



CALICO SOLUTIONS

CASPIR Users Guide

County Staff



CASPIR

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www.calicosol.com

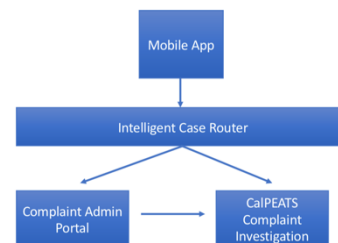
California’s System for Pesticide Incident Reporting

County User Guide

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Overview

Fieldworkers are now able to submit pesticide related incident reports via the CASPIR mobile app. These reports are initially routed to an administrative portal monitored by DPR and CaliCo Solutions but are automatically examined and if sufficient information is available to determine the county of the incident the system routes the incident report to the CalPEATS Dashboard in the appropriate county.



An Incident Report will be submitted from the mobile app to the Intelligent Case Router which determines the incident county. If the Intelligent Case Router is not able to determine the county, the Incident Report is displayed in the Admin Portal where an administrator makes the determination as to which county should handle the Incident Report.



The county will receive these Incident Reports via CalPEATS. County investigators will see a new section on their dashboard listing incoming Incident Reports and can evaluate the incidents and start investigations within CalPEATS.

CalPEATS Incident Reports

When an Incident Report is routed to a county (either by the Intelligent Case Router or a CASPIR Administrator), the report will appear on the CalPEATS dashboard in the destination county. Those users who have permission to perform investigations will see an additional section on their CalPEATS dashboard listing all “unclaimed” incident reports. An incident report is “claimed” when someone at the county either begins an investigation, or otherwise closes or re-routes the report.

CalPEATS users are able to display the details of an Incident Report by clicking the View button in the Incident Reports grid. From the Incident Report screen, the CalPEATS user can view, print, and add remarks to the incident report, and they can choose from several different options for handling the report:

- Start an investigation
- Assign to a different county
- Refer the report to another county department or an external agency
- Request additional information from the report submitter

- Close the incident report

For front-office staff who might be dealing with status update requests from the general public, a new Search menu option enables county staff to find the current status of a report whether it is pending, under investigation, or closed.

CalPEATS Permissions

Like everything else in CalPEATS, the availability of the new Incident Report functions is permission driven.

Navigating into the *County Role Details* screen (you need to be a CalPEATS Administrator), you will notice two new permissions that deal with incoming Incident Reports:

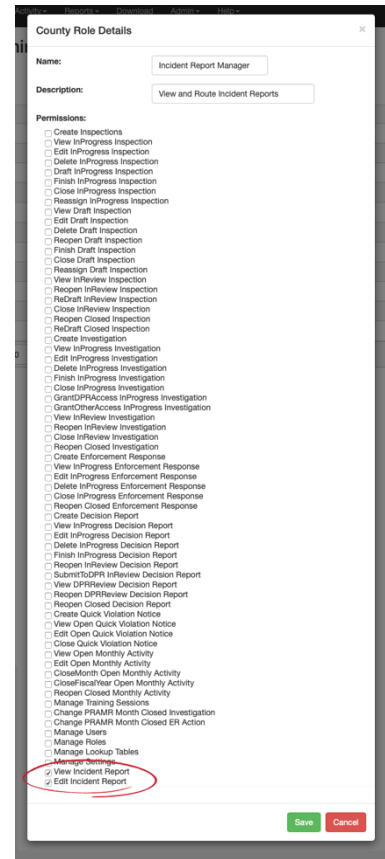
1. View Incident Report
2. Edit Incident Report

The **View Incident Report** permission enabled the new section on the CalPEATS dashboard which displays Incident Reports. Furthermore, this permission enables a new search item in the Search main menu to give you access to a search screen related to Incident Reports.

The **Edit Incident Reports** permission enables the Save button on the Incident Report details screen. Users without this permission can view any of the Incident Reports but cannot save any of the changes made. Please note that the UI elements are not locked from changing the current values.

