

# Waiver Incident Reporting Process Flow Chart

Waiver Online Incident Tracking System (W-OTIS)

Participant or Family/ Direct Service Provider/Support Coordinator

Critical Incident (CI)				
<b>Initial Action</b>	<b>Participant or Family/ Direct Service Provider/Support Coordinator:</b> <ol style="list-style-type: none"> <li>Learns of critical incident and initiates appropriate actions to protect participant from harm</li> <li>Abuse, neglect and exploitation must also be reported to APS/EPS/CP immediately</li> </ol>			<b>IMMEDIATELY</b>
	<b>Participant or Family</b>	<b>Direct Service Provider (DSP)</b>	<b>Support Coordinator (SC)</b>	
<b>Initial Reporting</b>	<ul style="list-style-type: none"> <li>Report critical incidents immediately to the DSP and/or SC</li> </ul>	<ul style="list-style-type: none"> <li>Notify the SC Agency within 2 hours of discovery</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>Send written report within 24 hours of discovery</li> </ul>	<ul style="list-style-type: none"> <li><i>Only when SC discovers CI: Contact DSP within 2 hours of discovery</i></li> </ul>	<b>WITHIN TWO HOURS</b>
			<ul style="list-style-type: none"> <li>Enters incident into W-OTIS by close of next business day after notification</li> </ul>	<b>BY CLOSE OF NEXT BUSINESS DAY</b>
<b>Preliminary Follow-up</b>		<ul style="list-style-type: none"> <li>Submits written update to SC on CIR Form by close of 3<sup>rd</sup> business day after initial report</li> </ul>		<b>BY CLOSE OF THIRD BUSINESS DAY</b>

(PAGE 2)	Participant or Family	Direct Service Provider (DSP)	Support Coordinator (SC)	
			<ul style="list-style-type: none"> <li>Enters Follow Up Case Note into W-OTIS by close of sixth business day after initial report</li> </ul>	<b>BY CLOSE OF SIXTH BUSINESS DAY</b>
<b>Until Closure</b>		<ul style="list-style-type: none"> <li>Follows up and takes actions to address CI in conjunction with participant and SC</li> <li>Cooperates with the investigation</li> <li>Submits updates to SC as necessary until resolution</li> </ul>	<ul style="list-style-type: none"> <li>Continues to follow up with DSP, participant as necessary</li> <li>Updates OTIS case notes</li> </ul>	<b>UNTIL CLOSURE BY THE REGIONAL WAIVER OFFICE</b>
<b>Upon Closure</b>			<ul style="list-style-type: none"> <li>Sends Participant Summary Letter to participant &amp; DSP</li> </ul>	<b>WITHIN FIFTEEN DAYS AFTER REGIONAL OFFICE HAS CLOSED CASE</b>