



Resource Queues – View Active Incidents List – Public CPA Worker Job Aid



User

- Public Child Placement Agency Worker.

Process

These Job Aid tables describe the actions needed to view the Active Incidents List.

Introduction

- Columns in the table can be sorted or filtered using the icons to the left of each column heading.
- Selecting the *Incident ID* will open the Incident Detail page in a new application tab.
- To add an Incident, access the Provider from an open provider queue or provider search and add the Incident from the Provider Details page.

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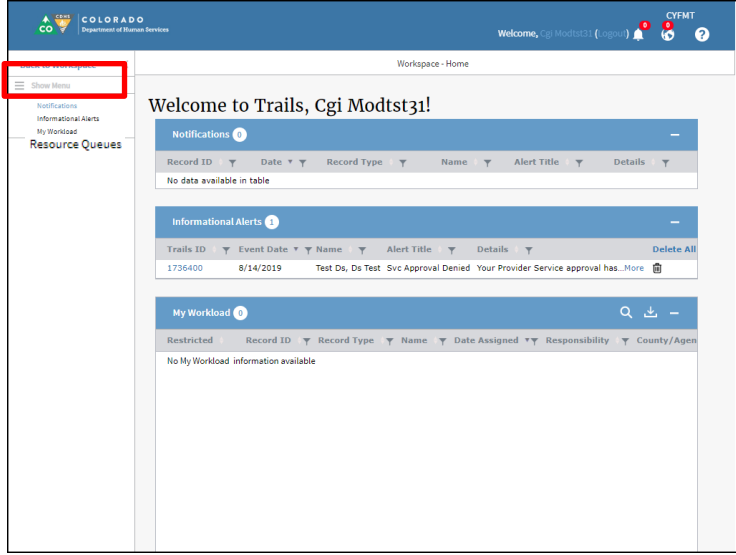
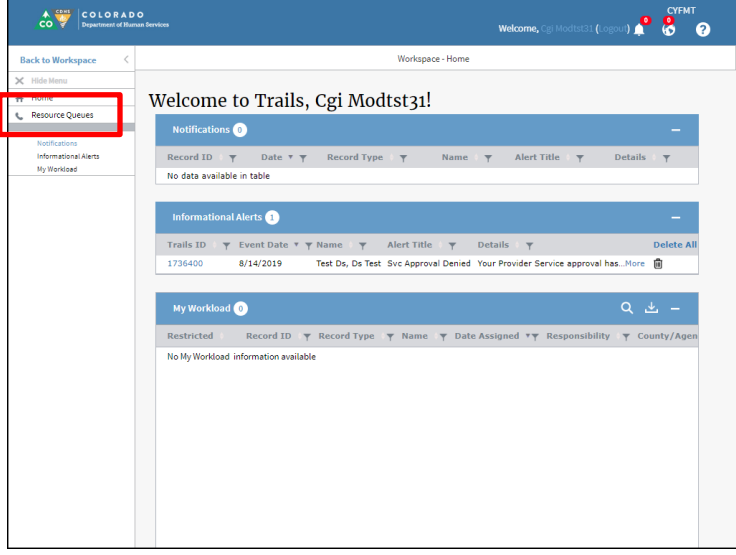


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Access and View the Active Incidents List

- Default sort is by **Discovered Date** with the most recent at the top.

Steps/Output	Screenshot
<p>In the <i>Left Navigation</i> panel.</p> <p>1. Click Show Menu.</p> <p>This expands the <i>Left Navigation</i> panel.</p> <p>Note: The menu items displayed in the <i>Left Navigation</i> panel are dependent upon your security profile.</p>	 <p>The screenshot shows the application's home page. On the left side, there is a navigation panel with a 'Show Menu' button highlighted by a red box. The main content area displays a welcome message and three sections: Notifications, Informational Alerts, and My Workload. The Informational Alerts section contains a table with one entry: Trails ID 1736400, Event Date 8/14/2019, Name Test Ds, Ds Test, Alert Title Svc Approval Denied, and Details Your Provider Service approval has... More.</p>
<p>2. Click Resource Queues.</p> <p>This expands the Resource Queues list.</p>	 <p>The screenshot shows the application's home page with the 'Resource Queues' menu item in the left navigation panel highlighted by a red box. The rest of the interface is identical to the previous screenshot.</p>



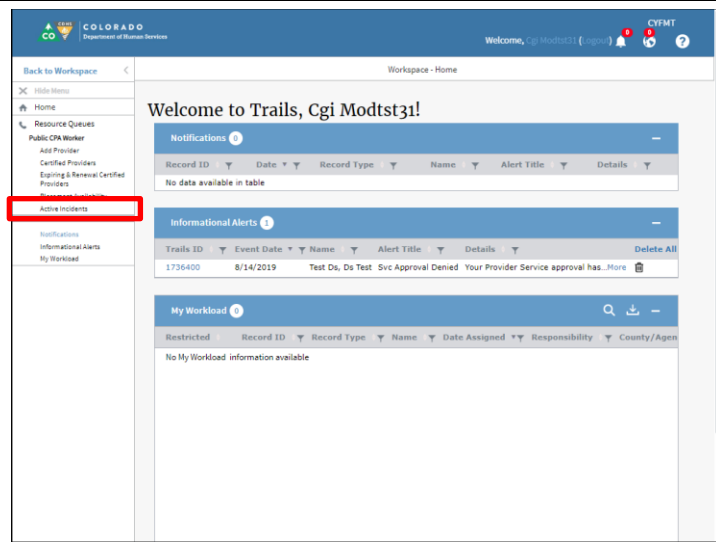
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Under *Public CPA Worker* in the **Resource Queues:**

