

# Enterprise Incident Management (EIM) Reference Guide

## Incident Report Extensions

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## Overview

Incidents and complaints\* (ODP-BSASP), once started initiated or created, must progress through the submission and review process on a set time schedule in accordance with policy. However, situations can arise that make it impossible to submit the final section documents in accordance with these timelines.

To provide a way for providers and Supports Coordination Organizations (SCOs) to inform the Department and its delegates per §6100.404 a. of the need to extend the due date of the Final Section document, EIM provides the Report Extension screen. This screen allows the user to enter an Updated Due Date for the final section document along with a reason for extending the due date.

Report extensions can be entered for all incident primary categories, and cannot exceed thirty (30) days per each extension.

Additionally, there are limits on the number of extensions that an incident initiating organization can create. Once those limits are met, if additional time is needed, the County/AE or ODP regional office (County or State users with an Incident Reviewer Role) have the ability to enter additional extensions.

**\*Note:** The reference to complaints in this document, only applies to ODP-BSASP, as they have this functionality in EIM.

## ***Understanding Report Extension Limitations***

EIM no longer allows for unlimited extension notifications to be included on an incident Final Section. For users from the initiating organization, a maximum of six 30-day extensions may be entered. For users from the County/AE, the number of extensions is dependent on the primary category. The number of days that each extension can be entered for will always be no more than thirty (30) days. The tables below display the maximum number of extensions for each extension based on the incident primary category and the requesting user.

<b>ODP-BSASP Report Extension Limitations</b>		
Primary Category	Initiating Organization	
	Maximum Number of Extensions	Maximum Days per Extension
Abuse	6	30
Behavioral Health Crisis Event	6	30
Death	6	30
Exploitation	6	30
Fire	6	30
Illness	6	30
Individual to Individual Abuse	6	30
Law Enforcement Activity	6	30
Missing Individual	6	30
Neglect	6	30
Passive Neglect	6	30
Rights Violation	6	30
Self-Neglect	6	30
Serious Illness	6	30
Serious Injury	6	30
Sexual Abuse	6	30
Site Closure	6	30
Suicide Attempt	6	30

<b>ODP- ID/A Report Extension Limitations</b>				
Primary Category	Initiating Organization		County/AE	
	Maximum Number of Extensions	Maximum Days per Extension	Maximum Number of Extensions	Maximum Days per Extension
Abuse	6	30	2	30
Behavioral Health Crisis Event	6	30	3	30
Death	6	30	10	30
Exploitation	6	30	2	30
Fire	6	30	1	30
Illness	6	30	3	30
Individual to Individual Abuse	6	30	2	30
Law Enforcement Activity	6	30	3	30
Missing Individual	6	30	3	30
Neglect	6	30	2	30
Passive Neglect	6	30	1	30
Rights Violation	6	30	2	30
Self-Neglect	6	30	1	30
Serious Illness	6	30	4	30
Serious Injury	6	30	4	30
Sexual Abuse	6	30	2	30
Site Closure	6	30	1	30
Suicide Attempt	6	30	1	30

***Entering a Report Extension***

To view the *Report Extension* screen, click the **Report Extension** icon (File icon), which appears in the Report Extension column of the table in the *Incident* or *Complaint Detail* page. For ODP-ID/A and ODP-BSASP incidents, extensions can only be reported on the Incident Final Section.

### Incident Detail

ID: [94385](#)    Version: 15    Type: Individual Incident    Primary Category: Death    Status: Open

Individual: PCG, DAISE  
MCI: 840371633

The Report Extension icon appears for the Incident Final Section after the Final Section is initiated, and the document has the status "In Progress."

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
+ Incident First Section	Submitted	8/31/2021		8/31/2021	KurtDayCa... PCG	8/31/2021	KurtDayCareEIM, PCG		<input type="checkbox"/>
+ Incident Final Section	In Progress	9/29/2021	VALIDATE SUBMIT	8/31/2021	KurtDayCa... PCG	8/31/2021	KurtDayCareEIM, PCG		<input type="checkbox"/>
+ Initial Management Review	Submitted	9/1/2021		8/31/2021	KurtDayCa... PCG	8/31/2021	BASCERegionEI... PCG		<input type="checkbox"/>
+ Incident Management Review	Created			8/31/2021	KurtDayCa... PCG				<input type="checkbox"/>

Collapse Details

## Making Selections in the Report Extension Screen

Follow the steps given below to enter an extension once the **Report Extension** icon appears in an *Incident Detail* or *Complaint Detail* page of a document.

