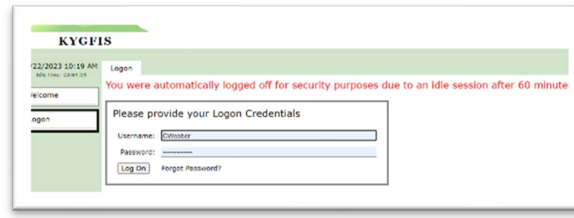
6/2024

CLASS 4 – GUARDIANSHIP WORKER SAFETY

STEP BY STEP GUIDE IN ENTERING A CLASS 4 INCIDENT RECORD INTO KYGFIS

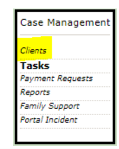
NOTE: CLASS 4 INCIDENTS ARE APPLICABLE TO GUARDIANSHIP CLIENTS ONLY; REFERENCE THE DIVISION SHARED DRIVE, EMPLOYEE SAFETY INCIDENT REPORT, FOR SAFETY INCIDENTS INVOLVING NON-CLIENTS / NON-WARDS.

This Guide Includes the Following:



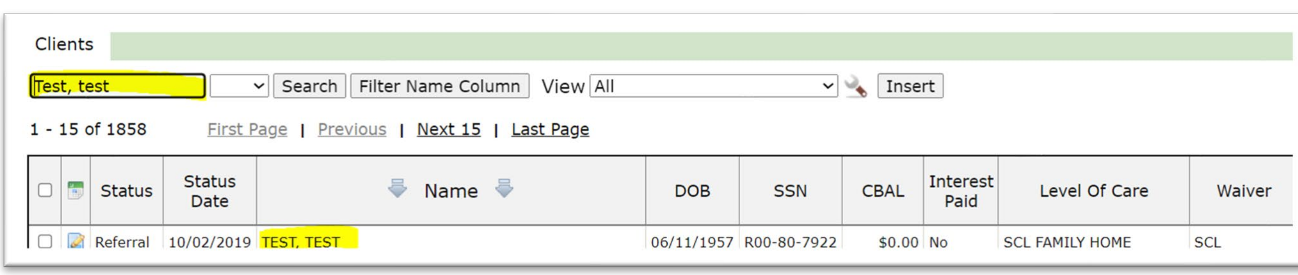
GETTING STARTED: HOW TO ENTER A CLASS 4 INCIDENT FOR THE FIRST TIME

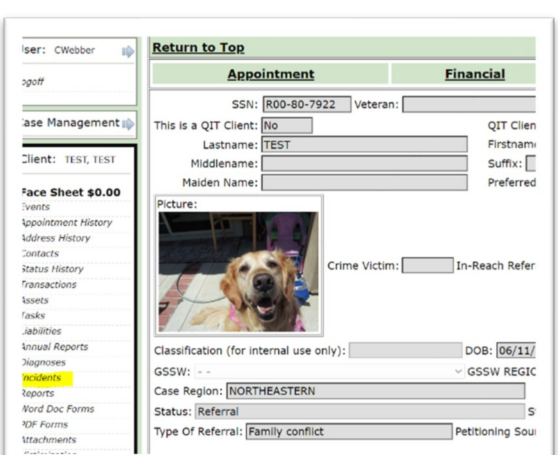
1. **Log on**: LOG ON TO KYGFIS at www.ky.panosoft.com. Bookmark the web address for easy future access. If you have not been given a Username and Password, contact Jessica.Wayne@ky.gov, Administrator, and she will sign you up.
2. **Username/Password**: Enter your Username and Password and click on "log on".
3. **Find Client**: Click "Clients" in the Case Management Box, box (left of screen).



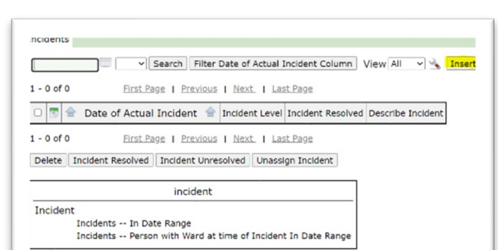
4. **Enter Client Name**: Enter client's Last name, followed by a comma, and then their first name (Example: Test, Test), then click on "Search". This box is NOT case sensitive, but it does require the correct spelling of the name.

