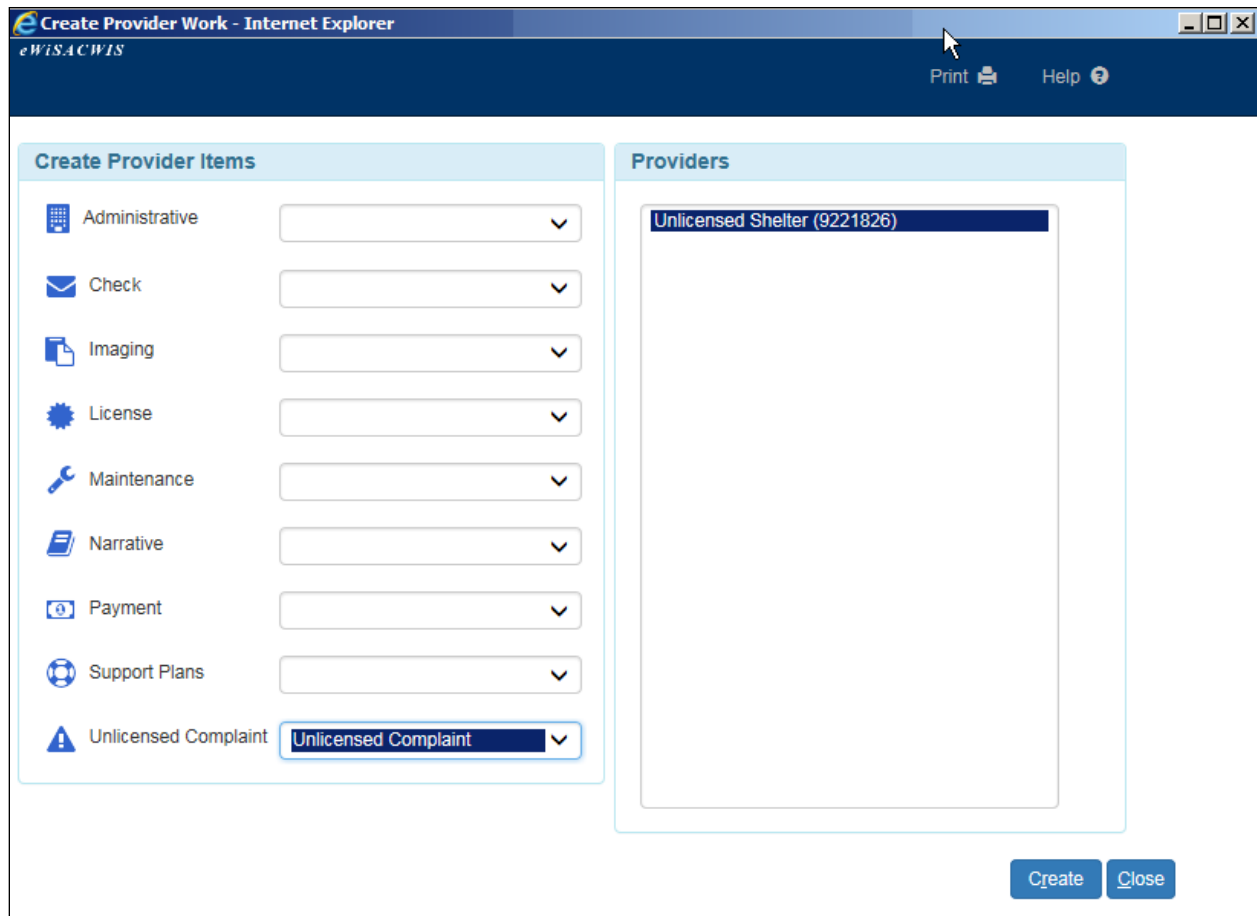


Documenting an Unlicensed Complaint/Serious Incident Report

Note: In order to document an unlicensed complaint, you need an assignment to the provider record.

1. From your desktop, go to the Provider tab and click the Create Provider Work hyperlink [Create provider work](#) or select Create Provider Work from the Actions drop-down next to the specific provider to open the Create Provider Work page.
2. On the Create Provider Work page, select Unlicensed Complaint from the Unlicensed Complaint drop-down. Select the provider. Click Create. This will open the Complaint/SIR page.



3. Enter the Received Date and select a method. If the Method = Letter, the Complainant Letter Date will fill with the same date as the Received Date. If applicable, select the Serious Indicator/48 Hr checkbox. Enter the Date of Occurrence. If the complaint/SIR is later associated to a site visit where the Action = 2544 Issued or a Noncompliance Statement and Correction Plan, the Noncompliance Statement checkbox will be checked. The Assigned Date fills with today's date. If the complaint/SIR is later associated with a noncompliance, enforcement, or site visit, the Noncompliance, Enforcements, or Site Visits box, respectively, will display a link to the noncompliance, enforcement, or site visit. Clicking the hyperlink will open the associated noncompliance, enforcement, or site visit.

