



DYCDCONNECT

INCIDENT REPORTS

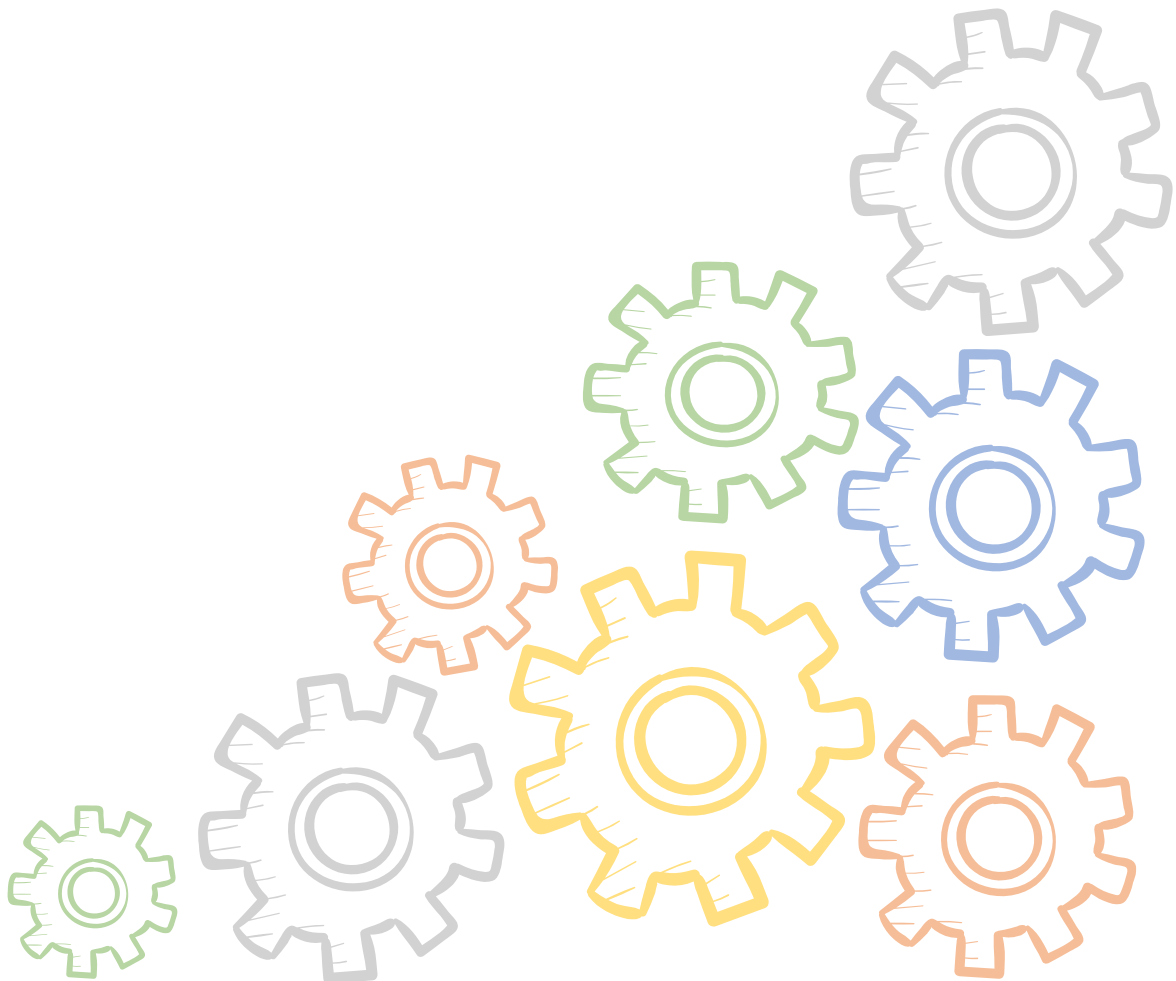


Table of Contents

Purpose of this Guide.....	3
DYCD Incident Reporting Policy & Guidance	3
What Constitutes an Incident that Must be Reported to DYCD?	3
DYCD Incident Notice & Reporting Policy	4
Incident Guidance for Providers	4
How to Submit an Incident Report in DYCD Connect	5
Who can Submit/View an Incident Report in DYCD Connect?	5
Creating an Incident Report	5
Completing an Incident Report	6
Incident Details Section	7
DOE Site Details Section	8
Persons Involved in Incident Section	8
Incident Description Section	8
Notified Parties Section	8
Saving the Incident Report	9
Next Steps Following CBO Submission	10
Edit/Unlock an Incident Report	11
Mark an Incident Report as Critical	11
Open a Corrective Action Plan from an Incident Report	12
Follow-Up on an Incident Report	12
Print/Export an Incident Report	12
DYCD Connect Help Center	13



Purpose of this Guide