5. **Identify Client's Name**: When the search results appear, "Test, Test" (or the real name you entered) should appear within the alphabetized list (generally, it is the first name on the first line). If the name does not show, delete the name out of the box and try again. Once the name appears, click on name and file will open to the "Face Sheet" The header will say "Client Information."





6. **Find Incident Screen:** To add a new Incident, use the left navigation bar and click on "Incidents".
7. **How To Enter Incident Info:** When the Incident page opens, click on "Insert" (top right). The Heading will say "Insert Incident Information" - you are now in "Insert Mode."

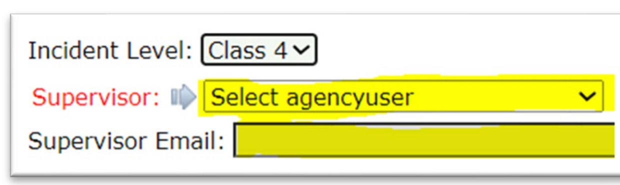


8. **<u>Within Incident Record – Date of Actual Worker Safety Incident:</u>** The current date is automatically populated within this field. However, if the incident occurred on a different date, then enter the correct date using the date format of MM/DD/YYYY. The date of an incident is provided to the GSSW by the provider/agency. You can choose dates by either clicking on the calendar next to the field or you may type in a date using the date format above. Once you have entered a date, tap the "Tab" key on your keyboard and you will move to the next data field.

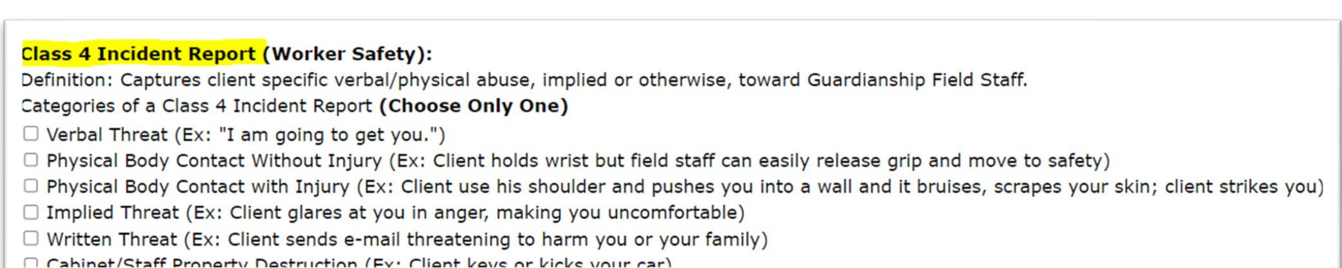
9. **<u>Within Incident Record – Date Guardianship Notified of Worker Safety Incident</u>**: This is the date the worker safety incident occurred. Enter this date in the blank field or click on the calendar and choose a date. If the worker safety incident (threat) is received via telephone, then the date of the telephone call is the Date Guardianship was Notified of Incident. If the threat comes in written form such as a fax or e-mail, then the e-mail/fax date would be the Date Guardianship was notified.

