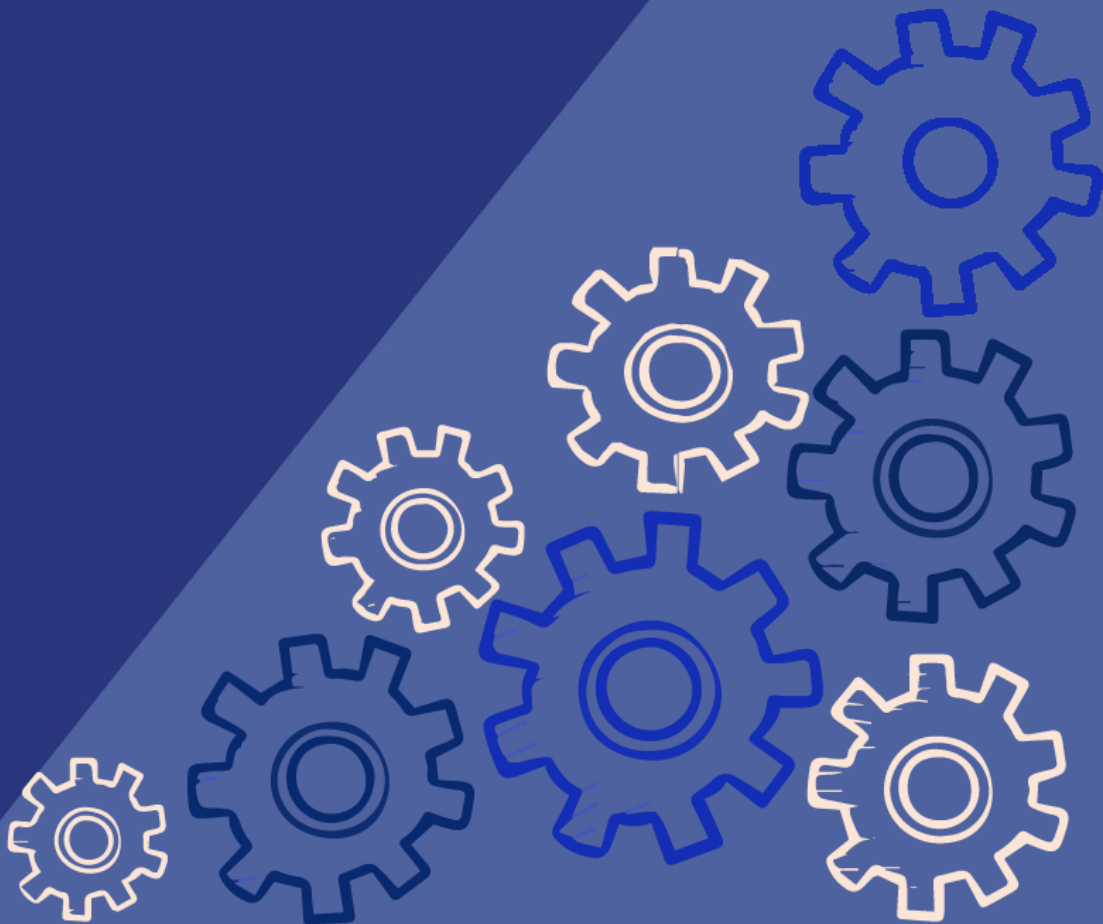




# DYCD CONNECT

*EVALUATION & MONITORING SYSTEM:*

*Incident Reports*



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### Purpose of this Guide

All DYCD-funded providers must comply with DYCD Incident Reporting Policy and submit all incident reports in a timely manner through DYCD Connect. This user guide will provide an overview of DYCD policy and guidance around Incident Reports, including step-by-step instructions to submit Incident Reports in DYCD Connect.