There is an existing permission that is also relevant to dealing with incoming Incident Reports: **Create New Investigation**. This permission enables the user to create an investigation directly from an Incident Report. This permission determines the display of the 'New Investigation' button on the Incident Report details screen.

We recommend that you add an additional role called 'Incident Reports' to the County Role Administration. That way, the CalPEATS Administrator can simply assign this new role to CalPEATS Users who need to deal with incoming Incident Reports.



County Role Administration

[New Role](#)

Name	Description	
Inspections	Perform Inspections	Edit Delete
Review Inspections	Review Inspections	Edit Delete
Investigations	Perform Investigations	Edit Delete
Review Investigations	Review Investigations	Edit Delete
Enforcements	Create/Close Enforcement Responses	Edit Delete
Monthly Activities	Enter/Close Monthly Activities	Edit Delete
User Administration	Administer User Accounts	Edit Delete
General Administration	Administer Lookup Tables and Settings	Edit Delete
Quick Violation Notices	Create Quick Violation Notice	Edit Delete
PRAMR Months	PRAMR Months	Edit Delete
Incident Report Manager	View and Route Incident Reports	Edit Delete

20 items per page 1 - 11 of 11 items

It is up to the CalPEATS Administrator to split out the permissions into read-only access to Incident Reports and modification rights. This would be useful to assign front-desk staff read-only access to answer information requests from the general public about Incident Reports they have submitted.

CalPEATS Dashboard

New Incident Reports that have not been addressed with an Investigation appear on the Incident Reports section on the CalPEATS Dashboard.

WHS Investigation Requests

Time Frame: All

Reference #	Incident Date	County	Num Cases
No items to display			

Incident Reports

Pending Reports All Reports

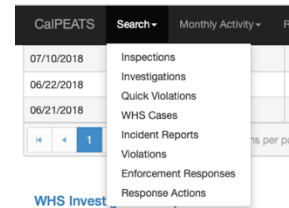
Report #	Create Date	Reporter Name	Investigation #
2018-0004	11/7/2018	Jeff Smith	-

1 - 1 of 1 items

If you have permissions to view Incident Reports, you will have this new Incident Reports section on your CalPEATS Dashboard. You can filter between 'Pending Reports' and 'All Reports'. Pending Reports show all those Incident Reports that have not been addressed. As soon as a report is pulled into an investigation, assigned to a different party, or closed, the report is no longer pending. Switching the toggle to 'All Reports' will display all the reports that are assigned to your county. If an investigation has been created from an Incident Report, a link will appear on the Investigation Number in the grid.

Search for Incident Reports

A CalPEATS user with read access for Incident Reports has access to the search functionality accessible from the Search menu item. The user will be able to determine the status of an Incident Report. However, without the appropriate permissions the user will not be able to modify the details of a report or an ongoing investigation.



The user is able to enter search criteria including:

- incident report date
- number
- status
- reporter name or email address
- assigned county

A screenshot of the 'Incident Report Search' interface. At the top is a navigation bar with 'CalPEATS', 'Search', 'Monthly Activity', 'Reports', 'Download', 'Admin', and 'Help'. Below this is the search form with fields for 'Incident Start Date', 'Incident End Date', 'Report Number', 'Investigation Status' (set to 'Any Status'), 'Reporter Name' (set to 'Mehlig'), 'Reporter Email', and 'Assigned County' (set to 'All Counties'). A 'Refresh Grid' button is on the right. Below the form is a table with columns: Report #, Create Date, Reporter Name, Investigation #, and a 'View' button. The table contains two rows of data. At the bottom, there is a pagination control showing '1' of 2 items, '10 items per page', and a refresh icon.

Report #	Create Date	Reporter Name	Investigation #	
2019-0034	1/23/2019	Stefan Mehlig	-	View
2019-0033	1/22/2019	Stefan Mehlig	INV-39-20190122-001	View

Clicking on the 'View' button on the right for any of the Incident Reports in the search results will display the details for this report using the Incident Report Details screen.

