



LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY BULLETIN

TITLE: Incident System Tracking Accountability Report (ISTAR)
NUMBER: BUL-5269.2
ISSUER: Michelle King, Senior Deputy Superintendent
School Operations
Earl R. Perkins, Assistant Superintendent
School Operations
DATE: July 10, 2013

ROUTING
All Employees
All Locations

POLICY: The Los Angeles Unified School District (District) is committed to supporting schools and offices as they work to create and maintain safe and caring learning and working environments for all students and staff. The District’s Incident System Tracking Accountability Report (ISTAR) is the District-wide electronic tool to report and document incidents involving students, employees, or the school community which occur on or near District schools and sites. Accurate reporting enables the Educational Service Center (ESC), Central Office and other responders to mobilize efficiently and effectively and allocate appropriate resources to address incidents and provide support to schools, offices, and those affected. The system is also intended to reduce potential miscommunication. ISTAR will capture more specific incident information and produce more accurate and meaningful data to find similarities in incidents so that divisions can develop solutions and strategies to address these incidents and improve the response process(es).

MAJOR CHANGES: This bulletin replaces Bulletin No. BUL-5269.1 “Incident System Tracking Accountability Report,” dated August 13, 2012, issued by the Office of the Superintendent. It provides updates in the procedures and guidelines in using the upgraded ISTAR system.

- GUIDELINES:**
- I. ACCESSING AND USING ISTAR
 - A. Principals and division heads have automatic access to ISTAR and are able to complete, submit and view all reports associated with their school/office. These reports can be filtered, searched and sorted to assist users. These users have “Level 1” access to ISTAR.
 - B. Nurses, cafeteria managers and plant managers also have automatic access to ISTAR and can complete, submit and view reports that they have generated. These users have “Level 2” access to ISTAR.
 - C. Principals can grant ISTAR access to three additional staff, referred to as “designees”. Designees should be out-of-classroom personnel or have supervisory responsibility, i.e., assistant principal or the school administrative assistant. When adding a designee, principals need to determine what access level will be granted, 1 or 2.
 - D. The report form is divided into four main tabs and two conditional tabs.



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Users should enter all information requested into all tabs:

1. **Incident** – This includes important information regarding the reporter of the incident, contact information, location, time of incident and if the incident is centered around or involves a District school/facility.
2. **Persons Involved** – To ensure that the District has accurate information regarding the person(s) involved in an incident, whether it be a victim(s), suspect(s), or witness(es), it is important that the reporter provide the following important information as applicable: name, grade, date of birth, gender, school of attendance, student identification number, employee number, site or office name, position classification, job title, home address. In order to successfully track these incidents, the user should enter the student identification number when applicable.
3. **Issue Type** – Staff should select the issue type that best describes the incident. Although there is an option for users to select “other”, every effort should be made to select within the issue types provided. See Attachment B for a list of issue types with definitions.
4. **Incident Summary** – Staff should be concise and succinct in summarizing the incident. The pertinent events of the incident should be documented so that key responders can ascertain the details of the incident. In addition, staff should enter updates in a timely manner to ensure key responders, divisions and offices are apprised of important developments regarding the incident. This tab also allows users to document who they directly notified of the incident.
5. **Injury/ Illness Report (CONDITIONAL TAB)** – This tab appears if the incident involves an injury. If the incident involves an injury to a student, employee, or visitor, an Injury/Accident Investigation Report must be completed within 24 hours. A separate Injury/Accident Investigation Report must be completed for each injured person. This form is also required for incidents such as accident, death, medical treatment, transport by ambulance, and emergency room treatment or hospitalization. ISTAR will automatically route the reporter to the Injury/Accident Investigation Report Form once one of these issue types, noted in red, is selected.
6. **Risk Assessment Referral Data (RARD) (CONDITIONAL TAB)** – This tab appears if an incident involves a student(s) who requires psychiatric hospitalization or is exhibiting suicidal behaviors, ideations, or self-injury. The administrator or designee shall maintain records and documentation of actions taken at the school for each case by completing an incident report and a RARD in ISTAR. In order to successfully track these incidents, the user should enter the student identification number in the Person’s Involved tab. For complete guidelines regarding the RARD, please refer to BUL-2637.1, “Suicide Prevention, Intervention and Postvention (Students)”, Section IV.H.