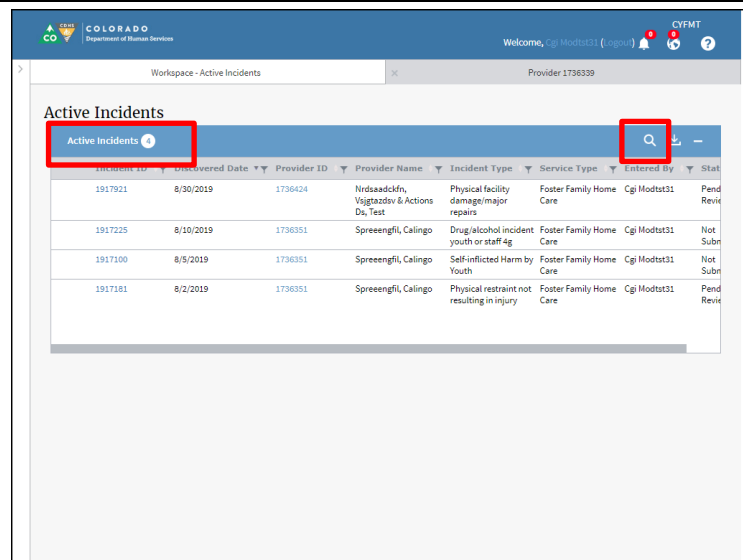
3. Click the **Active Incidents** menu item.

This opens the *Active Incidents* page.



In the *Active Incident* page:

4. A **Tally** of the total number of Active Incidents displays.
5. Click the **Search** icon to search for a specific Incident.





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- Click the **Download** icon to download the list to your computer as a CSV file.

The screenshot shows the 'Active Incidents' table in a web application. The table has columns for Incident ID, Discovered Date, Provider ID, Provider Name, Incident Type, Service Type, Entered By, and Status. A red box highlights the download icon in the top right corner of the table header.

Incident ID	Discovered Date	Provider ID	Provider Name	Incident Type	Service Type	Entered By	Status
1917921	8/30/2019	1736424	Nrdsaadckfn, Vsjgtazdsv & Actions Ds, Test	Physical facility damage/major repairs	Foster Family Home Care	Cgi Modtst31	Pend Revis
1917225	8/10/2019	1736351	Spreengfl, Calingo	Drug/alcohol incident youth or staff ag	Foster Family Home Care	Cgi Modtst31	Not Subm
1917100	8/5/2019	1736351	Spreengfl, Calingo	Self-inflicted Harm by Youth	Foster Family Home Care	Cgi Modtst31	Not Subm
1917181	8/2/2019	1736351	Spreengfl, Calingo	Physical restraint not resulting in injury	Foster Family Home Care	Cgi Modtst31	Pend Revis

Navigating within the *Active Incidents* table.

- Use the **Scroll bars** at the right and bottom of the page to view additional Incidents and columns in the list.

The screenshot shows the 'Active Incidents' table with scroll bars highlighted in red boxes. The table has columns for Incident ID, Discovered Date, Provider ID, Provider Name, Incident Type, Service Type, Entered By, and Status. The scroll bars are located at the bottom and right side of the table.

Incident ID	Discovered Date	Provider ID	Provider Name	Incident Type	Service Type	Entered By	Status
1917921	8/30/2019	1736424	Nrdsaadckfn, Vsjgtazdsv & Actions Ds, Test	Physical facility damage/major repairs	Foster Family Home Care	Cgi Modtst31	Pend Revis
1917225	8/10/2019	1736351	Spreengfl, Calingo	Drug/alcohol incident youth or staff ag	Foster Family Home Care	Cgi Modtst31	Not Subm
1917100	8/5/2019	1736351	Spreengfl, Calingo	Self-inflicted Harm by Youth	Foster Family Home Care	Cgi Modtst31	Not Subm
1917181	8/2/2019	1736351	Spreengfl, Calingo	Physical restraint not resulting in injury	Foster Family Home Care	Cgi Modtst31	Pend Revis



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To further assist with locating the desired record, the columns in the table can be sorted or filtered using the icons to the right of each column heading.