Incident Report Details

Clicking on the *View* button for an Incident Report in either the dashboard or the search result screen displays the details of the Incident Report. From here you can also start an investigation, assign the Incident Report to a different county or agency, or send it back to the CASPIR Administrator for re-evaluation.

CalPEATS Search Monthly Activity Reports Download Admin Help Fresno, CaliCoAdmin (Fresno) Log off

Incident Report

Incident Report Detail

Report #: 2018-0004
Assigned County: Fresno
Created Date: 11/7/2018
Investigation Status: Awaiting Investigation

Reporter Name: Jeff Smith
Reporter Email: jeffsmith@gmail.com
Reporter Phone: 906551234
Incident Date: 11/7/2018
Incident Time: 11:12 AM

Create New Investigation Reroute View PDF

Remarks

Remarks: Any remarks made here are not visible to the reporter.

CDPR Remarks:
It looks like this incident happened in Fresno county. Can you call Jeff to make sure it is.

Save

If the Incident Report is indeed pesticide related, you can start an Investigation by clicking the *Create New Investigation* button. All the information from the Incident Report will be transferred into the Investigation.

Incident Report Detail

The top part of the screen displays the Incident Report Details. This Section shows the most important information about the report:

Incident Report Detail

Report #: 2019-0036
Assigned County: Imperial
Created Date: 1/24/2019
Investigation Status: Rejected as Incomplete

Reporter has chosen to remain anonymous. If more information is needed you can still reject the incident report as 'Information Needed' and the reporter will see any notes you provide on their mobile device.

Create New Investigation Reroute View PDF

In this section you can also move along this Incident Report by assigning it to a different entity (county internal, or external) or start an investigation. Please see the section 'Re-Assigning Incident Reports' for more details.

Remarks

The Remarks section allows county and DPR staff to make internal notes about this report. Any information entered here will not be visible on the reporter's mobile app.

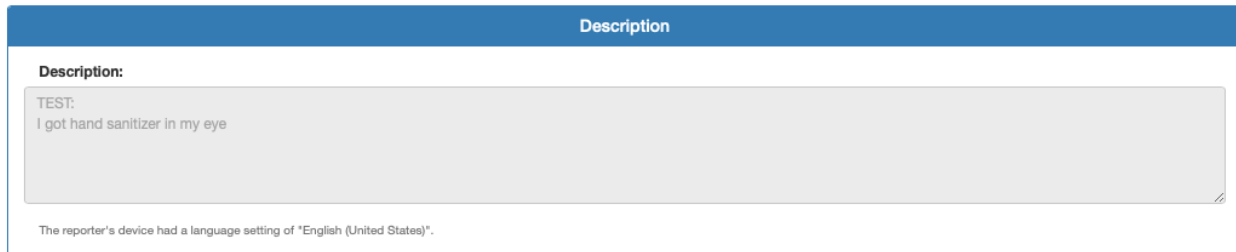
Remarks

Remarks: Any remarks made here are not visible to the reporter.

Please note, that anything entered here will be printed on the PDF version of the Incident Report.