## DYCD Incident Reporting Policy & Guidance

### What Constitutes an Incident that Must be Reported to DYCD?

1. DYCD-funded Providers must report to DYCD any Incident which potentially impacts the health, safety, or well-being of an individual, property, or the operation of a DYCD-funded program and any Incident which stems from or is otherwise related to DYCD-funded programming.
2. Examples of Incidents that must be reported include the following:
  - a. Bodily injury (e.g., a broken ankle, torn ACL, or serious laceration), threats to an individual's well-being, self-abusive behavior, property damage, shootings, and fires;
  - b. Child abuse (actual and suspected), including Incidents that may be sexual in nature and occurrences involving inappropriate personal boundaries, communications, touching, and photos;
  - c. Incidents for which Emergency Medical Services or Police are called, and Incidents which may be of media interest;
  - d. Lapses in the supervision of school-aged children; and
  - e. Any other Incident which falls into the definition of Incidents in Section 1; this list of examples is meant to illustrate common types of Incidents, not to serve as a comprehensive list.
3. Minor occurrences need not be reported; for example, Incidents typical of childhood or otherwise minor (e.g., a scraped knee from a fall, an isolated and non-serious verbal altercation) need not be reported to DYCD.

## DYCD Incident Notice & Reporting Policy

1. **24-Hour Notice:** Providers must notify DYCD of an Incident within 24 hours via phone, e-mail, or by submitting an Incident report in DYCD Connect.
  - a. Notifying DYCD should never delay or otherwise interfere with responding to Incidents. Emergency actions, such as calling for an ambulance, should always take precedence.
2. **24-Hour E-mail:** Providers must additionally notify DYCD **via e-mail** as soon as possible and within 24 hours of an incident involving:
  - a. The NYPD, where the Incident is of a serious nature
  - b. EMS, where there may be a serious injury
  - c. Inappropriate conduct on part of program staff (e.g., alleged sexual conduct with a program participant or youth at program location or violation of Social Media Policy).
3. **3-Day Report:** Providers must submit a completed DYCD Incident Report Form **in DYCD Connect** within three days of an Incident.

*Failure to adhere to this policy may result in Corrective Action taken by DYCD.*

## Incident Guidance for Providers

1. **SCR:** In cases of actual or suspected child abuse or maltreatment by a parent or person legally responsible for a child, Providers must report such Incidents to the [New York Statewide Central Register of Child Abuse and Maltreatment](#) (SCR). Reporting to the SCR should always take precedence over reporting to DYCD.
2. **DOE Reporting:** Any Provider delivering services in a **NYC Public School Building** is required to complete a [User Organizational Incident Report Form](#) when a safety, medical or criminal Incident occurs and submit it to the Principal or designated administrator and the School Safety Agent (SSA) on duty. Any Incident that happens must be reported to the school Principal or designee within 24 hours of the occurrence.
3. **DOH Reporting:** Any Provider operating with a **NYS School-Age Child Care (SACC) registration** is required to communicate with their registrar when a safety, medical or criminal Incident occurs. Any Incident that happens must be reported to DOHMH within 24 hours of the occurrence.
4. **Records:** Providers must maintain a record of all Incident Reports and a record of actions taken to address Incidents. Such records are subject to DYCD review and audit.
5. **Report Requests:** When determining whether to share a completed DYCD Incident Report with a participant's parents or representatives, Providers are encouraged to consult with DYCD.

6. **Press Inquiries:** Providers should notify DYCD of any media inquiries related to an Incident. Providers are encouraged to coordinate with DYCD in responding to such inquiries.
7. **Insurance:** Providers should review their insurance policies to determine whether it is necessary to report the Incident to their insurance carrier.
  - a. Providers enrolled in the **City's Central Insurance Program** must also e-mail the completed Incident Report Form to [cip@dycd.nyc.gov](mailto:cip@dycd.nyc.gov).
8. **Incident Resolution:** Providers should work with DYCD in addressing and resolving Incidents. However, it is ultimately the Providers' responsibility to resolve Incidents.

## How to Submit an Incident Report


Most DYCD Connect users (Provider Admins, Program Directors, and Case Users) have permissions to submit, edit and view Incident Reports. Make sure you are assigned as a Team Member to the workscope connected to your program site. Additional information is available in the [User Access Guide](#).

Note: If necessary, your DYCD Program Manager can also submit an Incident Report on your program's behalf, which you will be able to view in DYCD Connect after submission.

### Creating a New Incident Report

To create a new Incident Report, follow these steps:

**Step 1:** Log onto the Participant Tracking System / Evaluation & Monitoring System (PTS/EMS) using your DYCD Connect account from the [DYCD Connect Homepage](#). Access your workscope by navigating to the 'CBO Dashboard' in PTS/EMS.

