

HOW TO MANAGE INCIDENTS

You can create an incident to share information about a client with another user of ShelterPoint. Incidents are used to transmit messages, like the date of a client's dental appointment, or to prevent someone from checking into a shelter bed.

In this guide, you will learn how to...











- ✓ Review a client's incidents.
- ✓ Create a new incident.
- ✓ Remove or update an incident.

REVIEW A CLIENT'S INCIDENTS

A list of a client's recorded incidents can be found in ClientPoint or ShelterPoint. To view incidents in ShelterPoint, the client must be checked into a bed.


CLIENTPOINT

1. Select **Enter Data As** and choose your shelter provider.
2. Open the client's record in **ClientPoint**. When prompted, select **Use Current System Date**.
3. Click on the **Client Profile** tab, then scroll down until you see the **Incidents** sub-assessment.
 - a. To view an incident's details, click on its **edit pencil**.

Incidents						
		Start Date	End Date	Incident	Incident Code	Provider
		05/06/2019	Indefinite	Drugs	010	ICA-PSH D-I CoC-Training
		08/25/2018	09/14/2018	Alcohol	001	ICA-ES-HCC ESP-Training
		05/11/2018	05/11/2018	Refusal to Participate	005	ICA-ES-HCC ESP-Training
		04/05/2018	04/30/2018	Alcohol	001	ICA-ES-HCC ESP-Training
		03/08/2018	03/08/2018	Alcohol	001	ICA-ES-HCC











- b. Use the [navigation buttons](#) to see older incidents.

Incident Code	Provider	Ban	Site	Staff
010	ICA-PSH D-HCC-HUD-CoC-Training Provider	Yes	ICA Housing	Olympias Aeacidae
001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes	ICA Shelter	Marie Curie
001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes	ICA Shelter	Marie Curie

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SHELTERPOINT

1. Select [Enter Data As](#) and choose your shelter provider.
2. Open your shelter's unit list in [ShelterPoint](#).
3. Find the client's name in the unit list and click on it.
4. Select the [Stay Data](#) tab, then scroll down until you see the [Incidents](#) sub-assessment.
 - a. To view an incident's details, click on its [edit pencil](#).

Incidents For (1058691)					
	Start Date	End Date	Incident	Incident Code	Provider
	 /06/2019		Drugs	010	ICA-PSH Provider
	 08/25/2018	09/14/2018	Alcohol	001	ICA-ES-H Provider
	 05/11/2018	05/11/2018	Refusal to Participate	005	ICA-ES-H Provider
	 04/05/2018	04/30/2018	Alcohol	001	ICA-ES-H Provider
	 02/08/2018	02/22/2018	Alcohol	001	ICA-ES-H Provider

[Add New Incident](#) [Showing 1 of 1](#)

- b. Use the [navigation buttons](#) to see older incidents.

Incident Code	Provider	Ban	Site	Staff
	ICA-PSH D-HCC-HUD-CoC-Training Provider	Yes	ICA Housing	Olympias Aeacidae
	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes		Marie Curie
	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes	ICA Shelter	Marie Curie
Showing 1 of 1 				
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CREATE A NEW INCIDENT

New incidents can be created in ClientPoint or ShelterPoint. To create a new incident in ShelterPoint, the client must be checked into a bed.

CLIENTPOINT

1. Select [Enter Data As](#) and choose your shelter provider.
2. Open the client's record in [ClientPoint](#). When prompted, select [Use Current System Date](#).
3. Click on the [Client Profile](#) tab, then scroll down until you see the [Incidents](#) sub-assessment.
4. Click on the [Add New Incident](#) button, then fill out the following fields:
 - a. [Provider](#): If the name of your shelter provider does not appear here, double-check that you selected the correct provider in the [Enter Data As](#) pop-up.
 - b. [Start Date](#): The date the incident occurred.
 - c. [End Date](#): The value you enter will depend on whether the client is banned from staying at the shelter.
 - i. If this **is not** a ban incident, copy the [Start Date](#).
 - ii. If this **is** a ban incident, enter the date the client is allowed back in the shelter **minus** one day.
 - d. [Incident](#): Choose the most accurate option.
 - e. [Incident Code](#): [OPTIONAL] Your shelter can choose whether to classify incidents using code numbers.

- f. **Ban:** Select **Yes** if the client should be prevented from checking into this provider's shelter beds. Otherwise, select **No**.
 - g. **Staff Person:** Enter your name or the name of the staff person reporting the incident.
 - h. **Sites Barred From:** If this is a ban incident, type the full name of your shelter.
 - i. **Notes:** Explain what happened. Add your initials at the end.
5. When all fields have been filled out, click on **Save**.