Description

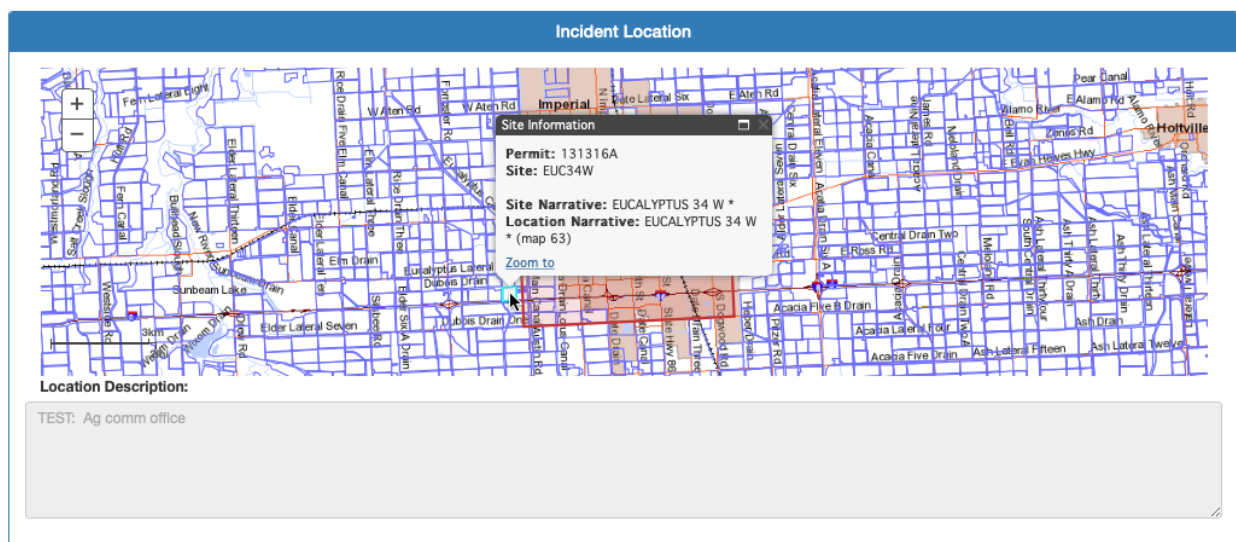
The Description section contains the information that the reporter entered as part of the Incident Report. Furthermore, this text is the latest edition from the reporter. If the reporter edited the description from the original Incident Report, you will only see the edited version.



If you are interested in the history of all the changes, you can go to the Activity log and review all the stored PDF versions. See the section about Activity Logs for more details.

Incident Location

The Incident Location section shows which Site area the reporter specified on the mobile device. This is not just a point location but rather an area so the zoom level of the map is also relevant. On the screen below, the red marked area clearly indicated which area the reported selected for the incident location.



You notice that the map also displays adjacent growing sites. Depending on the amount of data that needs to be transferred from CalAgPermits, it can take a few seconds for the map to load.

You are able to click on any of the permit sites to get information about the permit number, site number as well as the Site and Location Narrative texts.

Incident Report Attachments

If the reporter attached any pictures or videos with the Incident Report, you can see them in the Attachments section. Clicking on any of the attachments displays a larger image of the attachments and you can also enter remarks for any of the attachments.

Activity Log

The Activity Log section gives you details about the history of this Incident Report. Looking at this section you can easily follow the progression of a report – e.g. when a user sends in updates for an existing report.

Activity Log					
Date	Person	Type	Details		
01/25/2019 11:48 AM	System Generated	assigned_to_county	Incident report routed to other agency by CDPDR.	View PDF	
01/25/2019 11:48 AM	System Generated	assigned_to_county	Incident report assigned to Imperial County by CDPDR.	View PDF	
01/25/2019 11:51 AM	Imperial, CaliCoAdmin	status	Incident report rejected as incomplete.		

Navigation: 10 items per page, 1 - 3 of 3 items

The system also generates a PDF version of the current state of the Incident Report. Click on the ‘View PDF’ link on the right to view the content of the Incident Report at that point in time.

Reroute Incident Reports

If the Incident Report can not be closed but is not appropriate for the county to investigate, you can click the Route button to deal with the report in a variety of other ways.

Reroute Incident Report

Choose a routing option:

- This incident report should be handled by a different county
This incident report references an incident in a different county or involves an investigation currently handled by a different county.
- This incident report should be handled by a different agency
Use the remarks section to explain why the incident report isn't pertinent to the county.
- This incident report will be handled internally by the county
If the incident report cannot be handled as part of an investigation in CalPEATS, it can be designated that it has been referred to a county department or contact.
- This incident report does not contain enough information.
Provide an explanation of the information needed so the complainant can be given the opportunity to provide the information.

