are:

   ▪ **This Program –** When selected, the report format being saved is available for use by only the program chosen in step 5.

   ▪ **All Programs –** When selected, the report format being saved is available for use by all programs, regardless of which program was chosen in step 5.

   The Allow Report Format for options are only available when a single program was selected in step 5; otherwise the format is saved for all programs by default.

19. Click **Save Report Format**. The report format is saved and the *Report Options – Continued* page is re-displayed.

20. Click **DISPLAY REPORT**. The report is generated and displayed on the *Incidents ReportBuilder* page.

   *If you chose to send the report to yourself via the Messages module (in step 9), a notice is first displayed on the page to let you know that report generation is in process and that the report will be sent to your Messages module upon completion. You can then navigate away from the page, or wait for the report to complete and then proceed with step **21**.*

21. At this time, individual detail and/or summary table content can be hidden or sorted as needed. The report can also be printed or exported to Microsoft Excel. For more information on working with ReportBuilder report contents, please refer to the ReportBuilder Basics instruction sheet, or AWARDS Online Help.

   To view a read-only version of the complete incident record from which a specific row of report data was pulled, click the preview icon to the right of the row in question. *The incident opens in a secondary*

window. Be sure to close that window when viewing is complete.

The process of generating an Incidents ReportBuilder report is now complete.

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions regarding the Incidents module can be a useful reference when you have your own questions about its functionality.

HOW DO I DELETE A FORM THAT HAS BEEN INCLUDED IN AN INCIDENT RECORD?

To delete a form included in an incident record, you must access the relevant record from data entry mode and click the red "x" icon next to the read-only name of the included form. Once an included form has been removed, you can then include a different form if needed, or re-include the same form if you'd like to start it from scratch.

The "Delete FormBuilder Form" permission is not required to complete this process as it is when deleting forms from some other AWARDS locations.

Form deletions are recorded in the audit trail, located under System Setup > Login Maintenance > Audit Trail.

HOW DO I DELETE AN INCIDENT?

Incidents can only be deleted by users with the "Delete Incident Reports" exception override permission (assigned using System Setup > Permissions Maintenance). To allow them to do so, a "Delete Incident" button is provided at the bottom of the incident page in data entry mode (whether or not the incident in question has been locked). To proceed with a deletion, click **Delete Incident**. When prompted, click **OK** to confirm the deletion. Both the initial incident report and review/follow-up (if applicable) are deleted and cannot be restored. The deletion is recorded in the Audit Trail.

IMPORTANT! Due to the nature of incident reports, Foothold Technology STRONGLY encourages agencies to limit the assignment of the "Delete Incident Reports" permission to a select one or two employees. When assigned, the permission should be used with caution and discretion.

HOW DO I TELL IF AN INCIDENT HAS BEEN LOCKED/FILED?

In report mode locked incidents will have the word "Filed" and a filing date beneath the "First Reported" date. Additionally, once an initial incident report is locked/filed, it is no longer available for updates in data entry mode, and the incident review form can be completed for it by users with the "incident review data entry" permission.

HOW DO I UNLOCK/UNFILE AN INCIDENT?

Locked/filed incident reports can only be unlocked by users with the "Unlock Incident Reports" exception override permission (assigned using System Setup > Permissions Maintenance). To allow them to do so, an "Unlock" link is listed next to any locked/filed incidents in the Incidents module indexes. To proceed with unlocking, click the link for the incident in question. When prompted, click **OK** to acknowledge that the unlocking is complete. The incidents index page is then re-displayed, and the incident in question will no longer display as locked. The unlocking itself is recorded in the Audit Trail.

IMPORTANT! *Due to the nature of incident reports, Foothold Technology STRONGLY encourages agencies to limit the assignment of the "Unlock Incident Reports" permission to a select one or two employees. When assigned, the permission should be used with caution and discretion.*

WHICH EMPLOYEES ARE INCLUDED IN THE EMPLOYEE PARTICIPANTS LIST DURING INITIAL INCIDENT REPORT DATA ENTRY?

Any worker who has a Staff Information record entered for him/her under Human Resources is included in the employee drop-down list under participants. Workers need not have a login to be included in the list.

After a staff member has been terminated, he/she is included in the drop-down for 180 days after the termination date.

WHO ARE INCIDENT REVIEW DATA ENTRY NOTIFICATION MESSAGES SENT TO?