4. If applicable, search for the liaison by selecting the [Search](#) hyperlink.

Note: The Received By and Assigned To workers can be updated by clicking the [Search](#) hyperlink to the right of the associated field.

Complaint/SIR Print Help

Provider

Name: [Unlicensed Shelter \(9221826\)](#) Licensor: Caitlin C. Cake
Type: Unlicensed Shelter Care Complaint/SIR ID:

Complaint Information

Received Date: 02/01/2023 Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr
Received By: Caitlin C. Cake [Search](#) Date of Occurrence: 00/00/0000 Noncompliance Statement
Assigned To: Caitlin C. Cake [Search](#) Assigned Date: 02/17/2023
Liaison: Caitlin C. Cake [Search](#)
Decision: Screen In Decision Date: 00/00/0000 **Noncompliances** **Enforcements** **Site Visits**
Decision By: Status: Closed Date: 00/00/0000

Incident Type(s): A medication administration error; Any injury of a child in out-of-home-care sustained during the use of a restraint; An outbreak of a serious communicable disease as defined in DHS 145 Appendix A

Description:

Complainant Name: Complaint Source: SIR
Notify Submitter Date Submitter Notified: 00/00/0000 [Notify Primary Worker](#)



Complainant Contact Information

Number: Street: Apt: WI City:
City: State: Zip: Country:

5. Select a Decision and enter the Decision Date; the incident type(s) field dynamically displays when the complaint source is SIR and the decision is anything other than pending.

6. Enter the description of the complaint/SIR. Document the Complainant Name and Complaint Source. If the complainant would like to be notified of the result of the complaint, select the Notify Submitter checkbox. When applicable, enter the Date Submitter Notified. Complete the Complainant Contact Information group box by entering the address and phone information for the complainant.

7. Once the decision has been documented select the "Notify Primary Worker" hyperlink. This will bring up the "Notify Primary Worker" pop-up page.

Notify Primary Worker of SIR Print  Help 

Child(ren) in Placement

Child(ren)	Message Sent
<input type="checkbox"/> Smithsonian, Scott	

Save Close

This page enables workers to identify child(ren) involved in a SIR who are in an open placement with a private provider or with a Child Placing Agency (CPA) if the provider is licensed by that CPA and sends a new Automated Message to the Primary Worker on the case of the child's placement about a new SIR.

8. In the Facility Investigation group box, the Type will default to “Unlicensed” since this was created from the Create Provider Work page and is not associated to a Facility License. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation has been completed, update the Violation Result for each Alleged Violation. Document the findings of the complaint and allegations in the Findings text box.
9. If the Complaint Source is SIR, the SIR Documentation group box will display. Click the [Imaging Search](#) hyperlink to add the SIR image.

Provider

Name: [Unlicensed Shelter \(9221826\)](#) Licensor: Dan'i Daisy
 Type: Unlicensed Shelter Care Complaint/SIR 8000500 ID: Made in Error

Facility Investigation

Type: Unlicensed Result: Pending Begin Date: 00/00/0000 End Date: 00/00/0000

Alleged Violation	Violation Result	
Inappropriate Discipline/Behavior Mgmt	Pending	Delete

[Insert](#)

Findings:

SIR Documentation

Date of Document	Image/Document
	Delete Imaging Search

[Insert](#)

[Save](#) [Close](#)

- On the Imaging Search page, eWiSACWIS will look to see if any SIR images have been added to eWiSACWIS in the past month. If none have been added, you will receive a message stating there is no matching data found for your criteria specified. You can add a new image by clicking the Create button. If an image already exists, click the radio button next to the image and click Continue to return to the Complaint/SIR page.

Imaging Search Print Help

Search Criteria

Search by: Provider Name: Unlicensed Shelter (9221826) Start Date: 02/13/2022 End Date: 02/22/2023

Category: Background Check Kinship Appeals Kinship Care Licensing Licensing Appeal Provider Type: Agency of Service Contract Rehab Review Rural Exceptions SIR Tax Document W-9 Inactive value: Agency Extraordina Inactive value: Agency Extraordina

Hold down the 'Ctrl' key for multi-selection Search

Results

	Category	Type	Participant	Date	File Name	
<input checked="" type="radio"/>	Provider	SIR	n/a	02/08/2023	IMG_prvd.JPG	Edit

Record 1 to 1 of 1

Create Continue Close

- If applicable, enter information in the Referral group box.

