



The Commonwealth of Massachusetts Department of Early Education and Care

TECHNICAL ASSISTANCE	
Subject: Entering a Case in LEAD	Field Operations – Residential & Placement
Effective Date: June 10, 2022	

Overview: Upon learning of an allegation or serious incident in any Residential or Placement/Adoption Services agency, the licensee, the licensee's chief administrative person, or a designee shall notify EEC immediately by entering the case into the EEC LEAD Portal. **This working procedure sets forth the process and data entry required to enter a case into the LEAD Portal.**

Entering a Case in the LEAD Portal

- 1) Log into the LEAD Portal.
- 2) Navigate to “Program Information” page.
- 3) Click on one of the following buttons, depending on what the program is reporting.



- 4) Fill out all of the information on the following screens (see guidance below).
- 5) Press “Save and Next” to save the entries and move to the next page.
- 6) Where applicable, upload relevant documents by clicking on the “Add an Attachment” button on the Attachments page.

How to utilize the fields in the “Submit New Incident/Injury/51A” case in LEAD:

Summary/Type of Case – Enter a few words to describe the incident and any report(s) filed. For example: *51A filed for neglect by program staff* or *Allegations of abuse or neglect by a foster parent.*

What Happened- Enter a comprehensive narrative description of ALL information known at the time of notification, even if details are unclear or unconfirmed. If there are limited details, indicate this in the narrative and include the reason why there is limited information available at this time. Always notify immediately, even when details are limited. Programs may also cut and paste the same narrative provided in the written report or body of the related incident report

submitted to any state reporting authority.

Involved Persons – Enter the names of all involved staff and residents. For each resident, include the date of birth. Include the current employment status of any staff involved, a description of staff involvement in the incident, and indicate who is named in the DCF 51A/ DPPC 19C or who may be a witness.

When to utilize the “**Submit Required Notification**” button in LEAD:

- In case of fire or other emergency which requires the evacuation of the facility and results in the need to seek other shelter;
- Within ten days of receipt of notice of the initiation of civil, criminal, or administrative action against the licensee or any person employed by the licensee regarding the licensee's care of children and teen parents in its program or which could affect the continued operation of the program;
- In the event of serious illness;
- In the event of serious accident or death;
- In the event of a serious injury to a resident resulting in hospitalization;
- In the event of an incident involving firearms or dangerous weapons which results in a report to law enforcement officials;
- In the event of an incident involving fire which results in a response by fire officials;
- In the event of an incident involving an escape from a secure facility;
- If, during the period of licensure, the program is unable to renew its health, building or fire inspection certificates; and
- Prior to any substantial change in the program, physical facility, staffing, population served, policies, or services offered, and within two weeks of a change in the advanced degree person for treatment planning.

Include a comprehensive narrative of the notification with all relevant details and add any involved staff and/or residents, if applicable. The program’s licensor will contact the agency if there are any questions or if additional information is required.