Remarks: Any remarks made here are not visible to the complainant.

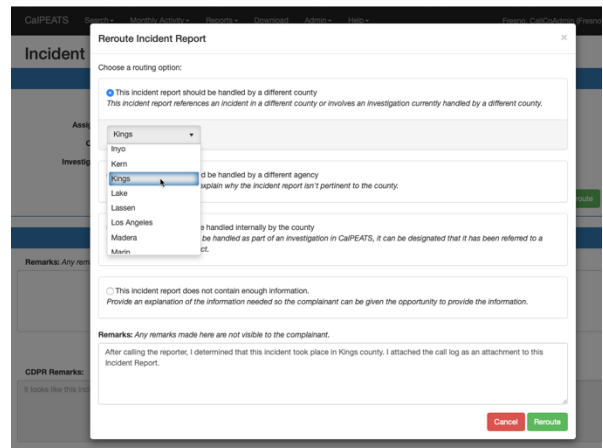
Buttons: Cancel, Reroute

The following section describe the various possibilities for re-routing an Incident Report.

Different County

If you determine that this incident should be handled by a different county, you can simply assign this Incident Report to the correct county. Select the first radio button *'This incident report should be handled by a different county'*. A drop-down box appears which lists all the counties. Select the appropriate county from that drop-down box. To assist the receiving county, enter any additional information in the Remarks field and attach additional files as an attachment to this Incident Report.

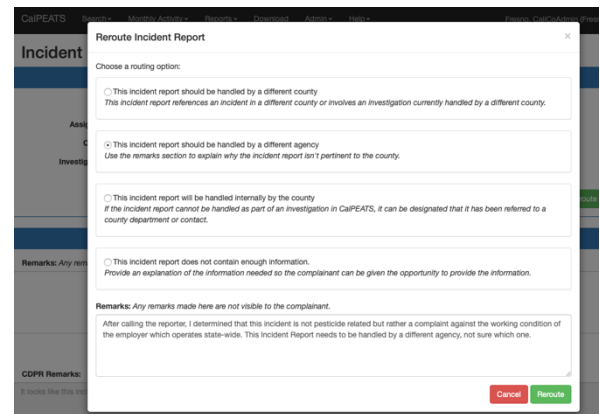
The Incident Report will be removed from your CalPEATS dashboard while the target county will see the report on theirs. The report is now the responsibility of the other county.



Different Agency

If you determine that this Incident Report cannot be addressed by the county for various reasons, you can select the second option to send the Incident Report back to the CASPIR Administrator. Fill out the Remarks section to provide the CASPIR Administrator with an explanation of your findings making it easier for them to proceed.

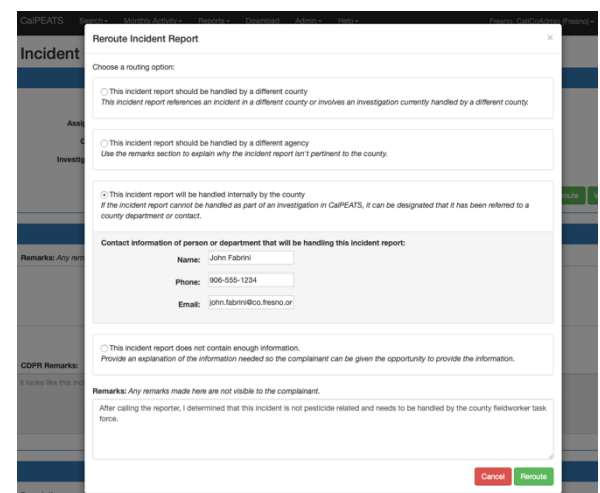
One example would be an Incident Report that is workplace safety related and needs to be handled by Cal/OSHA. If you have a phone interview log, you can attach the scanned document to the Incident Report and mention the attachment in the remarks field. The CASPIR administrator will receive the Incident Report and ensure it will be forwarded to the correct recipient.