With the release of [DYCD Connect](#), the process for submitting Incident reports to DYCD is changing. **Providers are now required to submit all Incident reports in DYCD Connect**, where they will be reviewed and tracked by DYCD. DYCD's Incident reporting policy is not changing at this time.

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. **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 email the completed Incident Report Form to cip@dycd.nyc.gov.
8. **Incident Resolution:** Providers should work with DYCD in addressing and resolving Incidents. However, it is ultimately Providers' responsibility to resolve Incidents.


How to Submit an Incident Report in DYCD Connect

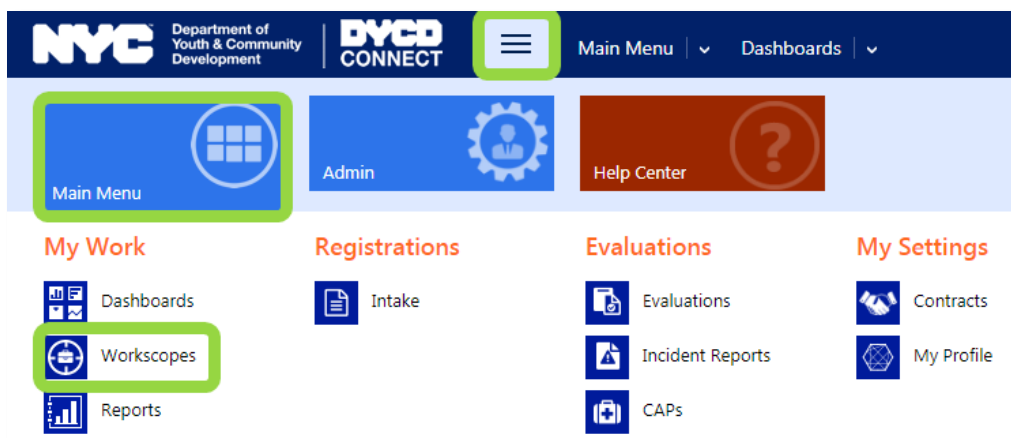
Who can Submit/View an Incident Report in DYCD Connect?

Within DYCD Connect, all Provider users (Provider Admin, Program Director and Case Manager) can submit, edit and view Incident reports for any program they have access to.

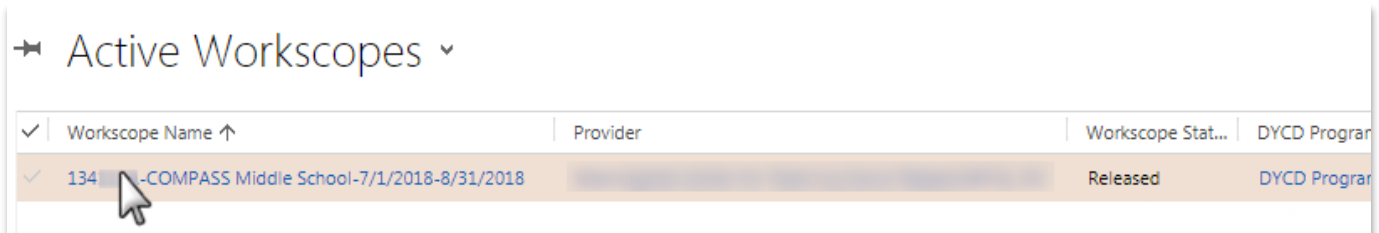
Your DYCD Program Manager can also submit an Incident on your behalf, which you will be able to view once it has been submitted.