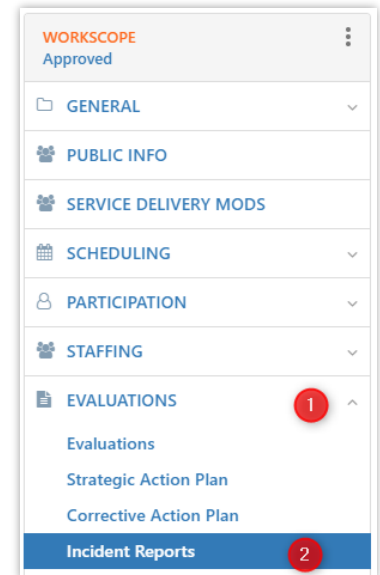
- a. Click on  next to the title of the dashboard at the top left of the page.
- b. Click on 'CBO Dashboard' from the drop-down options.
- c. Click on the Workscope Name to open your workscope.

My Current Workscopes (CBO) <span></span>				
Search for records <span></span>				
Worksc...	Workscope Name	Period Type	Year...	Program
Released	820510B-Housing-4/1/2021-6/30/2022	Fiscal Year	2022	
Released	820510B-Opportunity Youth Support-4/1/2021-6/30/...	Fiscal Year	2022	
Released	820510B-NDA Healthy Families-4/1/2021-6/30/2022	Fiscal Year	2022	

**Note:** If your workscope does not appear in the list, contact a Provider Admin at your CBO for assistance. Additional information is available in the [User Access Guide](#).


**Step 2:** Upon opening the workscope, you will see a navigation pane on the left side of your screen. This is called the Workscope Switchboard. Click on the Evaluations section of the workscope, then Incident Reports.

**Step 3:** A table appears displaying Incident Reports submitted during the program period (e.g., fiscal year, school year, etc.) Click on the + sign on the right side of the table to create a new Incident report. A new window will open.



99243-Cornerstone-10/1/2020-6/30/2021		Period Type Fiscal Year	Year 2021	Provider CBO1	Program Site EMS Training Site	Program Period 10/1/2020 - 6/30/2021
Incident Reports						
Incident Reports <span>+</span>						
Incident Code...	Report Status	Full Name	Incident Date ↓	Incident Type	Workscope	Provider
INC-010601	Draft	John Doe	3/1/2021 8:00 AM	Behavior	99243-Cornerstone-...	CBO1

## Completing an Incident Report

In order to submit an incident report to DYCD, you must complete all required fields marked with an \*. Skip any fields marked with the  icon, which are either pre-populated by the system, updated upon submission, or completed based on the Program Manager's response to the Incident.

You will also notice the following message at the top of the Incident Report window:

 Note: Grid list controls (e.g. Other Persons Involved, Services Notified...) will be available only after the form is saved.

This message lets you know you can only complete the following sections of the Incident Report after you have saved the form:

1. Other Persons Involved in the Incident
2. Services Notified
3. Property Losses

Take a moment to review the Instructions message, which provides reminders of key [Incident reporting policies](#).

### INSTRUCTIONS

1. **Timeline:** Submission of an Incident Report Form in DYCD Connect within three days of an Incident
2. In addition, email notification must be sent to your DYCD Program Manager as soon as possible, and within 24 hours, of an incident of a serious nature, including those involving:
  - NYPD or other investigative units
  - EMS, where there may be serious injury
  - Inappropriate conduct on part of program staff, volunteers, or mentors (e.g. alleged sexual contact with a program participant or youth at program location or violation of Social Media Policy).
3. **Notice to Insurance Carrier:** Providers should review their insurance policies to determine whether it is necessary to report the Incident to their insurance carrier.
4. Any missing or additional information must be provided as soon as it becomes available. To make modifications or additions after submission, please contact DYCD Program Manager to unlock the form.
5. Please review DYCD's Incident Reporting Policy for further incident reporting requirements.