The screenshot shows a web application interface for viewing active incidents. The page title is "Active Incidents" and the user is logged in as "Cgi Modtst31". The table below lists several incidents with columns for Incident ID, Discovered Date, Provider ID, Provider Name, Incident Type, Service Type, Entered By, and Status. A red box highlights the first row of the table, which contains the following data:

Incident ID	Discovered Date	Provider ID	Provider Name	Incident Type	Service Type	Entered By	Status
1917921	8/30/2019	1736424	Nrdsaadkfn, Damage to facility	Physical facility repairs	Foster Family Home Care	Cgi Modtst31	Pend
1917225	8/10/2019	1736351	Spreengfl, Calingo	Drug/alcohol incident youth or staff	Foster Family Home Care	Cgi Modtst31	Not Subn
1917100	8/5/2019	1736351	Spreengfl, Calingo	Self-inflicted Harm by Youth	Foster Family Home Care	Cgi Modtst31	Not Subn
1917181	8/2/2019	1736351	Spreengfl, Calingo	Physical restraint not resulting in injury	Foster Family Home Care	Cgi Modtst31	Pend Revid

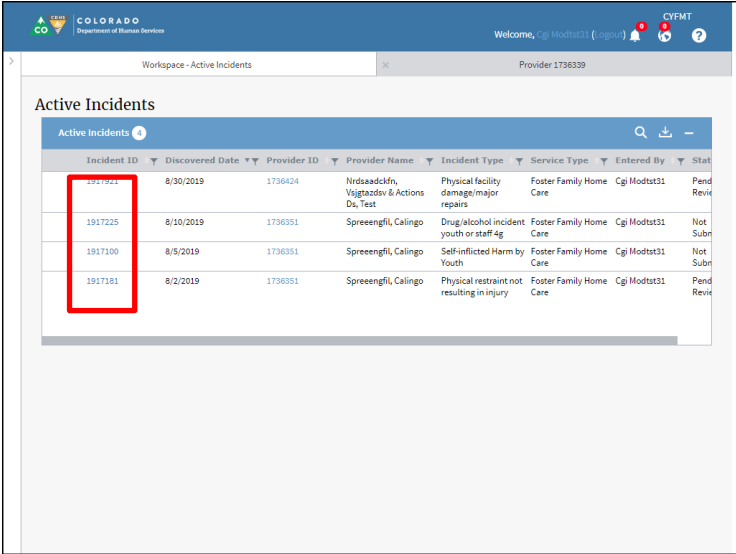
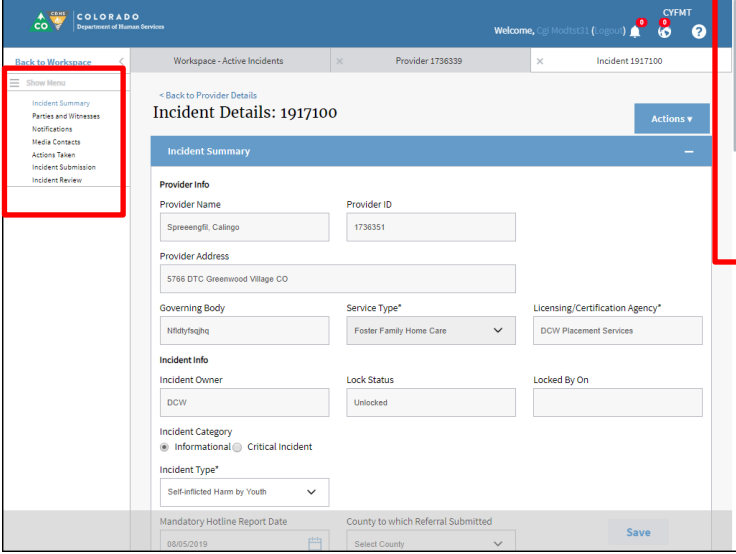


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Open the Incident Details record

- Selecting the Incident ID will open the *Incident Details* record for the specific Active Incident listing.

Steps/Output	Screenshot
<p>In the <i>Active Incidents</i> table.</p> <ol style="list-style-type: none"> Click the Incident number link in the Incident ID column. 	
<p>The <i>Incident Details</i> page displays.</p> <p>Navigate through the Incident Details page using the <i>Left Navigation</i> panel or the right scroll bar.</p>	



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Return to the *Active Incidents List*:

2. Click the **Back to Workspace** link or the **Workspace – Active Incidents** tab to return to the list.

The screenshot shows the 'Incident Details: 1917100' page in the Colorado Department of Human Services system. The top navigation bar includes 'Back to Workspace' and 'Workspace - Active Incidents', both highlighted with red boxes. The page content includes a sidebar with navigation options like 'Incident Summary', 'Parties and Witnesses', and 'Notifications'. The main area displays 'Incident Summary' with fields for 'Provider Info' (Name: Spreenqfll, Catalgo; ID: 1738351), 'Provider Address' (5766 DTC Greenwood Village CO), 'Governing Body' (Nfdyfsqhq), 'Service Type*' (Foster Family Home Care), and 'Licensing/Certification Agency*' (DCW Placement Services). It also shows 'Incident Info' (Owner: DCW; Lock Status: Unlocked) and 'Incident Category' (Informational selected, Critical Incident unselected). At the bottom, there are fields for 'Mandatory Hotline Report Date' (08/05/2019) and 'County to which Referral Submitted' (Select County), along with a 'Save' button.