



Resource – Manage DYS Incident Summary Job Aid

User

- Resource Worker

Process

This Job Aid table describes the actions needed to view or edit the Incident Summary of the selected Incident.

Refer to the *TM Resource: Manage DYS Incident Details* Job Aid for details on locating the desired Incident.

Introduction

- The *DYS Worker* with the appropriate profile will be able to edit an Incident when:
 - There is an *OOH (Out of Home)* or *DYCNR (DYS Non-Residential)* Service for the selected Provider that is Open or Pending Approval.
 - The worker is affiliated to the *Owner County/Agency* for the associated service or the *Assignment County* of an assigned primary or secondary worker for the Service.
- The *Lock Status* must be Unlocked to edit the Incident. Otherwise, the Incident will be read-only.

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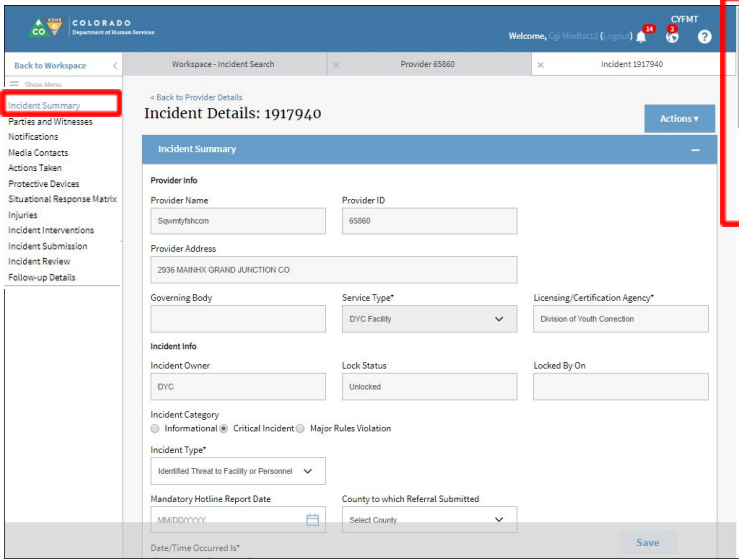
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View and Edit the Incident Summary

- The *Incident Owner* is set to *DYS* when the worker is affiliated to the *DYS Administrative Office*, *DYS Region*, or to a *DYS Facility*, has an appropriate *DYS profile*, and is *read-only*.

| Steps/Output | Screenshot |
|--|---|
| <p>Refer to the <i>TM Resource: Manage DYS Incident Details Job Aid</i> for details on locating the desired Incident.</p> <p>Navigate to the <i>Summary</i> section by clicking the links in the left navigation panel or using the scroll bar at the right of the page.</p> |  |



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In the *Incident Summary* section:

1. Complete all required fields and revise information as needed in any editable field.

Updates to the *Incident Category*, *Category*, and *Incident Type*:

2. Use the radio buttons to select the desired **Incident Category**.
3. Click the drop-down menu for **Category**.
4. Select the appropriate option. Options are based on the *Incident Category* selected.
5. Click the drop-down menu for **Incident Type**.
6. Select the appropriate option. Options are based on the *Category* selected.

Note: If the Incident is for a *DYS Non-Residential facility*, the only **Incident Category** will be *Critical Incident*.



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The *Mandatory Hotline Report Date* and *County to which Referral Submitted* may be required based on the *Incident Type* selected.

The screenshot shows the 'Incident Summary' form in the Colorado Department of Human Services system. The form is for Incident 1917940, Provider 65860. The 'Mandatory Hotline Report Date' field is set to MM/DD/YYYY and the 'County to which Referral Submitted' field is set to Select County. These two fields are highlighted with a red box. Other fields include Provider Name (Squmty/fshcom), Provider ID (65860), Provider Address (2936 MAINHX GRAND JUNCTION CO), Governing Body, Service Type* (DYS Facility), Licensing/Certification Agency* (Division of Youth Correction), Incident Owner (DYS), Lock Status (Unlocked), Incident Category (Informational), and Incident Type* (DYS Level Three Assault Youth on Youth).

If the **Date/Time Occurred Is*** selection is *Estimated* or *Unknown*, the **Explain Estimated/Unknown** field will be enabled and required.

Otherwise, the **Date Occurred** and **Time Occurred** fields will be enabled and required.

The screenshot shows the same 'Incident Summary' form as above. The 'Date/Time Occurred Is*' field is set to Estimated, and the 'Explain Estimated/Unknown' field is highlighted with a red box. The 'Date Occurred*' and 'Time Occurred*' fields are disabled. The 'Explain Estimated/Unknown' field contains the text: 'Explain an Estimated or Unknown Date/Time Occurred selection.'



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The *Contributing Factors* subsection is a multi-selection list (Optional).

7. Click one or more check boxes to select the appropriate factors, if needed.

Note: If the *Other* check box is checked, a text box displays and is required to explain the Other factor.

The screenshot shows the 'Manage DYS Incident' form. The 'Contributing Factors' section is highlighted with a red box. It contains several checkboxes: Alcohol/Drug Use, Use of restraint (mech or physical), Non-compliance with policy/procedure, Training Issues, Staff Action, Security Issues, Faulty/inadequate equipment, Physical Plant Deficiencies, and Other. Below this section is a text box for 'Evidence Found' and dropdown menus for 'Unit' and 'Pod'. The 'Location*' dropdown is set to 'On Grounds'.

To edit the *Incident Description*:

8. Click the **Edit** link for the Incident Description.

The *Incident Description* pop-up window opens.

The screenshot shows the 'Manage DYS Incident' form with the 'Incident Description' section highlighted by a red box. The 'Edit' link next to the 'Incident Description' label is highlighted. The form also shows the 'Reported By*' field with 'Shawn Robinson' and 'Client Manager', the 'Date Reported*' as '09/12/2019', and the 'Entered Date' as '09/12/2019'.



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In the *Incident Description* pop-up window:

9. Make changes as necessary in the text boxes.
10. Click **Save** to update the information or **Cancel** to close the window without saving.

Incident Description

Brief Summary of Incident

Status of any Investigation(s) being Conducted either Internally or Externally

Other Pertinent Information

Cancel Save

Reported By: Shawn Robinson, Client Manager, 09/12/2019

Entered by Agency*: Division of Youth Correction, Entered By: Cgi Modstt1

Entered Date: 09/12/2019, Entered Time: 11:03 am

After completing updates in the *Incident Summary* section:

11. Click the **Save** button at the bottom of the page to save your changes.

Colorado Department of Human Services

Workspace - Incident Search | Incident 1918106

Contributing Factors

- Alcohol/Drug Use
- Use of restraint (mech or physical)
- Non-compliance with policy/procedure
- Training Issues
- Staff Action
- Security Issues
- Faulty/inadequate equipment
- Physical Plant Deficiencies
- Other

Evidence Found

Unit: Admissions, Pod: Admissions

Location*: On Grounds, Location*: on grounds: in front of the commons area

Incident Description* Edit

Brief Summary of Incident

Reported By*: Shawn Robinson, Reported by Title/Role*: Client Manager, Date Reported*: 09/12/2019

Entered by Agency*: Division of Youth Correction, Entered By: Cgi Modstt1

Entered Date: 09/12/2019, Entered Time: 11:03 am

Save



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The *Change Description* pop-up window displays when the Incident is saved.

12. Enter a description of what has changed with your updates.

The screenshot shows a 'Change Description' pop-up window over a web application interface. The window has a title bar with 'Change Description' and standard window controls. The main content area contains a text input field with the placeholder text 'Please enter what has changed with your updates:'. Below the input field are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a red rectangular box. The background application shows a 'Brief Summary of Incident' form with fields for 'Reported By', 'Reported by Title/Role', 'Date Reported', 'Entered by Agency', 'Entered By', 'Entered Date', and 'Entered Time'.

13. Click **OK** to save the changes or **Cancel** to close without saving.

This screenshot is identical to the one above, showing the 'Change Description' pop-up window. In this instance, the text input field contains the text 'A description of what has changed with the updates.' The 'OK' button is highlighted with a red rectangular box. The background application interface remains the same, showing the 'Brief Summary of Incident' form.