## Incident Types

When completing an Incident Report, you must identify what type of Incident occurred. There are seven options. Hover your mouse cursor over Incident Type and click on the magnifying glass icon. Select the option from the list below that most closely fits the nature of the Incident:

Incident Type	Description	Example
Abuse	Any Incident in which a non-participant engages in inappropriate	Staff member inappropriately touches a participant.

	verbal or physical contact with the potential to harm a participant.	
<b>Behavior</b>	Any inappropriate or problematic verbal or physical behavior.	Participant reports suicidal ideations or cut themselves; participant throws a sharp object at another participant or berates a staff member.
<b>Fighting</b>	A verbal or physical dispute between two or more participants or individuals where all parties involved appear to be aggressors.	Participant A verbally assaults Participant B and the Participant B then retaliates and hits Participant A.
<b>Injury</b>	Any Incident where there is a physical collision between a participant and another individual or inanimate object that had the potential or did harm a participant.	Trip and fall accidents; participant accidentally running into walls; participants colliding with one another; unintentional contact between participants in recreational activities.
<b>Medical</b>	An episode involving physical illness on the part of a participant, that is not due to collision with an individual or inanimate object.	Asthma; stomach pain; difficult breathing; loss of consciousness; allergic reactions; accidental swallowing of inedible objects; bee stings.
<b>Supervision</b>	An Incident in which a participant, who requires supervision, is unaccompanied by an adult.	Participant leaves the building without permission; participant goes to restroom without informing staff; staff leaves a participant behind on a field trip; participant runs away from home.
<b>Other</b>	Select this option if no pre-defined type of Incident matches your case.	

In addition, make sure to complete the following fields:

- Incident Date & Time: Complete the date and time the Incident occurred.
- Incident Location: Fill in the specific location of the Incident (classroom, gym, worksite, etc.)
- Incident Occurred During Program Hours? Select whether or not this Incident occurred when your program was in session.



## DOE Site Details Section

If your Incident occurred in an NYC DOE Building, select 'Yes' for the field "Is Incident at DOE Site?" The School Name field will appear. Use the search bar to find and select the name of the school where the Incident occurred. Based on the DOE school selected, the School Number field will automatically populate.

**Tip:** Add an \* asterisk to your search term to search for a keyword or number in the School Name. For example, instead of searching for "PS 214", type \*214.

The screenshot shows the 'DOE Site Details' section of a form. The 'Is Incident at DOE Site?' field is set to 'Yes'. Below it, the 'School Name' field is active, showing a search bar with '\*214' entered. A dropdown menu is open, displaying three results: 'P.S. 214', 'P.S. 214 Catwallader Colden', and 'P.S. 214 Michael Friedsam'. The 'School Number' field is currently empty. A 'Look Up More Records' link is at the bottom of the dropdown.

## Primary Person Involved in Incident Section

Complete information for the Primary Person involved in the Incident. Include their role in the Incident (e.g., participant/client, staff, etc.)

### Incident Description Section

Use the Incident Description section to describe the Incident in complete detail. You should also use the Follow-up Actions section to list any actions your program has taken since the Incident occurred.

The screenshot shows the 'Persons Involved in Incident' section. Under the 'Primary Person Involved' heading, the following information is entered:

Full Name *	John Doe
Age *	14
Gender *	Male
Role *	Participant/Client
Parent/Guardian Name (If Minor)	Richard Doe
Medical Treatment Received	None
Participant Returned to Program? *	Yes
Date of Return *	5/10/2021

## Notified Parties Section

Specify whether the parent / guardian was notified. For adult participants, you may select N/A. If the Incident occurred in a DOE building, you must also indicate whether the principal was notified. Provide a justification if the Principal was not notified.

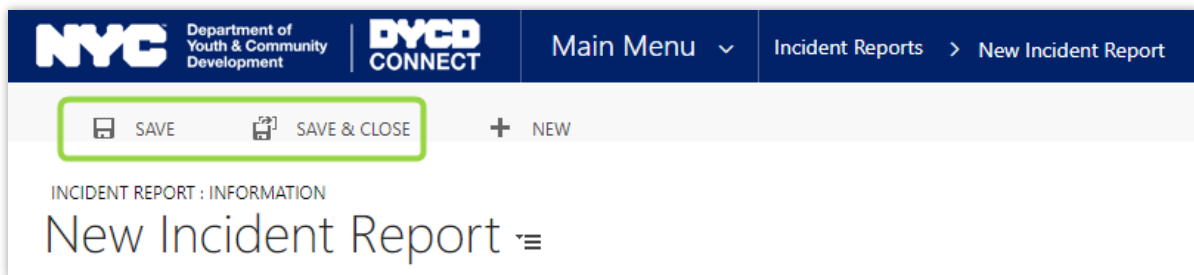
### Notified Parties

#### Individuals Notified


Parent/Guardian Notified? *	Yes
Date & Time Notified *	3/1/2021 10:00 AM
Principal Notified? *	No
If No, Why Not? *	Principal is away on vacation.