When a new initial incident report is entered, the incident review data entry notification is sent to:

- The program director and deputies at the program for which the incident was entered

- Users with the "incident review data entry" permission who have chart access to the program for which the incident was entered

When an existing incident is updated prior to being locked/filed, the notification is sent to:

- The program director and deputies at the program for which the incident was entered

When an incident is locked/filed for review, the notification is sent to:

- The program director and deputies at the program for which the incident was entered

- Users with the "incident review data entry" permission who have chart access to the program for which the incident was entered

WHO CAN ADD COMMENTS TO AN INCIDENT?

Comments can be added to an open initial incident report by any user who has chart access to the program for which the incident was recorded. Exceptions are the program director/deputies and the user who entered the incident report. Those users can make edits directly to the incident content itself and cannot add comments. For more information on who can do what with incidents, see the "Incident Reporting Rules" on page 2.

WHO CAN EDIT AN INCIDENT THAT HAS NOT YET BEEN LOCKED/FILED?

Incidents can be edited by the users who originally wrote them, as well as by the program director/deputies of the program in which they were written. Other users can only add comments to those incidents. For more information on who can do what with incidents, see the "Incident Reporting Rules" on page 2.

WHO CAN LOCK/FILE AN INCIDENT?

Incidents can be locked by the users who originally wrote them, as well as by the program director/deputies of the program in which they were written. For more information on who can do what with incidents, see the "Incident Reporting Rules" on page 2.

WHO CAN VIEW DATA IN FORMS INCLUDED WITH AN INCIDENT REPORT?

Anyone with access to the incident record can see data in included FormBuilder forms until the incident is locked/filed. After locking/filing, form data is limited to viewing by users with the "Incident Review Data Entry" permission, program directors, and the original incident writer.

WHY AM I ONLY ABLE TO OPEN INITIAL INCIDENT REPORTS WITH DATES IN THE LAST YEAR?

Initial incident reports are automatically closed from further data entry after a year, effectively locking them without the user doing so manually.

WHY CAN I ONLY SEE THE FULL CONTENT OF SOME INCIDENT RECORDS AND NOT OTHERS?

Once an initial incident report is created, it can be viewed in its entirety by:

- The person who originally entered it

- Users with the "incident review data entry" permission

- Individuals designated as the program director or deputy director(s) under System Setup

Of those individual users, only the person who originally entered the initial incident report and the program director/deputies can edit it. Other users whose view of the incident is limited if they don't have the "incident review data entry" permission, can add comments to the initial report describing their version of the incident in a comments text box.

For more information on who can do what with incidents, see the "Incident Reporting Rules" on page 2.

WHY CAN'T PROGRAM DIRECTORS/DEPUTIES ADD COMMENTS TO AN INITIAL INCIDENT REPORT AS OTHER USERS CAN?

Program directors and deputy directors are not presented with the Add Comments text box on initial incident reports as they have the ability to view and edit those reports in their entirety. As a result, it is expected that they will add further comments into the incident descriptions themselves, rather than into comments.

WHY IS A FORM I COMPLETED AS PART OF AN INCIDENT NOT SHOWING UP IN ASSESSMENT REPORTS?

When a consumer is not included as a participant in an incident, any form associated with that incident is not available on assessment reports where one would otherwise expect to see it.

WHY IS SOME INCIDENTS REPORTBUILDER DATA SHOWN AS "VIEWING RESTRICTED"?

Which pieces of ReportBuilder data you can view is based on incident reporting rules. For more information on who can view which portions of individual incident records, see the "Incident Reporting Rules" on page 2.

WHY IS THE INCIDENTS REPORT MISSING SEVERAL INCIDENTS WITH DATES IN THE REPORT DATE RANGE?

If an incident report has been "locked/filed," it will not be included in the incident report unless the user has the "incident review data entry" permission. This permission is intended for users who comprise an incident review committee, and it is assumed that only they should see the sensitive information that may be included in locked/filed reports.

WHY IS THERE AN INCIDENT I CAN SEE IN DATA ENTRY MODE BUT NOT REPORT MODE?

Incidents are not included in the report if no consumers were involved and the "Include Non-Consumers" report setting was not checked. When running the report, be sure to check the "Include Non-Consumers" check box if all incidents should be included.