1. Click a **Report Extension** icon, like that illustrated above, when you wish to extend the due date of the Incident Final Section. The *Report Extension* screen appears.

This screen shows the name of the document in question in the Document Name field, along with the original due date. Your EIM username and the date of your request also appear. Both items will be recorded with the other information you enter.

2. Click the **Calendar** icon on the “expected completion date” field and select the date. This field is mandatory. Extensions for the Incident Final Section may not exceed thirty (30) days. You may enter a maximum of 6 thirty (30) day extensions.

**Report Extension**

ID: [94385](#)    Version: 15    Type: Individual Incident    Primary Category: Death    Status: [Open](#)

Individual: [PCG, DAISEY](#)    Provider: [KURT DAY CARE](#)  
MCI: [840371633](#)    Discovery Date: 08/30/2021

Expand Details

**ADD**

Document Name: Incident Final Section    Due Date: 09/29/2021

Expected Completion Date:

Requesting User:

Request Date:

Reason for Extension:

4000 characters remaining

**CHECK SPELLING**    **UNDO CHANGES**    **SAVE**

**<< BACK**    **SAVE & CONTINUE >>**

**Enter the date or select a date from the calendar.**

September 2021						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

3. Enter your reason for the extension in the large, text-entry *Reason for Extension* field. This field is mandatory. The *Reason for Extension* must be at least 25 characters or an error message, shown below will be displayed.

The screenshot shows the EIM Enterprise Incident Management interface. At the top, there are navigation icons for HOME, SEARCH, REPORTS, and HELP. The main heading is "Report Extension". Below this, a red-bordered box contains the error message: "Error: A minimum of 25 characters must be entered for Reason for Extension." The form fields are as follows:

- ID: [94355](#) | Version: 15 | Type: Individual Incident | Primary Category: Abuse | Status: Open
- Individual: [PCG-BAS, JULIAN](#) | Provider: [KURT DAY CARE](#)
- MCI: [947845401](#) | Discovery Date: 09/08/2021

Below the details is a table of document extensions:

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Action
Incident Final Section	10/08/2021	10/29/2021	KurtDayCareEIM, PCG	09/08/2021	EDIT

There is an "ADD +" button below the table. The form fields below the table are:

- Document Name: Incident Final Section | Due Date: 10/29/2021
- Expected Completion Date:
- Requesting User: KurtDayCareEIM,PCG | Request Date: 09/09/2021
- Reason for Extension:  (3997 characters remaining)

4. Click **[SAVE]** once you have selected the Expected Completion Date and entered your Reason for Extension.
5. After a brief pause, the *Report Extension* screen reappears and displays a table showing a record of the extension. **[EDIT]** and **[ADD]** buttons also appear.

## Report Extension

ID: [94355](#)

Version: 15

Type: Individual Incident

Primary Category: Abuse

Status: Open

Individual: [PCG-BAS, JULIAN](#)  
MCI: [947845401](#)

Provider: [KURT DAY CARE](#)  
Discovery Date: 09/08/2021

Expand Details

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Action
Incident Final Section	10/08/2021	10/29/2021	KurtDayCareEIM, PCG	09/08/2021	<a href="#">EDIT</a>

[ADD](#)

Document Name:  Due Date:

Expected Completion Date: ★

Requesting User:

Reason for Extension: ★

The document name and the original, pre-extension date appear in this first line. Your name and the extension-request date also appear here.

4000 characters remaining

[CHECK SPELLING](#) [UNDO CHANGES](#) [SAVE](#)

[« BACK](#) [SAVE & CONTINUE »](#)

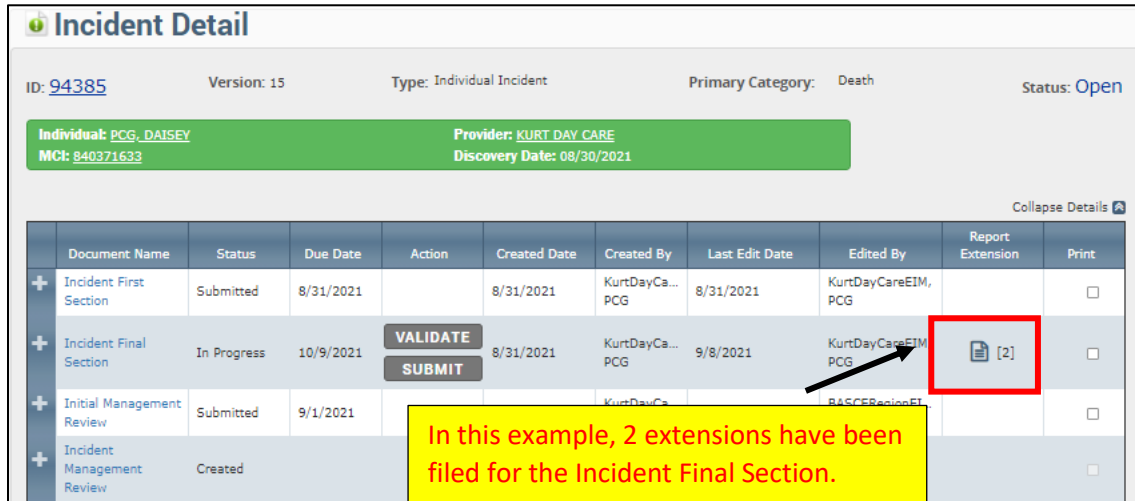
Clicking the **[EDIT]** button allows you to edit the reason for the extension. You cannot reselect a new Expected Completion Date ~~extension date~~. If further extension is needed, you need to create a new extension.