## Saving the Incident Report

Once you have completed all required fields, make sure to save the Incident Report. You may also click “SAVE & CLOSE” and return to the draft Incident Report later.



The system will generate a unique Incident Code for this report. At this stage, the Incident Report has not been submitted to DYCD.



Additional options should now be visible in the Incident Report window.

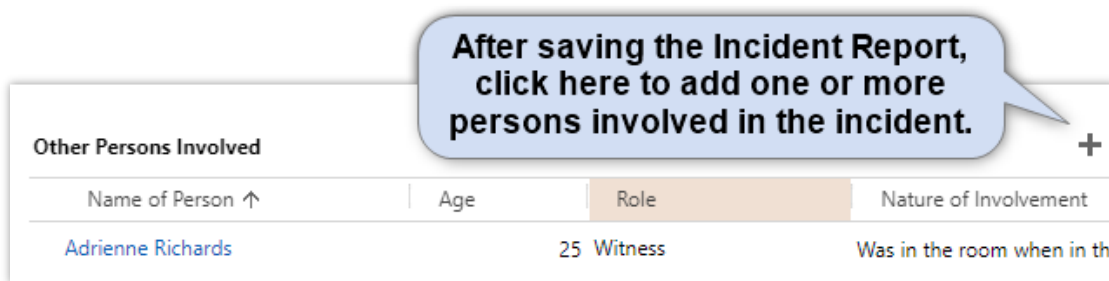
- Deactivate – Delete the draft Incident Report
- Submit – [Submit the Incident Report](#) to DYCD
- Incident Report – Opens a new window, allowing you to generate and print/export a copy of your Incident Report

After you have saved, make sure to complete the following sections, if applicable. Then, click on Save once more.

1. [Other Persons Involved in the Incident](#)
2. [Services Notified](#)
3. [Property Losses](#)

### Other Persons Involved

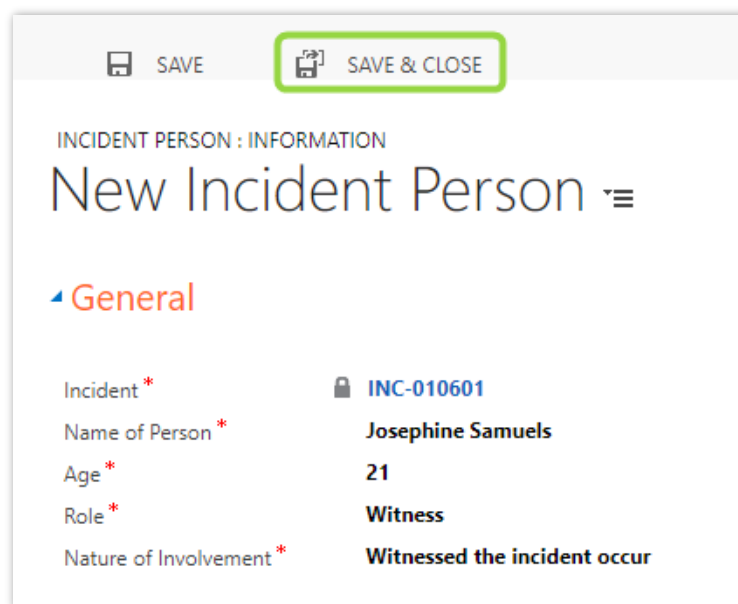
After saving the incident report, use the Other Persons Involved table to indicate all other individuals who were involved and/or witnessed the Incident. Click on the “+” icon to add one or more persons.



A callout bubble points to a plus icon in the top right corner of the table, containing the text: "After saving the Incident Report, click here to add one or more persons involved in the incident."

Other Persons Involved			
Name of Person ↑	Age	Role	Nature of Involvement
Adrienne Richards	25	Witness	Was in the room when in th

In the new window that pops up, complete data entry in the required fields, then click “SAVE & CLOSE”.