Creating an Incident Report

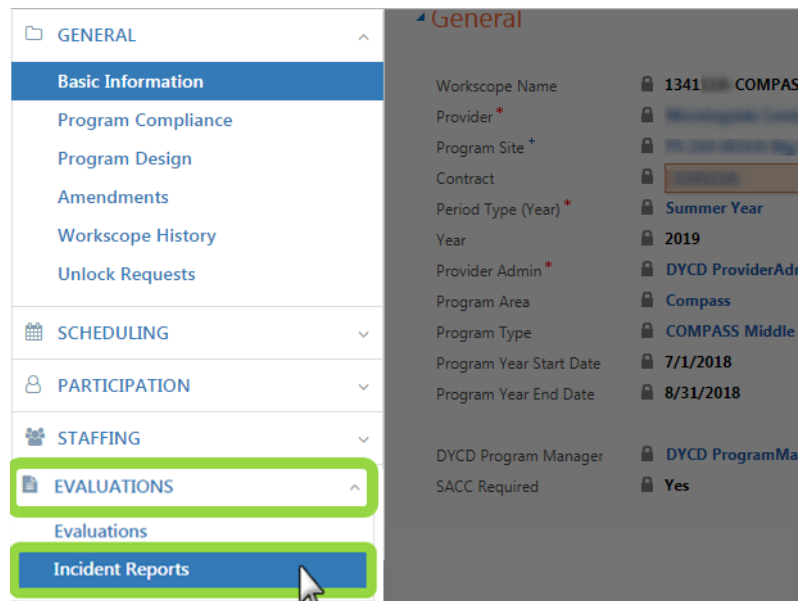
Step 1: Navigate to your current workspace in DYCD Connect by clicking on the  icon, **Main Menu** → **Workscopes**.



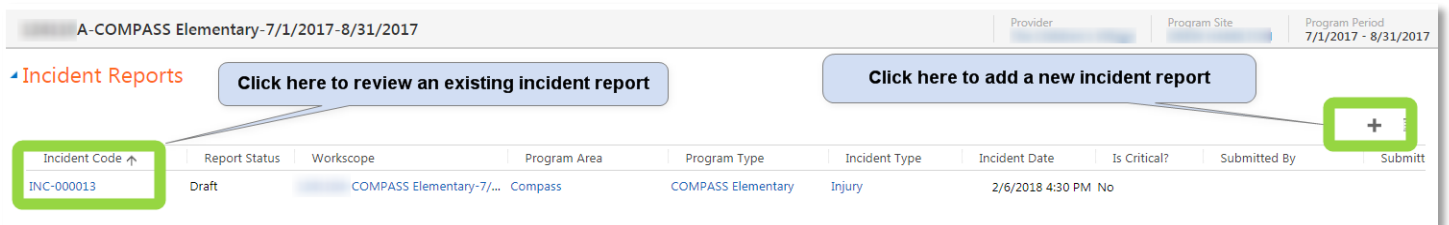
Step 2: Find your current year workspace, for which you would like to submit an Incident Report. Click on the workspace to open it.



Step 3: Within the navigation pane on the left side of the workspace, click **Evaluations→Incident Reports**.



A list of Incident reports will appear (if applicable). Note that only Incident reports submitted for the workscope timeframe will appear (e.g. summer). You will have the ability to review existing Incident reports or add a new report from here:



Step 4: Click on the + sign on the right side of the page to create a new Incident report. A new window will open.

Completing an Incident Report

Fields marked with an * are required. Fields marked with the icon are either pre-populated by the system or will update upon submission, or based on the Program Manager's response to the Incident. You will also notice the following message at the top of the Incident Report:

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

You will not be able to complete the following sections until after you have saved the form:

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

You must also complete all mandatory fields before you can save.

Incident Details Section

When completing an Incident report, you must identify the type of Incident. There are 7 options. You should select the one that most closely fits the nature of the Incident:

Incident Type	Description	Example
Abuse	Any Incident in which a non-participant engages in inappropriate verbal or physical contact with the potential to harm a participant.	Staff member inappropriately touches a participant.
Behavior	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.
Fighting	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.
Injury	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.
Medical	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.
Supervision	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.