Add a New Incident - (1058691)	
Provider *	ICA-ES-HCC-DHS-OEO-ESP- Training Provider (1410) Search My Provider Clear
Start Date *	04 / 05 / 2020   
End Date	04 / 30 / 2020   
Incident	Alcohol 
Incident Code	001 
Ban	<input checked="" type="radio"/> Yes <input type="radio"/> No
Staff Person	G. Khan
Sites Barred From	ICA Shelter
Notes	T.T.C. violated the shelter's rules regarding the distribution of alcohol. - GK

**This ban incident will prevent the client from being able to check into a bed in provider 1410's unit list until May 1st.*

SHELTERPOINT

1. Click on **Enter Data As** and choose your shelter provider.
2. Open your shelter's unit list in **ShelterPoint**.
3. Find the client's name in the unit list and click on it.
4. Select the **Stay Data** tab, then scroll down until you see the **Incidents** sub-assessment.
5. Click on the **Add New Incident** button, then fill out the following fields:
 - a. **Provider:** If the name of your shelter provider does not appear here, double-check that you selected the correct provider in the **Enter Data As** pop-up.

- b. **Start Date:** The date the incident occurred.
 - c. **End Date:** The value you enter will depend on whether the client is banned from staying at the shelter.
 - i. If this **is not** a ban incident, copy the **Start Date**.
 - ii. If this **is** a ban incident, enter the date the client is allowed back in the shelter **minus** one day.
 - d. **Incident:** Choose the most accurate option.
 - e. **Incident Code:** [OPTIONAL] Your shelter can choose whether to classify incidents using code numbers.
 - f. **Ban:** Select **Yes** if the client should be prevented from checking into this provider's shelter beds. Otherwise, select **No**.
 - g. **Staff Person:** Enter your name or the name of the staff person reporting the incident.
 - h. **Sites Barred From:** If this is a ban incident, type the full name of your shelter.
 - i. **Notes:** Explain what happened. Add your initials at the end.
6. When all fields have been filled out, click on **Save**.

Add a New Incident - (1058691)	
Provider *	ICA-ES-HCC-DHS-OEO-ESP- Training Provider (1410) Search My Provider Clear
Start Date *	04 / 05 / 2020 
End Date	04 / 30 / 2020 
Incident	Alcohol 
Incident Code	001 
Ban	<input checked="" type="radio"/> Yes <input type="radio"/> No
Staff Person	G. Khan
Sites Barred From	ICA Shelter
Notes	T.T.C. violated the shelter's rules regarding the distribution of alcohol. - GK









**This ban incident will prevent the client from being able to check into a bed in provider 1410's unit list until May 1st.*

REMOVE OR UPDATE AN INCIDENT



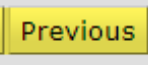
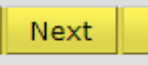

Incidents can be removed or updated in ClientPoint or ShelterPoint. To remove or update an incident in ShelterPoint, the client must be checked into a bed. **You should never remove or update an incident created by another user unless you know that it was entered in error.**

CLIENTPOINT









1. Select **Enter Data As** and choose your shelter provider.
2. Open the client's record in **ClientPoint**. When prompted, select **Use Current System Date**.
3. Click on the **Client Profile** tab, then scroll down until you see the **Incidents** sub-assessment.
 - a. To delete an incident, click on its **trash can**.

Incidents						
		Start Date	End Date	Incident	Incident Code	Provider
		04/30/2020	04/30/2020	Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider
		06/06/2019	Indefinite	Drugs	010	ICA-PSH CoC-Training Provider
		08/25/2018	09/14/2018	Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider
		05/11/2018	05/11/2018	Refusal to	005	ICA-ES-HCC-DHS-OEO-ESP-Training Provider

- b. Use the **navigation buttons** to see older incidents.

Incident	Incident Code	Provider	Ban	Site	Staff
Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes		Marie Curie
Refusal to participate	005	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	No		Isaac Newton
Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes	ICA Shelter	Marie Curie
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- c. To update an incident, click on its [edit pencil](#).

Incidents						
		Start Date	End Date	Incident	Incident Code	Provider
		04/05/2020	04/30/2020	Alcohol	001	ICA-ES-HCC ESP-Training
		05/06/2019	Indefinite	Drugs	010	ICA-PSH D- CoC-Training
		08/25/2018	09/14/2018	Alcohol	001	ICA-ES-HCC ESP-Training
		05/11/2018	05/11/2018	Refusal to	005	ICA-ES-HCC


When the [Edit Incident](#) pop-up opens, you can change any of the incident's details. Common reasons to update an incident include entering a missing [End Date](#) and changing the [Ban](#) answer.

SHELTERPOINT







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		08/25/2018	09/14/2018	Alcohol	001	ICA-ES-HCC ESP-Training
		05/11/2018	05/11/2018	Refusal to	005	ICA-ES-HCC

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Refusal to participate	005	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	No		Isaac Newton
Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider	Yes	ICA Shelter	Marie Curie
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- c. To update an incident, click on its [edit pencil](#).

Incidents						
		Start Date	End Date	Incident	Incident Code	Provider
		04/05/2020	04/30/2020	Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider
		05/06/2019	Indefinite	Drugs	010	ICA-PSH D-Coc-Training Provider
		08/25/2018	09/14/2018	Alcohol	001	ICA-ES-HCC-DHS-OEO-ESP-Training Provider
		05/11/2018	05/11/2018	Refusal to	005	ICA-ES-HCC-DHS-OEO-ESP-Training Provider

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