Non-Pesticide Related

If you determine that the Incident Report needs to be handled by the county but is not pesticide related, you can indicate that this report will be handled outside of CalPEATS. Currently, CalPEATS is limited to only handle pesticide related investigations.

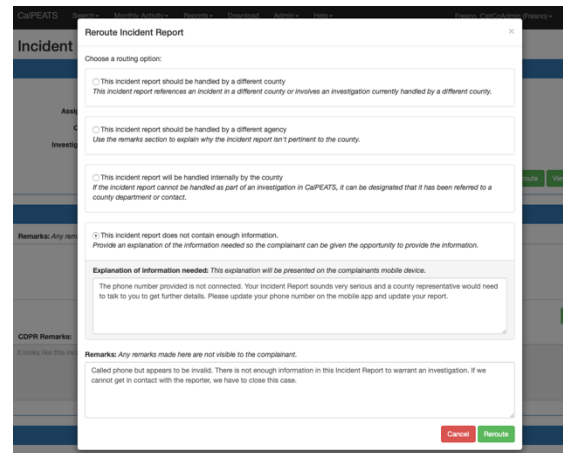
To forward this Incident Report to a different department within the county, select the third option and provide the name, phone number, and email address. This will send an email to the person and attaches a PDF version of the Incident Report automatically. This contact information is important for tracking purposes. With this in place, system users know who is currently responsible for this Incident Report.



If your county receives a status request from the reporter referring to this Incident Report, anybody with read access is able to query for the incident number and immediately see who to refer the request to. Since there is no connection between CASPIR and the system the other department is using for their complaint handling, you are not able to see the actual status of the complaint.

Not Enough Information

The CASPIR Mobile App does not require the user to supply specific information. The user can choose the level of details he or she feels comfortable with. Therefore, a submitted Incident Report can lack sufficient information to determine the next steps. Furthermore, with a lack of contact information (e.g. the reporter wanted to stay anonymous) there is no way to simply request more information during a phone interview or via an email correspondence. CASPIR allows you to request more information or encourage the reporter to either call the office or to volunteer contact information. In this case, pick the option *'This incident report does not contain enough information'* to request more information from the reporter. Provide a short description of what information you are requesting.



The submitter receives this request on their phone where they initiated this Incident Report. The Incident Report stays in this status until the submitter updates the report, or the county decides to close out this report.

Since CASPIR does not collect any information about the phone or the user, there is no way to directly send an update to the reporter's phone. The mobile app needs to request an update in order to retrieve this message. If the user removed this Incident Report from the app or uninstalled the app itself, this message will never be received.

If the submitter updates the Incident Report, the county will receive an email that a revised version of the Incident Report is available. The status will be updated to Pending and the Incident Report appears back on the CalPEATS Dashboard.

It is up to the county to determine when to close out an Incident Report that is stuck in status 'More Information Needed'. If the county decided to give the reporter one month to update a stuck report, a CalPEATS user can look at the dashboard and close out Incident Reports that are longer than one month in this status. Please keep in mind that you have to close out individual Incident Report and there is no mass-closeout feature.

Conducting An Investigation

If the county user decides that an investigation is warranted, the user can click on the button 'Create New Investigation' on the Incident Report Detail page. CalPEATS will run the user through the familiar investigation setup wizard.

Incident Report

Incident Report Detail

Report #: 2018-0004	Reporter Name: Jeff Smith
Assigned County: Fresno	Reporter Email: jeffsmith@gmail.com
Created Date: 11/7/2018	Reporter Phone: 9065551234
Investigation Status: Awaiting Investigation	Incident Date: 11/7/2018
	Incident Time: 11:12 AM

[Create New Investigation](#) [Reroute](#) [View PDF](#)

Remarks

Remarks: Any remarks made here are not visible to the reporter.