Other	Select this option if no pre-defined type of Incident matches your case.	
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- **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

Complete this section if your Incident occurred in an NYC DOE Building. When you select 'Yes', the School Name field will appear. Use the search bar to find and select the name of the school where the Incident occurred.

Tip: Add an *asterisk to your search term to broaden your results.

*Eg: instead of searching for PS 214, search *214.*

Based on the DOE school selected, the school number field will automatically populate.

Persons Involved in Incident Section

Complete the information for the *primary person* involved in the Incident. Remember that before you can complete the Other Persons Involved section, you must complete all required fields and save the form.

Incident Description Section

Use this section to describe the Incident. Use the Follow-up Actions section to list any actions your program has taken since the Incident occurred to follow-up.

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 specify whether the Principal was notified. If the Principal was not notified, you need to specify why.


Remember that before you can complete the Services Notified section, you will need to complete all required fields and save the form.

If one or more of the following services were contacted, you are required to complete the Services Notified section of the report:

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

Providers are required to collect the Responder Name and Shield or ID# when contacting one of these services and thus, must provide this information on the Incident Report.

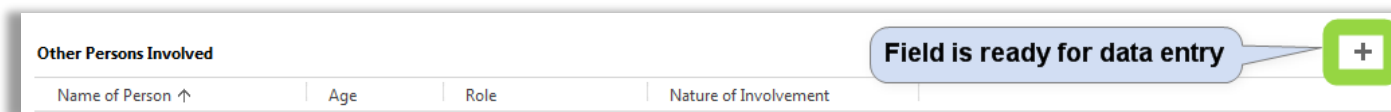
Saving the Incident Report

Once you have completed all required fields, you can save the Incident Report and return to it later if needed. You will notice that the  **SUBMIT** button will only appear when you have successfully saved the form. DYCD will not see this Incident report until it has been submitted.

Once you have saved, you can now complete the following sections:

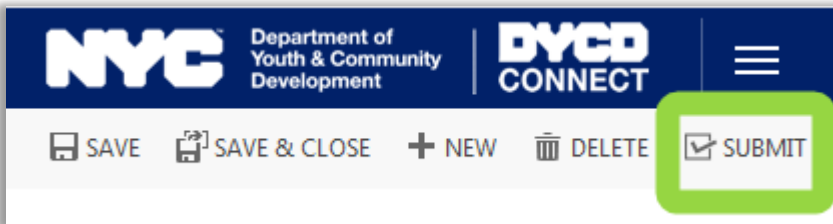
1. **Other Persons Involved in the Incident**
2. **Services Notified**
3. **Property Losses**

You will know these sections are available when you see the **+** sign appear:



Name of Person ↑	Age	Role	Nature of Involvement
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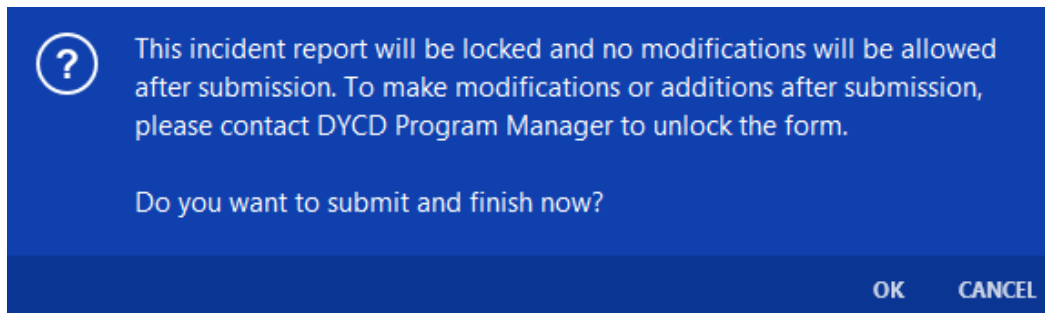
After you've entered all necessary information and clicked Save, you can submit the Incident to your DYCD Program Manager:



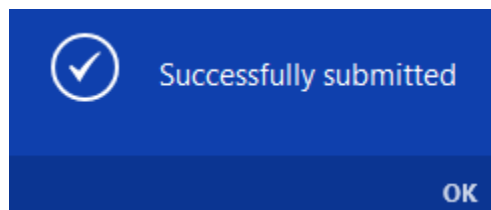
NYC Department of Youth & Community Development **DYCD CONNECT**

SAVE SAVE & CLOSE + NEW DELETE **SUBMIT**

A confirmation message will appear. Click **OK** to proceed.



Upon successful submission, you will receive the following notification:



Next Steps Following CBO Submission

The Incident report has been sent to your DYCD Program Manager for review. A timestamp of your submission will be recorded in the Status section of the Incident Report. You can also refer to this section to see whether your DYCD Program Manager has opened the Incident report.

See who submitted the incident report and when

Status	
Report Status	Submitted
Is Critical?	No
Submitted By	DYCD ProviderAdmin44
Submitted On	9/29/2017 12:01 PM
Unlocked On	--
Program Manager	DYCD Evaluator44
PM Acknowledged?	Yes
Date PM Acknowledged	12/21/2017 10:19 AM

PM & Date PM Acknowledged are recorded when PM first opens report

If the Incident report submitted does not require any next steps, no further action is required in the system.

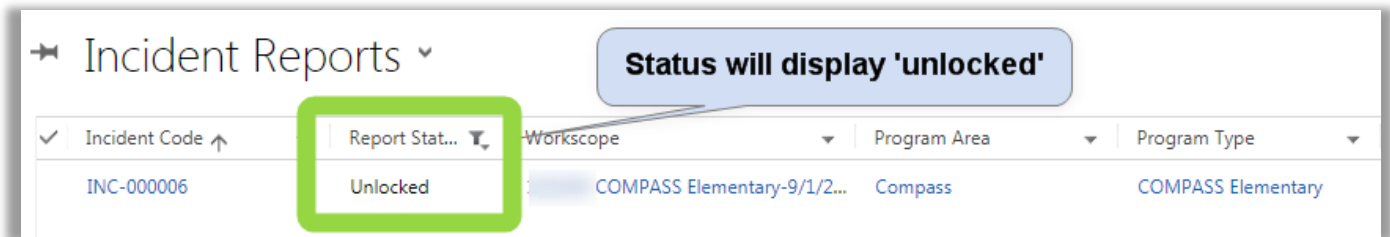
If the Incident report you submitted requires additional action, your Program Manager may choose the following options:

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

Edit/Unlock an Incident Report

This feature re-opens the Incident report to allow you to make edits or updates. Communication regarding requests for edits/additional information will occur outside of DYCD Connect via phone or email with your Program Manager for the time being.

In DYCD Connect, the 'Report Status' field will update to 'Unlocked' to allow for edits:



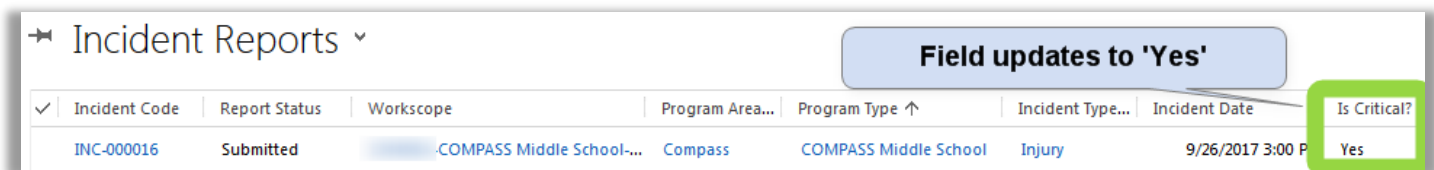
The screenshot shows a table titled 'Incident Reports'. A callout box points to the 'Report Status' column, which now displays 'Unlocked' for the incident with code 'INC-000006'. Other columns include 'Incident Code', 'Workscope', 'Program Area', and 'Program Type'.