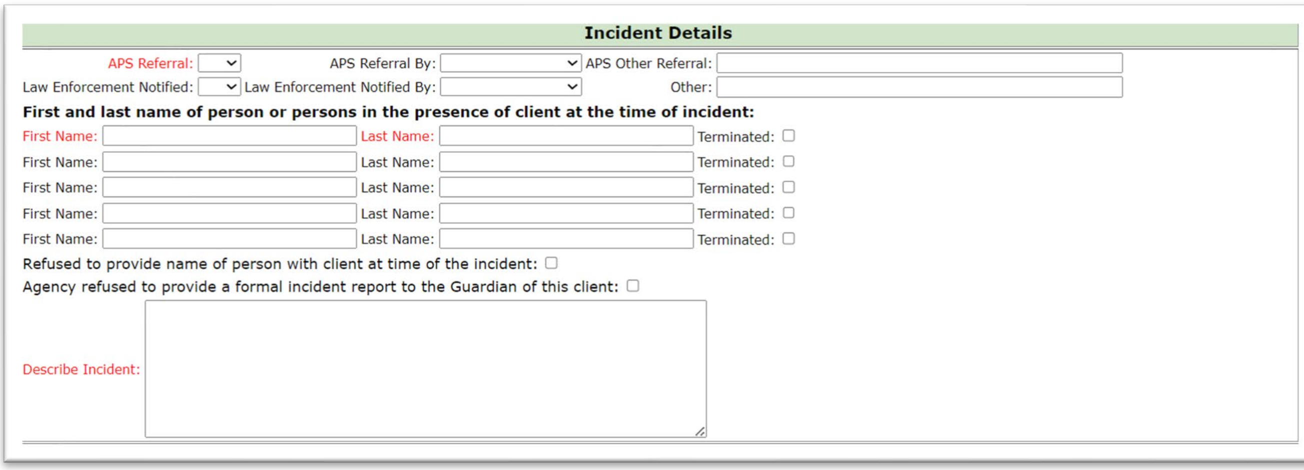
10. **<u>Select Incident Level</u>** : Choose "Class 4" from the drop-down box. **Field must be completed before the document can be saved.**

11. **<u>Enter Supervisor Info</u>**: Once "Class 4" is chosen, a "Supervisor" box will appear. Choose the name of your supervisor from the drop-down box. The "Supervisor Email" box will auto populate with the appropriate address and they will receive a copy of the Class 4 incident entered, once saved. Should the supervisor position be vacant in your region, choose the "Back-up" supervisor's name from the drop-down box so they will get the e-mail. Only one e-mail address can be entered! **Field must be completed before the document can be saved.**



12. **<u>Scroll Down To Class 4 Incident Report Section:</u>** The Definitions for Class 4, as well as the categories that fall within each Class Level, are provided. Once the Incident level is determined, check the box that best describes the incident. Choose only one category. If none apply, then choose the category that best describes the harmful behavior. Proceed to Incident Details section after selecting the appropriate Category.





Incident Details

APS Referral: APS Referral By: APS Other Referral:
Law Enforcement Notified: Law Enforcement Notified By: Other:

First and last name of person or persons in the presence of client at the time of incident:

First Name: Last Name: Terminated:
First Name: Last Name: Terminated:
First Name: Last Name: Terminated:
First Name: Last Name: Terminated:
First Name: Last Name: Terminated:

Refused to provide name of person with client at time of the incident:
Agency refused to provide a formal incident report to the Guardian of this client:

Describe Incident:

13. **<u>Incident Details - APS Referral</u>**: "APS" is the acronym for Adult Protective Services which is located in the Department for Community Based Services (DCBS). If the worker safety incident is referred to APS, regardless of source, choose "Yes" from the drop-down box. Otherwise, choose "No." **Field must be completed before the document can be saved.**

14. **<u>Within Incident Details - APS Referral By</u>**: This field is asking who made the APS referral. Using the drop down box, pick one of the three choices.

15. **<u>Within Incident Details - APS Other Referral</u>**: If "Other" is entered in the APS Referral by" field, the name of the person or agency is to be identified in this field.

16. **<u>Within Incident Details - First and Last Name of Person or Persons in the Presence of Client at the Time of Incident:</u>** This means exactly what it says. Guardianship staff is to secure the name of the person or persons in the presence of our client at the time of the incident. Enter the name(s) of those who witnessed guardianship staff being threatened or harmed. **NOTE: <u>Exception</u> - If no other parties were present, and it was merely Guardianship staff and the client, enter the client's name, FIRST Name, then LAST Name.**

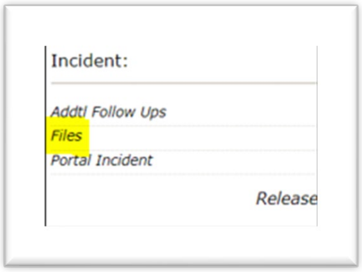
17. **<u>Within Incident Details – Terminated Boxes</u>**: **Disregard. The Terminated boxes do not apply to a Guardianship Worker Safety - Class 4 Incident.**