Called phone but appears to be invalid. There is not enough information in this Incident Report to warrant an investigation. If we cannot get in contact with the reporter, we have to close this case.

In the process of creating an investigation record, CalPEATS will transfer all the information from the Incident Report into the investigation, including all the attachments. Furthermore, CalPEATS creates a PDF version of the report and copies the file as an attachment to the Claimant on the investigation.

The submitter of the report will be added to the Claimant section of the investigation.

Claimant

[Add New Claimant](#) [Add New WHS Case](#) [Add Incident Report](#)

Jeff Smith

Claimant: Jeff Smith
Incident Report #: 2018-0004

Also note the *Add Incident Report* button. This is how you can combine multiple Incident Reports into one investigation. You can also add an incoming Incident Report to an ongoing WHS investigation.

If an update is sent in for the Incident Report, the investigator receives a notification email and an updated PDF will be forwarded as a new attachment to the investigation. This new attachment contains the update date/time for easily reference. It is up to the investigator to view the incoming report and modify the investigation record if necessary. No automatic changes will be made to the investigation details.

Common Incident Report Handling Scenarios

Start Investigation from Incident Report

View the details for the Incident Report and click on the *Create New Investigation* button. This will open the familiar Investigation Creation Wizard to setup the investigation. The information from the report is copied over into the investigation.

Request more information from Reporter

If there is not enough information in the report and any contact information is missing to directly contact the reporter, you can still request more information. You can set the Incident Report to status *Needs More Information* and enter some explanatory text in the Remarks entry field such as “We are unable to find the location of the incident, please provide a phone number where we can reach you or call us at (800) 555-1212 and ask to speak to John Smith.” The mobile app periodically retrieves updates for reports including those requests for more information.

Forward Incident Report to a different county

If county staff determines an Incident Report should have been assigned to a different county, you can easily redirect the report. In the Incident Report details page click on the *Reroute* button. Select the first option ‘*Incident Report should be handled by a different county*’, then select the appropriate county from the drop-down box. Add some explanatory text for the receiving county such as “We looked at the map location and found that the site the workers were at (Permit Number 1234567, Site 1-1) is in your county.”

Dealing with non-Pesticide Incident Reports

If county staff determines that the report refers to a non-pesticide related incident, all further actions will be taken outside of CalPEATS. To retain the information from the incident, create a PDF by clicking on the View PDF button in the Incident Report Details section. You then set the status of the Incident Report accordingly by clicking the *Reroute* button, and select the third option ‘*This incident report will be handled internally by the county*’

This incident report will be handled internally by the county
If the incident report cannot be handled as part of an investigation in CalPEATS, it can be designated that it has been referred to a county department or contact.

Contact information of person or department that will be handling this incident report:

Name:

Phone:

Email:

Document the name, phone number, and email address of the person responsible. This is important for tracking purposes. Then forward the PDF file of this Incident Report to that person according to your county policy (remember that the PDF may contain HIPAA-protected information).

Rejecting an Incident Report

If you believe this report has been assigned to you by error, you can reject the Incident Report and send it back to the CASPIR administrator. Click on the Reroute button and select the second option '*Referral to Other Agency*'. Make sure to provide explanatory text in the Remarks field.

Updated Report during an ongoing Investigation

The reporter is able to update an Incident Report while an investigation is already in progress. The investigator receives a notification email to make the investigator aware of the update. CalPEATS will copy a PDF version of the updated Incident Report to the Investigation Attachments section.

A new Incident Report belongs to an ongoing Investigation

If you want to combine a new incoming Incident Report with an ongoing investigation you can navigate to the Claimant section and combine an Incident Report or another WHS Case. The linkage will be made by the system for tracking purposes and a PDF version of the report will be attached to the investigation.

Matching Incident Reports with WHS Cases

tbd

Removing a fake / frivolous report

tbd