Clicking the **[ADD]** button allows you to create a new extension.

Clicking **[SAVE & CONTINUE]** will direct you back to the Incident Detail screen.



Once an extension has been entered, the report extension indicator will appear. A number in brackets will appear next to the report extension icon, representing the number of extensions that have been filed for that incident.



**Incident Detail**

ID: [94385](#)    Version: 15    Type: Individual Incident    Primary Category: Death    Status: **Open**

Individual: [PCG\\_DAISEY](#)    Provider: [KURT DAY CARE](#)  
MCI: [840371633](#)    Discovery Date: 08/30/2021

Collapse Details

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
+	Incident First Section	Submitted	8/31/2021		8/31/2021	KurtDayCa... PCG	8/31/2021	KurtDayCareEIM, PCG		<input type="checkbox"/>
+	Incident Final Section	In Progress	10/9/2021	VALIDATE SUBMIT	8/31/2021	KurtDayCa... PCG	9/8/2021	KurtDayCareEIM, PCG	[2]	<input type="checkbox"/>
+	Initial Management Review	Submitted	9/1/2021			KurtDayCa...		BASCERegionEIM, PCG		<input type="checkbox"/>
+	Incident Management Review	Created								<input type="checkbox"/>

In this example, 2 extensions have been filed for the Incident Final Section.

Provider and SC users are limited on the number of extensions that can be entered for an Incident Final Section. If you have reached the maximum number of extensions and attempt to submit another extension notification that exceeds the limit, the error message displayed below will appear at the top of the page. If additional extensions are required, the user should work with the County/AE (ODP-ID/A) or the Region (ODP-BSASP) and request that they file additional extensions on behalf of the provider or SC user. The user must also explain to the County/AE the reason for which they are requesting an Updated Due Date for the Final Section submission.

The table in the section *“Understanding Report Extension Limitations”* displays the number of extensions allowed for each Primary Category for County/AE users.

**Report Extension**

Error: The maximum number of allowed extensions has been reached for this incident. Contact the appropriate Region for assistance if an additional extension is required.

ID: [94385](#)    Version: 15    Type: Individual Incident    Primary Category: Death    Status: Open

Individual: PCG, DAISEY    Provider: KURT DAY CARE  
MCI: 840371633    Discovery Date: 08/30/2021

Expand Details ▾

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Action
Incident Final Section	09/30/2021	10/09/2021	KurtDayCareEIM, PCG	09/08/2021	EDIT
Incident Final Section	09/29/2021	09/30/2021	KurtDayCareEIM, PCG	09/08/2021	EDIT

ADD

- ODP-BSASP Error message “Error: The maximum number of extensions have been reached for this incident. Contact the appropriate Region for assistance if an additional extension is required.
- ODP-ID/A Error message “Error: The maximum number of extensions have been reached for this incident. Contact the appropriate County for assistance if an additional extension is required.

### ***Entering Extensions on Behalf of a Provider or SC (Initiating Organizations)***

If a provider or SC user reaches the limit on the number of extensions that can be entered for an Incident Final Section, the County/AE (ODP-ID/A) or Region (ODP-BSASP), is able to enter extensions on their behalf. The County/AE is limited on the number of extensions they may enter on the behalf of the initiating organization. Regions for the both ODP-ID/A and ODP-BSASP are not.

After being notified that an extension needs to be entered on behalf of the initiating organization as well as the reason for which they are requesting an Updated Due Date for the Final Section submission, the County/AE or Region will navigate to the Incident Detail screen. Once on the Incident Detail screen, the user will see that there are already extensions entered for the Incident Final Section.