INCIDENT PERSON : INFORMATION

## New Incident Person


General

Incident *	INC-010601
Name of Person *	Josephine Samuels
Age *	21
Role *	Witness
Nature of Involvement *	Witnessed the incident occur

## Services Notified Section


If your program contacted one or more of the following services, also make sure to complete the Services Notified section of the report. This section is only available after saving the incident report. Click on the “+” icon to add a service type.


- Emergency Medical Services (EMS)
- Fire Department (FDNY)
- Police Department (NYPD)
- New York State Justice Center
- Administration for Children’s Services (NYC ACS)
- NYC State Central Registrar (SCR)

Services Notified 			
Service Name	Date & Time Notified ↑	Responder Name	Shield or ID #
NYPD	5/10/2021 8:00 AM	Richard Hart	12345
EMS	5/10/2021 8:00 AM	Joseph Richards	1234

A new window pops up—complete data entry in the required fields. Providers are required to collect the Responder Name and Shield or ID# when contacting these services. Click on once finished.

SAVE

 SAVE & CLOSE

 NEW

INCIDENT NOTIFICATION : INFORMATION

New Incident Notification

General

Incident Report \*

Service Notified \*

Date & Time Notified \*

Responder Name \*

Shield or ID # \*

Comments

INC-010601

FDNY

3/1/2021 8:00 AM

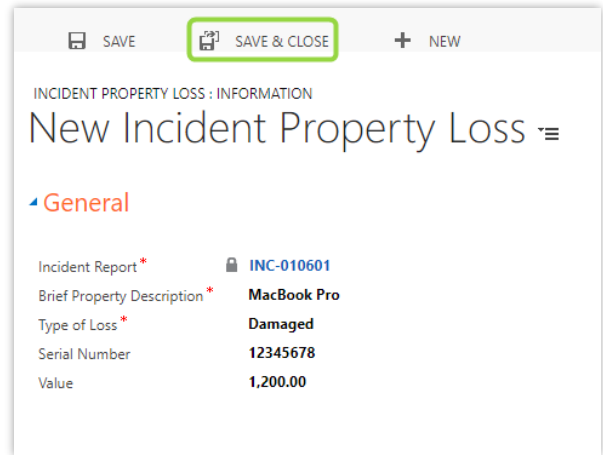
Mitchell Smith

1234

--

## Property Losses Section

This section is only available after saving the incident report. Click on the **+** icon to indicate any property losses associated with the Incident.



