Incident Report Processing Flowchart
Waiver Program

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Receive fax copy of
Notice of Incident Report form
(WM-4)
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Review the report for the following:

- Completeness of information provided.
  - All data fields are completed with required information.
  - Description of incident is clearly reported, including what actions were taken to address any health/safety issues for the youth.
- Receipt of the report is no later than 24 hours after incident.
- Youth's Individual Service Plan was followed, as applicable to the incident.
- Notification was appropriate to the incident (re: law enforcement and parent notification).

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Follow-up with service provider to obtain
additional details and information, if
necessary.
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Discuss problems identified with
involved provider(s),
as applicable.
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Contact local DFS office
and
Protection and Advocacy
to determine status of any investigations
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Monitor identified provider issues/problems
to insure timely correction of errors.
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```
Collect identified data elements for
quality management review
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