SIR Documentation

Date of Document	Image/Document	
02/08/2023	Edit	Delete Imaging Search

Insert

Referral

Referred To: Date Sent: 00/00/0000 Response Received: 00/00/0000

Referral Reason: Response:

Save Close

- Click Save to save the complaint. Click Close.

Note: Once a complaint has been saved, a Made in Error checkbox appears at the top of the page. See page 6 of this guide on how to make an unlicensed complaint in error.

13. You can access the complaint at any time from the desktop.

Unlicensed Shelter (9221826)

Provider details: Unlicensed Shelter Care License status: Not Licensed	Provider address: 123 State Street Madison, WI 53701 (Dane County)	Primary worker/licensor: Daisy, Dan'i (440) 943-7690 dan.daisy@wisconsin.gov	Actions: <input type="text" value="Please select an action"/>
---	---	---	---

View provider information



- Assignments
- Basic
- Parent Agency
- Placements
- Provider
- Provider Services
- Unlicensed Complaint**

Unlicensed Complaints

Unlicensed Complaint - Pending	02/22/2023	Daisy, Dan'i
Unlicensed Complaint - Pending	02/01/2023	Daisy, Dan'i
Unlicensed Complaint - Pending	06/08/2020	Daisy, Dan'i
Unlicensed Complaint - Pending	06/01/2020	Daisy, Dan'i
Unlicensed Complaint - Substantiated	02/01/2018	Daisy, Dan'i

Making an Unlicensed Complaint in Error

Once an unlicensed complaint has been saved, a Made in Error checkbox appears on the Complaint/SIR page.

1. To make an unlicensed complaint in error, access the unlicensed complaint from the Providers tab of your desktop. Click on the  icon for the appropriate provider record. Click on the  icon. Then click the [Unlicensed Complaint](#) hyperlink to open the Complaint/SIR page.

Unlicensed Shelter (9221826)

Provider details: Unlicensed Shelter Care License status: Not Licensed	Provider address: 123 State Street Madison, WI 53701 (Dane County)	Primary worker/licensor: Daisy, Dan'i (440) 943-7690 dan.daisy@wisconsin.gov	Actions: <input type="text" value="Please select an action"/>
---	---	--	---

View provider information

[Assignments](#) [Basic](#) [Parent Agency](#) [Placements](#)



[Provider](#) [Provider Services](#) [Unlicensed Complaint](#)

Unlicensed Complaints

Unlicensed Complaint - Pending	02/22/2023	Daisy, Dan'i
Unlicensed Complaint - Pending	02/01/2023	Daisy, Dan'i

2. On the Complaint/SIR page, click the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint is being made in error.

Complaint/SIR

Print  Help 

Provider

Name: [Unlicensed Shelter \(9221826\)](#) Licensor: Caitlin C. Cake Made in Error

Type: Unlicensed Shelter Care Complaint/SIR ID: 8000500

Complaint Information

Made in Error Justification:

Received Date: 02/01/2023 Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr

Received By: Caitlin C. Cake [Search](#) Date of Occurrence: 00/00/0000 Noncompliance Statement

Assigned To: Caitlin C. Cake [Search](#) Assigned Date: 02/17/2023

Liaison: [Search](#)

Decision: Screen In Decision Date: 00/00/0000

Decision By: Status: Closed Date: 00/00/0000

[Noncompliances](#) [Enforcements](#) [Site Visits](#)

Incident Type (s): A medication administration error; Any injury of a child in out-of-home-care sustained during the use of a restraint; An outbreak of a serious communicable disease as defined in DHS 145 Appendix A

Description:

Complainant Name: Complaint Source: SIR

Notify Submitter Date Submitter Notified: 00/00/0000 [Notify Primary Worker](#)

3. Click Save. This will freeze the record and no additional updates can be made. Click Close.
4. If a made in error complaint exists for this provider, you can view the made in error complaints from the desktop. Click the View Not Approved/Cancelled checkbox.

Providers

Filter by: Providers: 193 [Create provider work](#) [Create private provider](#)

Date restricted **Not approved/cancelled** Multiselect

Unlicensed Shelter (9221826)

Provider details: Unlicensed Shelter Care License status: Not Licensed	Provider address: 123 State Street Madison, WI 53701 (Dane County)	Primary worker/licensor: Daisy, Dan (440) 943-7690 dan.daisy@wisconsin.gov	Actions: <input type="text" value="Please select an action"/>
---	---	---	---

View provider information

[Assignments](#)
[Basic](#)
[Parent Agency](#)
[Provider](#)

Unlicensed Complaint

Unlicensed Complaints

Unlicensed Complaint - Pending	06/08/2020	Daisy, Dan
Unlicensed Complaint - Substantiated	02/01/2018	Daisy, Dan