Follow the steps given below to enter an extension on behalf of the initiating organization.

1. Click a **Report Extension** icon, like that illustrated above, when you wish to extend the due date of the Incident Final Section. The *Report Extension* screen appears.

2. Once you click on the icon, the **Report Extension** screen is displayed and the previously entered extensions are displayed.
3. By clicking on the **View** button, the user can review the reason(s) for the extension that were entered.
4. To enter an extension, click the **ADD** button and the screen will now allow for the entering of additional extensions.
5. Click the **Calendar** icon and select the revised date you need. This field is mandatory. Extensions for the Incident Final Section may not exceed thirty (30) days. Depending on the primary category of the incident that you are extending, you may enter multiple thirty (30) day extensions. Please see the table in the section "Understanding Report Extension Details" to see the limitations for each primary category for County/AE users.
6. Enter your reason for the extension in the large, text-entry *Reason for Extension* field. This field is mandatory. The *Reason for Extension* must be at least 25 characters or an error message.
7. Click **[SAVE]** once you have selected the date and entered your Reason for Extension. Clicking **[SAVE & CONTINUE]** will take you back to the Incident Detail screen.
8. After a brief pause, the *Report Extension* screen reappears and displays a table showing a record of the extension. **[EDIT]** and **[ADD]** buttons also appear.
9. Clicking **[SAVE & CONTINUE]** takes the user back to the Incident Detail screen, where all extensions now appear.

### ***Users with Read-Only Access***

Users with 'Read-Only' Access, will need to use the **[VIEW]** button on the Report Extension screen to view the *Reasons for Extensions*. The following users have 'View Only' access.

<b>User Role</b>	<b>Permission</b>
Incident Investigator	Can only view extensions
Incident Administrative Review	Can only view extensions
Incident Read-Only	Can only view extensions
Incident Admin	Can only view extensions

Users will navigate to the Incident Detail screen for incidents that they have access to and click on the *Report Extension* file icon to view the Report Extension screen.

By clicking on the **[VIEW]** button, the user can review the reason(s) for extension that were entered, as shown in the screenshot below.

**EIM Enterprise Incident Management** HOME SEARCH REPORTS HELP

### Report Extension

ID: [94355](#) Version: 15 Type: Individual Incident Primary Category: Abuse Status: Open

Individual: PCG-BAS, JULIAN  
MCI: 947845401

Expand Details

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Actions
Incident Final Section	10/29/2021	11/08/2021	BASSERegionEIM, PCG	09/09/2021	VIEW
Incident Final Section	10/08/2021	10/29/2021	KurtDayCareEIM, PCG	09/08/2021	VIEW

**Document Name:** Incident Final Section **Due Date:** 11/08/2021

**Expected Completion Date:** \*

**Requesting User:** AdminReviewer,Kurt **Request Date:** 09/09/2021

**Reason for Extension: \***

4000 characters remaining

The *Reason for Extension* will appear in the text box. The field will remain greyed out and the user will not be able to update or add any additional information to the text box, as shown below.

**EIM Enterprise Incident Management** HOME SEARCH REPORTS HELP

## Report Extension

ID: [94355](#)    Version: 15    Type: Individual Incident    Primary Category: Abuse    Status: Open

Individual: [PCG-BAS, JULIAN](#)    Provider: [KURT DAY CARE](#)  
MCI: [947845401](#)    Discovery Date: 09/08/2021

[Expand Details](#)

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Action
Incident Final Section	10/29/2021	11/08/2021	BASSERegionEIM, PCG	09/09/2021	<a href="#">VIEW</a>
Incident Final Section	10/08/2021	10/29/2021	KurtDayCareEIM, PCG	09/08/2021	<a href="#">VIEW</a>

**Document Name:** Incident Final Section    **Due Date:** 10/29/2021

**Expected Completion Date:** ★ 11/08/2021

**Requesting User:** BASSERegionEIM, PCG    **Request Date:** 09/09/2021

**Reason for Extension:** ★

The extension has been entered.

4000 characters remaining

All users can view entered report extensions. The icons in the Report Extension column on *Incident Detail* page remains clickable after extensions are entered so users can view entered extensions. When incidents have been closed or deleted, or when documents have been submitted, unapproved or reviewed, you cannot edit the *Report Extension* fields of report extensions you have entered – they are all read-only.

*In an effort to better explain the reasoning behind ODP's extension functionality, ODP has posted "Understanding Extensions and the Incident Reporting Overview Dashboard Connection" document on the Learning Management System (LMS).*