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

Follow the same process to [submit the Incident](#) as you did initially.

Mark an Incident Report as Critical

Depending on the severity of the Incident, your DYCD Program Manager may determine that DYCD's Legal Department should be notified. Incidents marked as critical will display 'Yes' on the 'Is Critical?' field:



The screenshot shows the 'Incident Reports' table with an additional column 'Is Critical?'. A callout box points to this column, which now displays 'Yes' for the incident with code 'INC-000016'. Other columns include 'Incident Code', 'Report Status', 'Workscope', 'Program Area...', 'Program Type', 'Incident Type...', and 'Incident Date'.

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

This alone does not require any additional action on your part. Your Program Manager will follow-up if additional action or information is required.


Open a Corrective Action Plan from an Incident Report

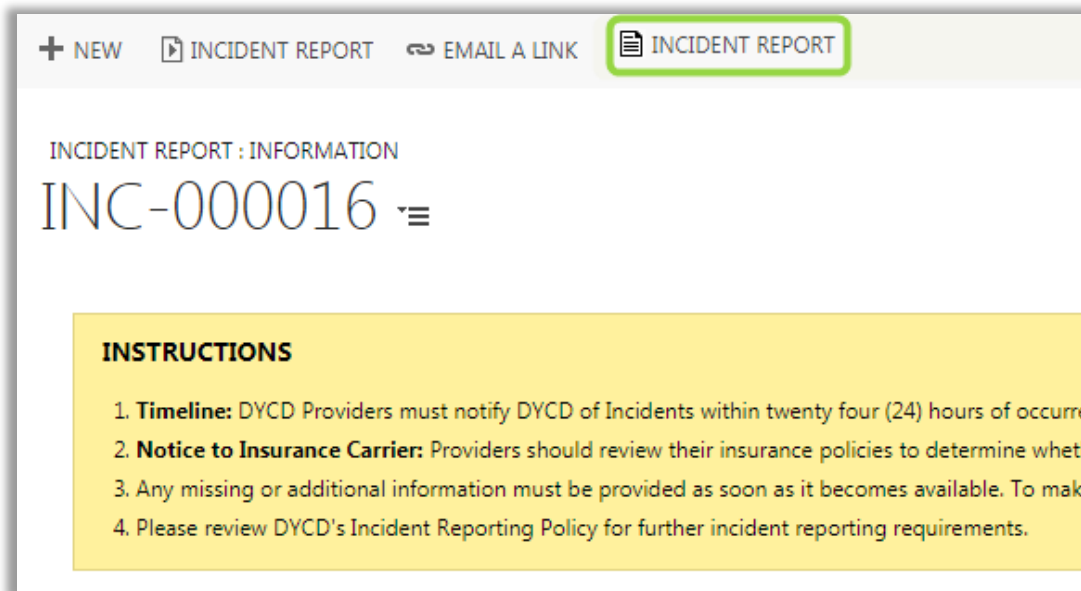
For critical Incidents, DYCD may initiate a Corrective Action Plan associated with the Incident. This CAP occurs outside of a typical evaluation schedule and stands on its own. Your DYCD Program Manager will notify you if they determine a CAP is required. After the CAP is generated in the system, it will appear in the CAP section of your dashboard. Please refer to the [EMS User Guide](#) for more information on Corrective Action Plans.

Follow-Up on an Incident Report

This feature is used when, following an Incident, your program receives a Manual Evaluation from DYCD. This is when DYCD determines a unique site visit is required due to the nature of an Incident (e.g. to monitor progress on resolving a major safety issue). This type of evaluation is considered manual because it falls outside of the regular schedule of evaluations that occur in EMS.

Print/Export an Incident Report

After you have saved the Incident report, the document can be exported, by clicking the  INCIDENT REPORT button on the top ribbon and exporting the document as a PDF:




DYCD Connect Help Center

For any issues or questions on using DYCD Connect, submit a ticket through the [Help Center](#) on the DYCD Connect homepage.

For Incident Report policy questions, please reach out to your DYCD Program Manager or Deputy Director.


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: