



CHILD CARE
LICENSING BUREAU



Reporting an Incident

JOB AID

Reporting an Incident



Purpose

This job aid covers how to report an incident as a provider via the Child Care Licensing Bureau (CCLB) Provider Portal.



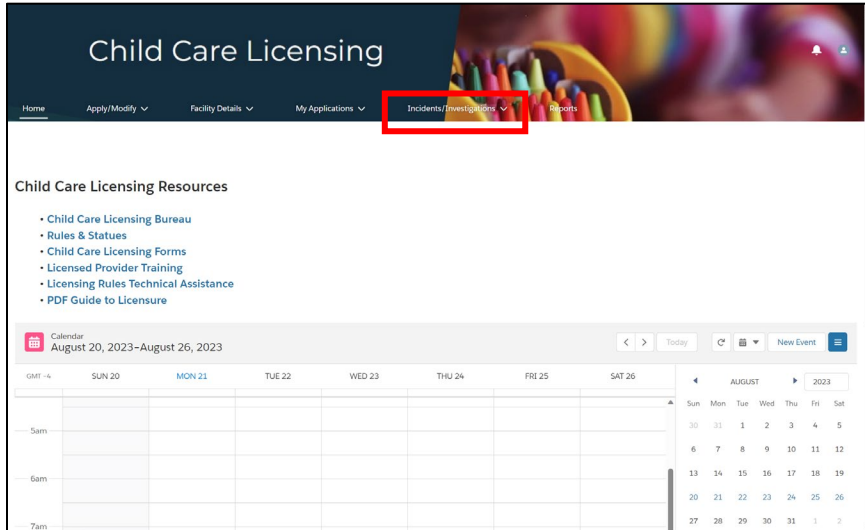
Business Role(s)

- Providers

Reporting an Incident via the CCLB Provider Portal

As a provider you can report an incident via the CCLB Provider Portal by following these steps:

1. From the CCLB Provider Portal home page click on **Incident/Investigations** and select **Log an Incident**.



2. Read the instructions, select a **Type of Report**, **Select Facility for Incident**, and then click on **Next**. For family or group home facilities you will proceed to **Next** as it is one facility per account.

The screenshot shows the 'Log an Incident' form. At the top, there is a navigation bar with the same menu items as the previous screenshot. The main content area is titled 'INSTRUCTIONS' and contains the following text: 'Complete and Submission The completion and submission of this form to the department is required by the following licensing rules: Family Group Child Care Homes R 400.1962(4), Child Care Centers R 400.8158(4)'. Below this is a dropdown menu for 'Type of Report' which is highlighted with a red box. Underneath is a section titled 'Select Facility for Incident:' which is also highlighted with a red box. This section contains a table with columns for 'Facility Name', 'Facility Address', and 'Type'. The 'Facility Name' column has a dropdown menu with 'Mo El' selected. The 'Facility Address' column has sub-columns for 'Street', 'City', 'State', and 'Zip Code'. Below the table is a 'Save for later' link and a blue 'Next' button, which is highlighted with a red box. On the right side of the form, there is a 'Steps' section with a list of steps: 'INSTRUCTIONS', 'Children Details', 'Caregiver(s)/Other Person(s) Involved/Witness(es)', 'Incident Details', 'Person Notified', and 'Confirmation'. The 'INSTRUCTIONS' step is currently selected.

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3. Now you will enter information about the child(ren) in care involved, fill out all necessary fields and then click **Next**. If you need to add more than one, click the **Add** button.

The screenshot shows the 'Child Care Licensing' portal interface. The main heading is 'Child Care Licensing'. Below the heading is a navigation bar with links: Home, Apply/Modify, Facility Details, My Applications, Incidents/Investigations, and Reports. The main content area is titled 'Enter information about child(ren) in care involved'. It contains several input fields: * Child's Name, * Name of Parent, Birthdate, Sex, Address, Home Phone Number, and Alternate Phone Number. There is an 'Add' button to the right of the 'Name of Parent' field. At the bottom of the form, there is a 'Save for later' link and two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red box. On the right side, there is a 'Steps' panel with a vertical list of steps: INSTRUCTIONS, Children Details, Caregiver(s)/Other Person(s) Involved/Witness(es), Incident Details, Person Notified, and Confirmation. The 'Children Details' step is currently selected and highlighted with a blue circle.

4. Enter Caregiver(s) /Other person(s) involved /Witness(es), fill out all necessary fields and then click **Next**. If you need to add more than one, click the **Add** button.

The screenshot shows the 'Child Care Licensing' portal interface. The main heading is 'Child Care Licensing'. Below the heading is a navigation bar with links: Home, Apply/Modify, Facility Details, My Applications, Incidents/Investigations, and Reports. The main content area is titled 'Enter Caregiver(s) /Other person(s) involved /Witness(es)'. It contains two input fields: * Name and Address. There is an 'Add' button to the right of the 'Name' field. At the bottom of the form, there is a 'Save for later' link and two buttons: 'Previous' and 'Next'. Both the 'Add' and 'Next' buttons are highlighted with red boxes. On the right side, there is a 'Steps' panel with a vertical list of steps: INSTRUCTIONS, Children Details, Caregiver(s)/Other Person(s) Involved/Witness(es), Incident Details, Person Notified, and Confirmation. The 'Caregiver(s)/Other Person(s) Involved/Witness(es)' step is currently selected and highlighted with a blue circle.

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5. Enter the incident details and then click **Next**. The actual time of the incident will need to be recorded, after time is selected from the drop-down, you can make edits to reflect the actual time the incident occurred.

This script has been automatically saved, in order to resume in the future: Copy the link or Email me the link

Steps

- INSTRUCTIONS
- Children Details
- Caregiver(s)/Other Person(s) Involved/Witness(es)
- Incident Details**
- Person Notified
- Confirmation

Enter incident details

Incident Date Incident Time

Incident location

Describe the Incident

Was First Aid Given?
 Yes
 No

Child's illness or injury, if applicable

Where Child Received Medical Treatment (if known)

Phone number of Treating Physician/Medical Facility/Hospital

Any Handicaps, Health Problems, or Exceptions listed on the Child's Health Records

Save for later

6. Enter person(s) notified (for example, parent, law enforcement), enter all details and click on **Next**. The actual time of notification will need to be recorded, after time is selected from the drop-down you can make edits to reflect the actual time the notification occurred.

Child Care Licensing

Home Apply/Modify Facility Details My Applications Incidents/Investigations Reports

This script has been automatically saved, in order to resume in the future: Copy the link or Email me the link

Steps

- INSTRUCTIONS
- Children Details
- Caregiver(s)/Other Person(s) Involved/Witness(es)
- Incident Details
- Person Notified**
- Confirmation

Enter person(s) notified (for example, parent, law enforcement)

Name of Person Notified	Notified Date	Notified Time
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

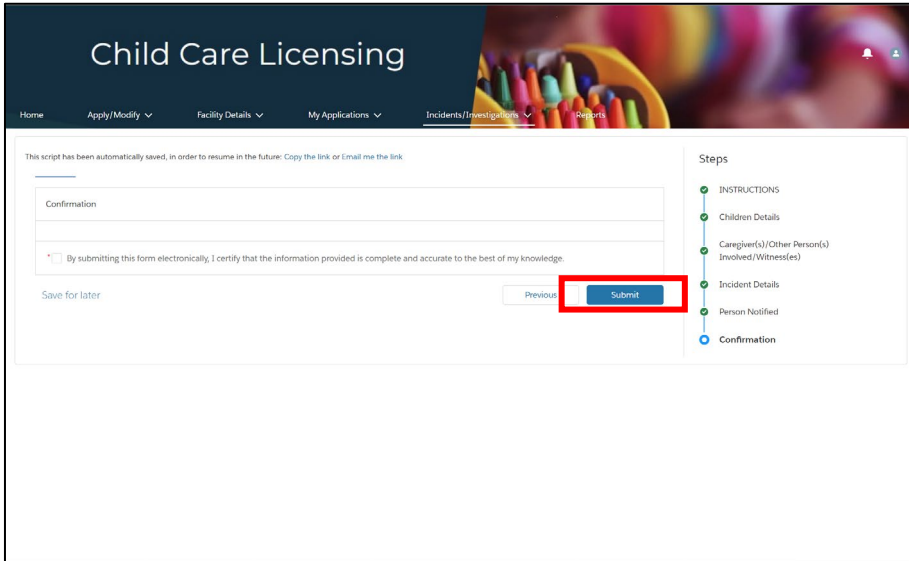
Name of Person Completing Form Title Date

Name of Person Responsible (Licensee) Title Date

Save for later

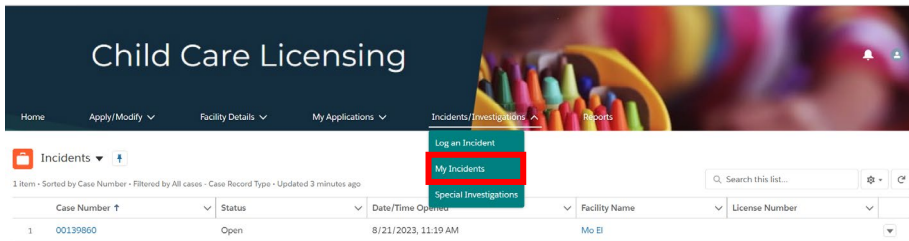
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7. Certify all the information you have provided is correct to the best of your knowledge, check the box to confirm, and click on **Submit**.



The screenshot shows the 'Child Care Licensing' portal interface. The top navigation bar includes 'Home', 'Apply/Modify', 'Facility Details', 'My Applications', 'Incidents/Investigations', and 'Reports'. The main content area displays a confirmation form with a text input field for 'Confirmation', a checkbox for certifying the information, and a 'Submit' button highlighted with a red box. A 'Steps' sidebar on the right shows the progress: INSTRUCTIONS, Children Details, Caregiver(s)/Other Person(s) Involved/Witness(es), Incident Details, Person Notified, and Confirmation (the current step).

8. A list view will display with the incident(s) you have filed for your facility. To navigate back to this list view under the incidents/investigations tab select **My Incidents**.



The screenshot shows the 'Child Care Licensing' portal interface with the 'Incidents/Investigations' tab selected. A dropdown menu is open, showing 'Log an Incident', 'My Incidents' (highlighted with a red box), and 'Special Investigations'. Below the menu, a table displays a list of incidents.

Case Number	Status	Date/Time Opened	Facility Name	License Number
1 00130860	Open	8/21/2023, 11:19 AM	Mo El	

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9. Clicking on the **Case Number** hyperlink will allow you to view additional information about the incident.

