

OCYF Incident Management Frequently Asked Questions

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1. Where can I go for support?

For Assistance with HCSIS Functionality:

The HCSIS HelpDesk team is ready to answer your system related questions. The HCSIS HelpDesk Contact Information is:

Phone: (866)444-1264

Fax: (717)540-0960

Email: c-hhcsishd@state.pa.us

Hours: Mon-Fri: 8AM-5PM

For Assistance with Policy Related Matters:

For answers to any policy related questions, please contact your OCYF Regional Office.

OCYF Incident Management Training

The HCSIS Learning Management System contains a wealth of information including training materials, and tip sheets. You can access web-based courses and download pre-recorded demonstrations, tip-sheets/job-aids and FAQ documents from the LMS for review at your convenience. To visit the HCSIS LMS, please click: [HCSIS Learning Management System \(LMS\)](https://www.humanservices-r.state.pa.us/HCSISLMS) or paste <https://www.humanservices-r.state.pa.us/HCSISLMS> into the address bar of your browser.

2. Will users receive an email notification when an Incident Report has been submitted?

No. HCSIS does not have functionality that connects to external email accounts such as Outlook.

Instead, HCSIS has an internal notification system that uses 'Alerts'. Alerts are notifications within HCSIS that notify users of activity that has occurred related to an Incident Report.

Alerts can also notify users that a specific action is required related to an Incident Report. Examples include: Submission of an Incident Report by a Provider, Review Completed or Follow-up Requested by the County/Region.

3. When searching for a child's record and entering in temporary demographic information, who is able to see that child's record in the system?

Only the Provider that created the temporary demographic record and the appropriate County and Regional Office users can see the child's record in the system.

4. If a child switches Providers/ Counties/ Regions, will the new Provider/County/Region be able to see the child's demographic information/ incidents?

Yes, the new Provider/County/Region will be able to access the child's demographic information. However, the incident history for the child will only be accessible to the Provider/County/ Region where the incident occurred.

5. Will the Provider/County be able to attach multiple incidents to a temporary demographic? Do they have to wait until it is cleared by the County Data Clearance and Addition person?

Yes, the Provider/County can add multiple incidents to a temporary demographic record even if clearance has not been performed by the County.

6. Can incident reports be deleted/removed from the system?

Yes. The OCYF Regional Offices have the ability to delete an erroneous incident from the system. If an incident is entered erroneously and needs to be removed from the system, please contact your OCYF Regional Office to request deletion of the Incident Report in question.

7. Will the electronic records in the system suffice for licensing purposes, or will Providers still be required to retain a hard copy of the Incident Report in the child's file?

For OCYF Licensing purposes, electronic versions of the Incident Reports *in* the OCYF Incident Management system are acceptable. **Please note:** You must be able to locate and print incident reports in the system if requested to do so by DPW Licensing staff.

8. When selecting a Provider site to identify the incident location, will private foster care homes be included in the drop down list?

Any site that is licensed by OCYF will appear in the drop down list. E.g., County operated Foster Care and Private Foster Care organizations licensed by OCYF will appear in the drop down list in HCSIS.

Individual family foster homes will not appear in the drop down list. Incidents that occur in these individual family foster homes should be reported against the licensed organization to which they are associated.

9. Where can users go to get clarification/definitions for Primary and Secondary Incident Types found in drop-down menus?

Users should refer to the appropriate Licensing Regulations for the facility that they are operating. Brief descriptions of the categories will also be available in the Online Help as well as the upcoming OCYF Incident Management bulletin. Should further clarification be required, please contact your OCYF Regional Office contact to discuss the appropriate Incident Categories.

If clarification from the OCYF Regional Office is not possible within the initial reporting deadlines (i.e. 24 hours), the incident reporter should select the most appropriate Incident Category and submit the Initial Section of the Incident Report to meet the submission requirements.

The Provider should consult with their OCYF Regional Office at the earliest opportunity and should a revision to the Incident Category be required, this can be done in the Final Section of the Incident Report before finalizing the Incident Report.

10. Is there a difference between "Funding County", "Placement Office" and "Placing County"?

Placement County – is the County organization (C&Y or JPO) who placed the child with a Provider agency. The Placement County organization receives the Incident Report for the children it places. In HCSIS, the system asks for Placement Office, which can include County C&Y or JPO, MR Office, MH Office or a Private Entity.

Placing County - see Placement County

Funding County – the County who provides the funding for the child's services. The Funding County designation is not relevant to notifications in the Incident Management process.

11. Please clarify what is meant by the "County of Residence"?

County of Residence - is the county where the child is from. I.e. If a child is placed in Berks County but is from Philadelphia County, the County of Residence would be Philadelphia County.

12. Can Providers edit a child's demographic information once submitted?

No, Providers cannot edit a child's demographic information. If providers need to edit a child's demographic information, they should contact the Placement County of the child to request a change.

13. Is there a hierarchy of incident categories that should be applied when a given incident could be categorized multiple ways? (E.g. Attempted suicide, police were involved and child was hospitalized)

Yes, in the event that an Incident Report could have multiple Primary or Secondary Incident categories, the Provider should review the appropriate Regulations for guidance on severity. Incident categories appear in order of severity within the Regulations.

If clarification with the OCYF Regional Office is not possible within the initial reporting deadlines (i.e. 24 hours), the incident reporter should select the most appropriate Incident Category and submit the Initial Section of the Incident Report to meet the submission requirements.

If uncertainty still exists, the Provider should consult with their OCYF Regional Office and should a revision to the Incident Category be required, this can be done in the Final Section of the Incident Report before finalizing the Incident Report.

14. Can a County JPO and C&Y be selected simultaneously in the drop-downs for incidents that need to go to both offices within a county?

No. For County placed children, the Provider Point Person must select the appropriate County Office (C&Y or JPO) who placed the child in the facility where the incident occurred. The selected County Office (i.e. C&Y) will receive the Incident Report via the system and can use the Printable Incident Summary to share the Incident Report with the other County Office (i.e. JPO).

Please note: Once the Temp Demographic record is cleared by the County, the Data Clearance and Addition person will be able to go to the Primary Demographics Screen, where there is a field that is marked: "Is this a shared case?" If this field is marked as "Yes", the child will then be "known" to both C&Y and JPO so they will both get incident reports for the child.

15. What is the difference between a Residential Treatment Facility (RTF) and a Residential Facility?

A Residential Treatment Facility is licensed by the OCYF as a Residential Facility, receives a Certificate of Approval from OMHSAS for the treatment component, and is funded by Medical Assistance or a Managed Care Organization (MCO).

Facilities that qualify as Residential Treatment Facility would have annual site visits from both OCYF and OMHSAS, whereas strictly Residential Facilities would only have annual site visits from OCYF.

16. What process should Providers / County agencies follow in the event that HCSIS is unavailable due to power outages, network/ internet connectivity issues, etc.?

Users should continue to use the currently available paper forms in the event a user is unable to access the system due to power outage, network connectivity issues, etc. Users will complete the paper form and submit via fax, per the current manual process.

Once access to HCSIS has been restored, users are expected to enter all incidents submitted using the paper form and notify the appropriate County/Regional offices that these incidents have been entered into the system.

17. Will state-wide anonymous aggregated incident data be made available to Providers or Counties?

There are no provisions in the system for reporting state-wide, anonymous aggregated data for incidents to Providers or Counties at this time.

18. Is data site specific or, if there are multiple sites, can an executive see across their entire Legal Entity?

Data is aggregated at the legal entity level. This means that users working for a specific agency have access to see data across sites.

In other words:

- **Providers** can see incidents for all children within their organization, but not other organizations
- **Counties** can see incidents for all children placed by their County only
- **Regions** can see incidents for all children at sites in their Region only
- **Program** office can see all incidents, state-wide.

19. Can data be extracted from the HCSIS/OCYF IM System for further analysis?

Yes. Users who are able to view reports in the system will have the option of retrieving or extracting data from the system for further analysis in the following formats: MS Excel, PDF, or RTF format.

20. What Reports will be available to users in HCSIS Incident Management?

The following are a listing of reports that are available to all users except for those who only have the Point Person role in the system.

Detailed Reports

- **Incidents by Child Detail** - children who have had an incident in a specified period of time and site level incidents that occurred in a specified period of time, organized by Child Name or Provider.
- **Incidents by Site/Provider** - children who have had an incident in a specified period of time and site level incidents that occurred in a specified period of time, organized by Provider, then Child Name.
- **Multiple Reports During Interval** - children who have had multiple incidents (user enters the minimum number of incidents) during a specified period of time, organized by Child Name.
- **Incident by Process Status** - children who have had an incident in a specified period of time and site level incidents that occurred in a specified period of time, organized by process status and then incident date.

Summary Reports

- **Incident Case Status Report** - status of the incident reports and investigations compared to the number of incidents and investigations. The information is grouped by Month and then Quarter for each calendar year.
- **Incident Counts** - summary data on the number of incidents by primary and secondary incident types within a specified date range, organized by Month and Calendar year.
- **Multiple Incidents by Individual Summary** - children who have had multiple incidents (user enters the minimum number of incidents) during a specified period of time, organized by Provider, then Child.
- **Summary Incidents by Site/Provider** - information on Sites/Providers who have had an incident in a specified period of time and site level incidents that occurred in a specified period of time, organized by Provider, then Child.
- **Aging Incident Report** - children and site level incidents that occurred during a specified period of time. The report includes incidents with First Sections that have not been submitted or Final Sections that have not been finalized by the due date.

21. What is the difference between Provider Point Person and Provider Incident Management Representative when it comes to submitting the Incident Report?

The **Provider Point Person** has the ability to initiate and submit the first section of an Incident Report in order to satisfy 24 hour reporting requirement and notify the County/Region of the incident. The Provider Point Person role can not finalize the second section of Incident Report.

The **Provider IM Representative** has the same system permissions of the Provider Point Person role PLUS they can submit and finalize the second section of an Incident Report, notifying the County/Region of the need for a Management Review. Provider IM Representatives can also file a request for an extension when it is not possible to meet the 30 day reporting requirement.

22. What roles do Counties that provide services (e.g. County-run Foster Family Care, Secure Detention, etc.) need to assign to users in these organizations?

Any County Staff who works in the County-run entities will need to be assigned a **Provider** role in HCSIS (i.e. Provider Point Person OR Provider Incident Management Representative).

County office staff who are responsible for reviewing and finalizing Incident Reports or clearing temporary demographics, will need the appropriate **County** role(s) (e.g. County Incident Manager and/or Data Clearance or Addition) as well.

UPDATED – County users can have both County and Provider Roles, however, upon logging in to the HCSIS/OCYF IM system users must indicate if they are acting in a Provider Role or in a County Role.

23. Do OCYF Incident Management Reports replace OMHSAS reporting requirements for Residential Treatment Facilities (RTFs) or Child Community Residential Rehabilitation Facilities?

No - any reporting that currently occurs outside of OCYF Regulations (e.g. BH-MCOs) should continue as usual. Users should refer to the appropriate Licensing Regulations for the facility that they are operating to determine the specific reporting requirements.

24. Does OMHSAS have any approval authority/function for incidents reported in the OCYF Incident Management system?

No – OMHSAS does not have 'approval' authority over OCYF Incident Reports. For incidents that occur in a Residential Treatment Facility (RTF), the OMHSAS Regional Office that receives the Alert Notification has the ability to view the OCYF Incident Report and add comments, except for any entries in the Confidential Comments sections.

25. Does the HCSIS Incident Management System replace Child Line for reporting child abuse?

No. All instances of child abuse must still be reported via Child Line, irrespective of whether or not an Incident Report was entered into HCSIS.

26. Can one user be a Business Partner Administrator for two different Provider Legal Entities?

Yes, a user can be a Business Partner Administrator for two different Provider Legal Entities. However, the system will require that they have **two** User IDs – one for each Provider Legal Entity.

27. Will there be any Policy Training available on LMS?

At this time, no Policy related training will be posted on LMS. Any Policy related questions can be directed to your Region OCYF Regional Office contacts.

28. Will there be 24 hour access to password resets?

You have two choices for password resets:

- Your Business Partner Administrator can perform password resets.
- HCSIS HelpDesk is available, 8AM – 5PM, Monday – Friday, to assist with any technical or system issues related to HCSIS or the Learning Management System (LMS), including password resets. The HCSIS Help Desk can not answer policy related questions.

29. How do Counties/Providers ADD/REMOVE facilities/sites from their "profile" in HCSIS?

Should a change be needed to a Provider or Counties facility/site list, users must call the HCSIS Help Desk, who will initiate a 'data fix' to update the facility/site information for that organization.

30. Will OCYF be publishing any bulletins or other official communications to clarify/reaffirm the policies given the move to an electronic system (I.e. Types of incidents that must be reported, record retention policies, etc.)?

Yes – a bulletin addressing changes to Incident Management is currently under development and will be available in early Fall 2007.

31. When/how will Business Partner Administrators receive access to the systems to get training and begin to set up users?

Business Partner Administrators will be contacted directly by the OCYF Implementation Team with User IDs/Passwords for the Learning Management System on or about June 18, 2007.

Business Partner User IDs for HCSIS will be distributed starting in mid-July, provided the necessary set-up information has been received from the Business Partner Administration in a timely fashion.

32. When will users get access to the HCSIS Incident Management System?

Users will not be given access to the HCSIS Incident Management System until the official go-live date which is August 6, 2007.

Should you not receive your HCSIS ID, please ensure that you have faxed your DPW User Agreement to the HCSIS HelpDesk at (717) 540-0960. You will not receive a User ID until this is on file. Please check with your organization's Business Partner Administrator or the HCSIS HelpDesk should you have any issues.

33. Does a user need a work email to access HCSIS?

No, a user does not need a work email to gain access to the HCSIS Incident Management System. Users will need an email to gain access to the Learning Management System (LMS).

34. Who are the Regional Incident Management Liaisons?

Central Office

Ellen Whitesell (717) 214-9780 ewhitesell@state.pa.us

Northeast Region

Ed Coleman (570) 963-4471 ecoleman@state.pa.us

Jacqui Maddon (570) 963-4476 jmaddon@state.pa.us

Southeast Region

Sherri Irvis-Hill (215) 644-1058 sirvishill@state.pa.us

Alex Prattis Jr. (215) 560-5159 aprattisjr@state.pa.us

Central Region

Marie James (717) 772-7702 mjames@state.pa.us

Gabi Williams gawilliams@state.pa.us

Western Region

Shara Saveikis (412) 770-9003 ssaveikis@state.pa.us

Janine Edmundson (412) 565-2339 jedmundson@state.pa.us

35. Under what circumstances will I need to mail/fax the Printable Incident Summary to provide notification of an incident?

The following entities will receive the Incident Report electronically from within the OCYF Incident Management system:

- Placement County
- OCYF Regional Office
- OCYF Central Office
- OMHSAS Regional Office (for incidents in RTFs only)

Often, additional organizations or individuals will legitimately require access to a child's Incident Report, but will not receive direct notification from the HCSIS/OCYF IM system. If this is the case, notification can be completed by printing out a copy of the Printable Incident Summary for the Incident Report in question, and forwarding it to the appropriate entity by mail or fax.

Examples of organization where this process might be required include:

- Other DPW offices (e.g. ODP, OMHSAS (incidents in non-RTFs), etc)
- Out of State entities who place children in OCYF licensed facilities
- Managed Care Organizations (MCOs)
- Other Private organizations who place children in OCYF licensed facilities
- Federal Government departments and agencies

36. My County uses AIRES. Can I access AIRES and HCSIS from the same workstation?

Yes, however you will need a different UserID than your current AIRES UserID. This is due to a technical issue related to the Unified Security application used to grant users access to HCSIS and the AIRES application.

If you already have an AIRES ID, please contact the help desk to have a separate User ID created for HCSIS.