18. **<u>Within Incident Details –Refused to Provide Name of A Person with Client at the Time of the Incident</u>**: **Disregard. This field does not apply to a Guardianship Worker Safety - Class 4 Incident.**

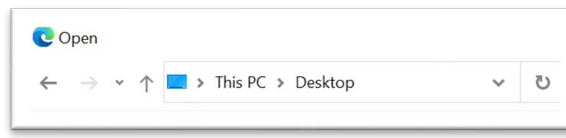
19. **<u>Within Incident Details –Agency Refused to Provide a Formal Incident Report to the Guardian of this Client</u>**: **Disregard. This field does not apply to a Guardianship Worker Safety - Class 4 Incident.**

20. **<u>Within Incident Details –Describe Incident:</u>** Describe, in detail, the sequence of events that led up to the event of your safety being compromised by a client of the CHFS Guardianship Program. The description should explain before and during the event that took place. **Field must be completed before the document can be saved.**

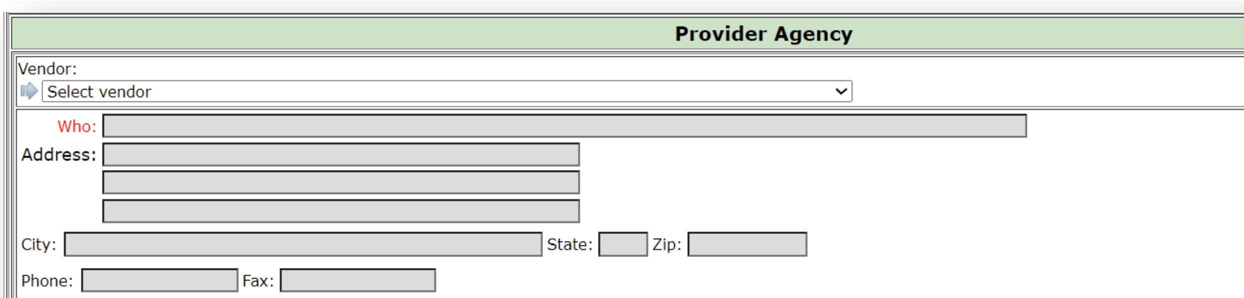
What To Do When Populating Large Text Boxes	What NOT To Do When Populating Large Text Boxes
• Enter **<u>ONLY</u>** One Paragraph Detailing Who, What, When, Where. Be Clear, Concise & Understandable.	• No Misrepresentations and Do Not Enter "See Attached"
• Use Accurate Grammar, Spelling, & Complete Sentences	• No Grammatical, Spelling Errors, and /or Incomplete Sentences
• Emails Should Be Added To Follow-ups As Attachments	• Do NOT Copy Email Verbiage and/or Other Verbiage Into the Text Box. It Creates/Causes Blank/Empty/Extra Lines Inside the Box
• Ask Providers For Further Report Details to Better Clarify the Chain of Events That Took Place	
• Save Incident Report Making Sure All Field Headers In RED Are Populated	



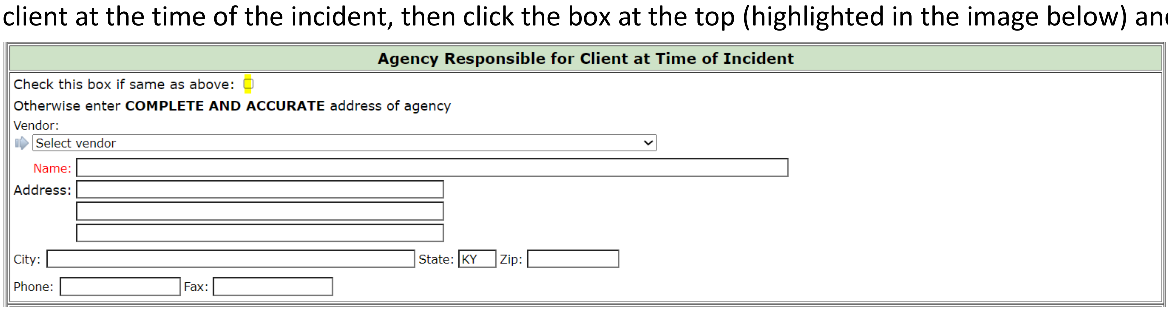
NOTE: After you save the incident information entered, now is the time to attach emails/photos or other files to the record. First make sure you have SCANNED in the documents you have to upload. (You can save them to your Desktop or wherever you prefer.) **Return to the Incident Record in KYGFIS. Reference the Incident section to the left. Click "Files" and a new window will appear. In the top right of the Files window, you will see "Insert." Click "Insert" and then "Choose File. This will take you to your "Open" files window. Select the appropriate file then "Open" at the bottom of the window. The document will then be attached to the record and you will need to click "Save" to finalize the upload.**



21. **Provider Agency Section – Select Vendor (Primary Vendor):** Click on the drop-down arrow and an extensive list of providers/vendors/agencies will appear. Choose one. Once a vendor has been chosen, the remaining fields will auto-populate. A Vendor must be chosen from the drop-down box before the document can be saved. **NOTE: A "Vendor" must be chosen from the drop-down box. If the vendor is not listed, please ask your supervisor, or email the designated Benefits Branch Staff, to add the vendor for you. DO NOT "key in" or "type in" a vendor name/address in the Select Vendor drop-down area.**



22. **Agency Responsible for Client at the Time of the Incident (Secondary Vendor): Check Box or Select Vendor:** If the Vendor you entered in the Provider Agency box, is also the provider responsible for our client at the time of the incident, then click the box at the top (highlighted in the image below) and their vendor information will auto-populate this section.



However, if the Provider Agency vendor was not with our client at the time of the incident due to other obligations (such as being transported from one location to another, attending a day treatment program, or attending a similar event, outside of the Provider Agency's direct supervision), during the time when staff safety was compromised, then use the drop-down box to choose the Secondary Vendor that was with our client at the time of the incident.

If the Vendor is not listed in the drop-down box, but you think the vendor will be utilized in the future, you can have it added to the list. Once the new vendor is added, go back and select them from the vendor list and the other fields will auto populate. **Field must be completed before the document can be saved. NOTE: If the vendor is not listed, please contact the designated Benefits Branch Staff to add the vendor for you. DO NOT "key in" or "type in" a vendor name/address in the Select A Vendor drop-down area.**

EXAMPLE 1: Luke Skywalker resides in a CAKY Family Home, (Primary Vendor), located in Frankfort. He is transported by Bluegrass Ultra Transit (BUS) to spend the day at the Frankfort Active Day Treatment Program. When arriving at the day treatment program, Luke exits the BUS. Before entering the facility, Luke calls you on his cell phone and menacingly threatens you and everyone else in the office. In this scenario, Bluegrass Ultra Transit (Secondary Vendor) is then the Agency Responsible for Client at the Time of the Incident and you would choose their Vendor Name from the drop-down box.

EXAMPLE 2: A client has an incident while in the temporary custody of family/friend and you know the family/friend of the client is not a Vendor and will NOT likely be used again, therefore, there would be no need to have their contact information added to the drop-down box. In this scenario, go ahead and enter the full and complete contact information for the family/friend. Type in their First Name and Last Name, (make sure both are spelled correctly), and then a complete United States Postal Service (USPS) deliverable address. The data you enter will be specific to that incident, and to that client, but will NOT be listed in the Main Vendor List. If later you determine that you WILL need to reference the family/friend contact information more often, as stated above the Example Sections, contact Cindy Ford or Jennifer Rosenberg to get them added to the Main Vendor List.

EXAMPLE 3: What about a client **who lives alone** and an incident occurs? In this scenario, the client is both Primary AND Secondary Vendor. Enter the client's First Name, Last Name, and Contact Information into the Provider Agency section as well as the Agency Responsible for Client at Time of Incident section.

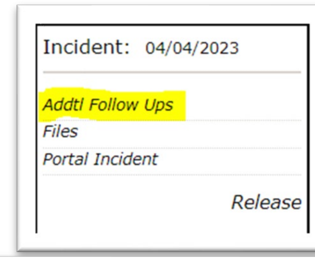
23. **GSSW Initial Action Plan – Safety Plan**: Describe what actions you took or will take to ensure your safety or the safety of others. Detail who will you notify, did you complete the Cabinet's Incident Report, and if you did, provide the date and time when you submitted that information. **IMPORTANT REQUIREMENT: PLEASE, NO E-MAILS AND NO EXTRA/EMPTY/BLANK LINES IN THIS BOX! Enter ONE PARAGRAPH ONLY and then attach the actual e-mail to the follow-up but NEVER copy/paste the e-mail in this box. Field must be completed before the document can be saved.**

24. **Within GSSW Initial Action Plan - Additional Follow Up Needed**: If it is determined that no other follow-up is needed, change field to "No," which CLOSES THE INCIDENT. It is imperative that the "GSSW Initial Action Plan" and the "Additional Follow Up Needed" fields support each other!!!! There can be multiple follow up reports on the same incident. It is important that all information and subsequent follow-up efforts in reference to the incident are recorded as a follow-ups to the incident until the incident is completely resolved. This requirement applies to the initial incident report box called "Describe the Incident" plus the box called initial action plan box.

25. **Notes Section – General Note Taking**: The Incident Notes Section is for any generic notes that you might want to make for yourself. The text within this field is not reviewed nor part of the reportable incident report. For your use only. It is not acceptable to record Incident information in the "Event" section of KYGFIS. However, there are times when a GSSW can use incident activities as case management contact details which would then allow you to enter the case management contact as a follow-up to the incident under the Incident section of KYGFIS, as well as a case management contact under the "Events" section in KYGFIS.

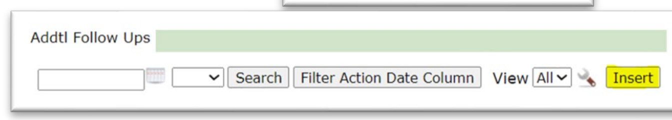
IF YOU HAVE UPDATED INFORMATION FOR AN EXISTING CLASS 4 INCIDENT; ENTER IT AS A FOLLOW-UP!

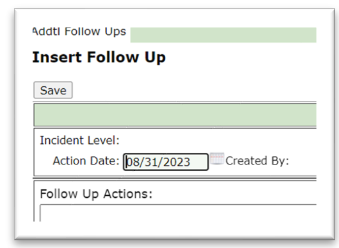
26. **Updating/Adding Info to an Existing Incident:** Identify and click on the existing incident requiring updates. The incident will open and you will be in "Insert" mode meaning you will be ready to add information.



27. **Reference Navigation Bar to Assist In Adding Info:** On the left of the screen, see the Incident navigation box and click on "Addtl Follow Ups" and a new screen will appear.

28. **Navigate to Insert Follow Up Screen:** Click on "Insert" in the top right-hand corner and it will take you to the Insert Follow up screen. In the "Follow Up Actions" section, enter the additional information in the text box. Follow the recommendations below regarding "What To Do . .and What NOT To Do .. When Populating Large Text Boxes."





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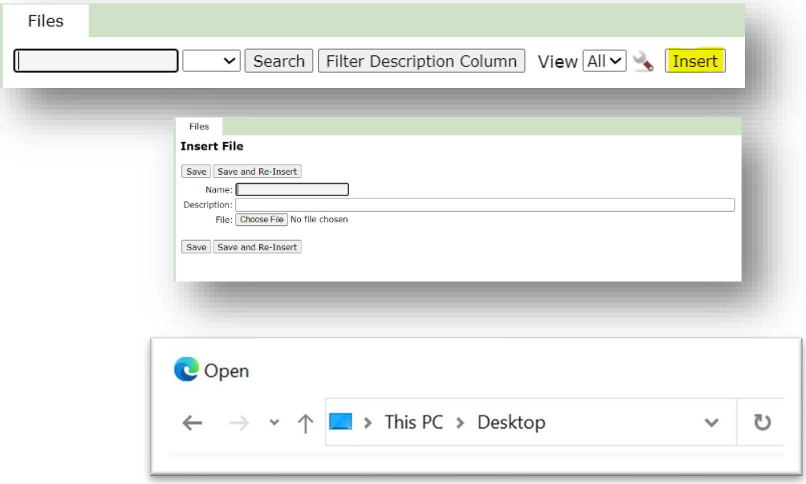
• Ask Providers For Further Report Details to Better Clarify the Chain of Events That Took Place	
• Save Incident Report Making Sure All Field Headers In RED Are Populated	

29. **Review and Save What You've Input:** Once the information is entered, review it to ensure there are no spelling or grammatical errors. Following your review, if no errors are detected, click on "Save". **NOTE: There are multiple "Save" options and can be found at the top or bottom of the screen. If you refer to the "Insert Follow Up" picture above, you can see the "Save" button option at the top of the screen.**

30. **View Entries After Input:** Incident Reports can have multiple follow-ups. To view what has been entered, you can view your Follow-Ups by clicking on the "Prev" or "Next" buttons at the top of the screen. These two buttons will take you to the beginning and ending of follow-ups for each client. Very handy!

ATTACHING AN E-MAIL OR ANY OTHER DOCUMENT TO A FOLLOW UP:

31. **Follow-ups and Attachments:** Follow-ups can be initiated several ways: e-mails from various parties, telephone calls, or other incident reports can also serve as a follow up to a Class 4. If you have a document you want to attach, SCAN the document, save it to your desktop, then attach it to the follow up by utilizing the "Files" option in the Navigation Bar.



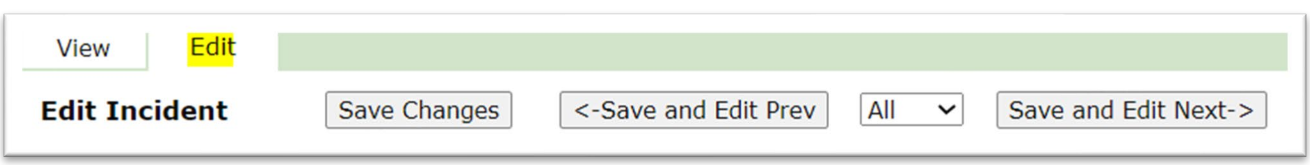
NOTE: To attach emails/photos or other files to the record. First make sure you have SCANNED in the documents you have to upload/attach. You can save them to your Desktop or wherever you prefer. Return to the Incident Record in KYGFIS. Reference the Incident section to the left. Click "Files" and a new window will appear. In the top right of the Files window, you will see "Insert." Click "Insert" and then "Choose File". This will take you to your "Open" files window. Select the appropriate file then "Open" at the bottom of the window. The document will then be attached to the record and you will need to click "Save" to finalize the upload.

EDIT MODE:

32. **Edit Mode – Corrections to Records:** Edit Mode is used to make a correction to an already saved Incident Report or to make a correction to the saved, subsequent, follow-ups (unlike the Event section of KYGFIS).

33. **Identify Appropriate Incident Record:** Find the appropriate client record and navigate to "Incidents" from the left navigation bar (always double-check that you have selected the appropriate client file).

34. **Select Incident:** Hover your mouse pointer over the incident that needs to be edited and click one time to open the record and you will see 2 tabs at the top: "View" and "Edit."



35. **Edit Record:** Click on "Edit." Make the necessary modifications/edits. When edits have been completed, click "SAVE CHANGES." Follow the recommendations below regarding "What To Do . .and What NOT To Do .. When Populating Large Text Boxes."

36. **Multiple Edits:** If you need to edit multiple incident reports, click on "SAVE AND EDIT PREV" or "SAVE AND EDIT NEXT." Those options will allow you to scroll back and forth to edit any other incident reports, as needed. Be sure to click "Save" after editing each record.

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• Ask Providers For Further Report Details to Better Clarify the Chain of Events That Took Place	
• Save Incident Report Making Sure All Field Headers In RED Are Populated	

37. **Exit Incident Screen**: When you have completed all Incident activities, select "Release" in the Navigation Bar to return to the FaceSheet.