INCIDENT PROPERTY LOSS : INFORMATION

### New Incident Property Loss

General

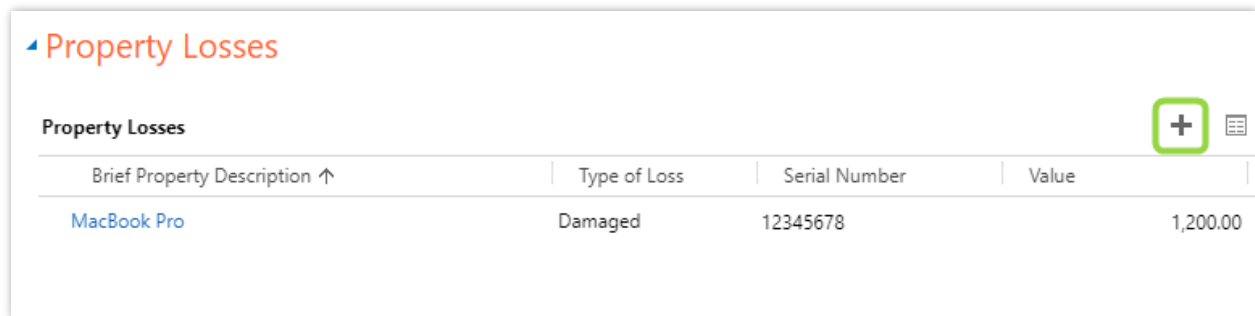
Incident Report\* **INC-010601**

Brief Property Description\* **MacBook Pro**

Type of Loss\* **Damaged**

Serial Number **12345678**

Value **1,200.00**



### Property Losses

Property Losses

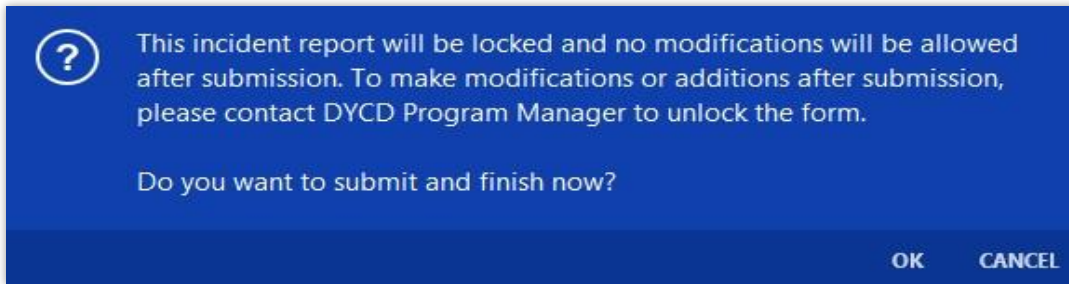
Brief Property Description ↑	Type of Loss	Serial Number	Value
MacBook Pro	Damaged	12345678	1,200.00

A new window pops up. Complete data entry in the required fields, including a brief property description and type of loss (e.g., damaged, stolen, etc.). Click “SAVE & CLOSE”.

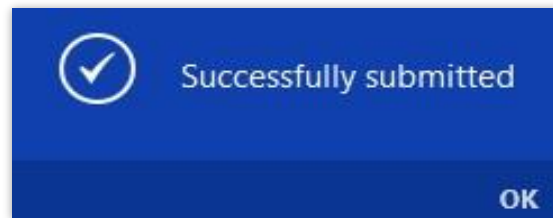
## Submitting the Incident Report

After reviewing your Incident Report and ensuring all required / optional fields are complete, the last step is to submit the Incident Report to your DYCD Program Manager. Click on the “SUBMIT” button at the top of the page.

A confirmation message will appear, letting you know that you cannot modify the Incident Report after submission. Click OK to proceed.



If the submission was successful, you will receive the following notification:



## Responding to DYCD Follow-Up

After submitting the Incident Report to your DYCD Program Manager for review, a timestamp of your submission will be recorded in the Status section of the Incident Report (see screenshot on the next page). You can also refer to this section to see whether your DYCD Program Manager has opened the Incident report.

If your program is not required to take any additional steps, no further action is required in DYCD Connect. However, your DYCD Program Manager may perform additional actions related to the Incident Report and/or request follow-up from your program.

- Modify the Incident Report
- Mark as Critical
- Raise Corrective Action Plan (CAP)
- Follow Up

**See who completed the Incident Report and when.**

**Updates when your Program Manager unlocks, closes and/or re-opens the form**

**Updates when your Program Manager opens and reviews your Incident Report**

Status	
Report Status	Submitted
Is Critical?	Yes
Submitted By	DYCD ProviderAdmin02
Submitted On	5/20/2021 12:46 PM
Unlocked By	--
Unlocked On	--
Closed By	--
Closed on	--
Re-opened by	--
Re-opened on	--
Program Manager	DYCD ProgramManager02
DYCD Acknowledged?	Yes
Acknowledged By	DYCD ProgramManager02
Date DYCD Acknowledged	5/20/2021 12:47 PM

## Editing an Incident Report

If you need to modify a submitted Incident Report, contact your DYCD Program Manager. They will be able to unlock the Incident Report on your behalf. In DYCD Connect, the 'Report Status' field will update to 'Unlocked' to allow for edits. To resubmit the Incident Report, follow the same process to submit the Incident.

➔ Incident Reports ▾

Status will display 'unlocked'

Incident Code	Report Status	Workscope	Program Area	Program Type
INC-000006	Unlocked	COMPASS Elementary-9/1/2...	Compass	COMPASS Elementary

## Incident Reports Marked as Critical

Depending on the severity of the Incident, your DYCD Program Manager may notify DYCD's Legal Department. In this case, your Program Manager will mark the Incident as 'Critical'. Your Program Manager will follow-up with your program's key contacts if additional action or information is required. Critical incidents will display 'Yes' on the 'Is Critical?' field in the Incident Report page.

Incident Reports							
Field updates to 'Yes'							
Incident Code	Report Status	Workscope	Program Area...	Program Type ↑	Incident Type...	Incident Date	Is Critical?
INC-000016	Submitted	COMPASS Middle School...	Compass	COMPASS Middle School	Injury	9/26/2017 3:00 P	Yes

## Corrective Action Plans Related to Incident Reports

Depending on the circumstances, DYCD may initiate a Corrective Action Plan (CAP) associated with the Incident. This CAP occurs outside of a typical evaluation schedule.

After DYCD initiates and submits the CAP to your program, it will appear in the CAP section of your workscope and related dashboards. Please refer to the [EMS User Guide](#) for more information on reviewing and responding to Corrective Action Plans.

EVALUATIONS
Evaluations
Strategic Action Plan
Corrective Action Plan
Incident Reports

## Follow-Up on an Incident Report

Following an incident, DYCD may determine that a site visit is required (e.g., to monitor progress towards resolving a major safety issue). Your program will receive an Incident Evaluation, which falls outside of the regular schedule of evaluations that occur in EMS. The evaluation will be visible in the Evaluations section of your workscope.

Evaluations						
Click on the Evaluation ID to open the Incident Evaluation						
Evaluation Id ↑	Evaluation Name	Evaluator	Supervisor	Evaluation Status	Indicator ...	Evaluation Date
EVL-051444	Incident Evaluation - INC-	DYCD ProgramMana...	DYCD DeputyDirecto...	Approved & Sent to ...		5/12/2021

## Print/Export an Incident Report

Any time after you have saved the Incident Report, you can click on “Incident Report” at the top of the Incident Report window to generate a print preview of your incident report. You may print a copy for your records and/or export the file to your computer



File

Help

Click here to print the Incident Report

1 of 375%SaveExport

NYC

Department of Youth & Community Development

INCIDENT REPORT FORM

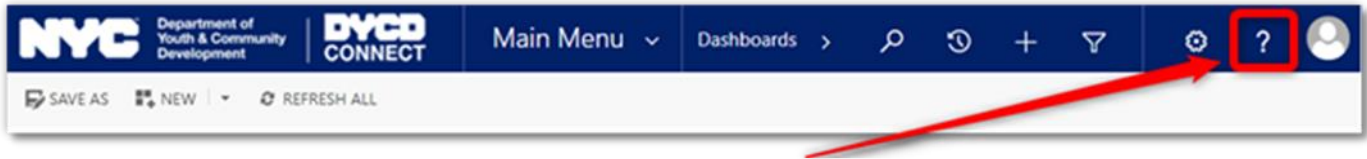
INSTRUCTIONS

1. **Timeline:** Submission of an Incident Report Form in DYCD Connect within three days of an Incident.

2. In addition, email notification must be sent to your DYCD Program Manager as soon as possible, and within 24 hours, of an

# DYCD Connect Help Center


If you have questions or concerns, please **submit a help request** to the **DYCD Connect Help Center**. You may reach the Help Center direct from the banner at the top of DYCD Connect by clicking on the question mark, as shown below.




Alternatively, you may submit a request through the [Help Center](#) on the DYCD Connect homepage.

### DYCD RESOURCE CENTER


DYCD Connect is the main resource center to help organizations communicate and coordinate with the communities they serve.

**DYCD WEBSITE**


View DYCD's public website for information about our funded programs.

**CAPACITY BUILDING**

DYCD invests in building the capacity of nonprofit organizations as a strategy to help ensure that youth and families receive high-quality services.

**HELP CENTER**


Having trouble? Send a message to our support team through the Help Center.


**F.A.Q**


Read Frequently Asked Questions to learn more about DYCD Connect.


### DYCD HELP CENTER


The DYCD help center is where you can find resources to help with the technical and operational issues you may come across. Here you can contact DYCD support directly or look into additional resources and guides that can help you move forward with your tasks.


**first name**


**last name**

**phone**

**email**

**organization**

**program area**

**program type**

☐ **I am a DYCD employee**

Select if you need operational or technical help:

**NEED TECHNICAL ASSISTANCE?**

If you are having a technical issue related to logging in, accessing your services, or experiencing a bug, contact the technical help desk

**NEED OPERATIONAL ASSISTANCE?**

Having trouble performing your existing operations using the new systems and tools within DYCD connect? Get in touch with a program specialist

**Detailed Description:**