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- E. It is important to know that all District employees shall report instances of suspected child abuse or neglect by telephone immediately, or as soon as practically possible, to an appropriate child protective agency and shall prepare and send a written report to the **same** child protective agency within 36 hours of receiving the information concerning the incident. Suspected child abuse reports must not be made to Los Angeles School Police Department (LASPD) Officers or Safety Officers.

Making a report of suspected child abuse does not relieve staff of its responsibility to take administrative action to protect any alleged target/victim and/or initiate disciplinary proceedings or appropriate action against the perpetrator(s)/suspect(s). An ISTAR relating to the incident only and not the details of the suspected child abuse information must be completed and submitted so divisions, the ESC, unit/division head, or employee performance accountability field/ labor relations representatives, can take appropriate actions for both the victim and the suspect.

NOTE: The Suspected Child Abuse Report is confidential and should not be discussed with anyone other than a child protective agency representative, unless the employee/mandated reporter voluntarily waives his/her right to confidentiality as outlined in Bulletin No. BUL- 1347.2, "Child Abuse and Neglect Reporting Requirements", (Section XIV-Confidentiality). If employee misconduct is involved, users should select the issue type "Inappropriate Conduct" and report the misconduct directly to Employee Accountability Performance. If student misconduct is involved, appropriate student discipline should be considered separate from suspected child abuse reporting.

- F. Campuses with Beyond the Bell and other after-school programs are to ensure that the reporting procedures are in alignment with those during the school day. Beyond the Bell and after-school staff will work with the school site administrator and develop a communication protocol to properly report an incident that occurs after school. If access to ISTAR is not immediately available, because of the timing of the incident, a written Incident Report Form will be submitted to the school administration the next school day by appropriate Beyond the Bell staff. (See Attachment C) Incidents involving students that occur during Beyond the Bell weekend activities will be reported to the home school(s) on the following work day.
- G. Schools are required to report in ISTAR specific incidents that require student disciplinary action. A message reminder will be prompted if the user select an incident type that is in this category – *"Please note that the student related incident you have selected is subject to possible disciplinary action, suspension or expulsion."*



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II. ADMINISTRATOR/ SUPERVISOR RESPONSIBILITIES

- A. Incidents must be reported immediately by telephone to the appropriate ESC Operations Coordinator or Division Head.
- B. Incidents of a critical or serious nature that impact the school operations must be completed and electronically submitted as soon as possible the same day that the incident occurred. Less serious incidents should be completed and electronically submitted within 24 hours. Each incident created and submitted will be assigned a unique incident number. ISTAR can be accessed via the Office of School Operations' website (<http://schooloperations.lausd.net>) or by typing the internet address: <http://istar.lausd.net>.
- C. Principals and office administrators must also review all reports submitted by their designee or staff or submitted by the Los Angeles School Police Department (LASPD) for accuracy and completeness of information.
- D. Principals and office administrators must consistently update unresolved incidents with the steps taken to ensure that appropriate actions or interventions are implemented and documented in a timely manner.
- E. Principals should ensure that employees no longer assigned to their school do not have access to ISTAR and should delete them as designees. (See Attachment A)

III. EDUCATIONAL SERVICE CENTER ADMINISTRATOR OF OPERATIONS RESPONSIBILITIES

- A. Review incident reports submitted online for completeness and determine whether any additional action is required in accordance with District policy, procedures, or other mandated reporting procedures such as suspected child abuse or police reports.
- B. Determine whether additional ESC or central office resources or assistance might be required, suggested or offered to support the school.
- C. Develop a communication protocol for significant incidents between the ESC and the Office of School Operations.

IV. AUTOMATIC E-MAIL NOTIFICATIONS VIA ISTAR

- A. Through this electronic process, the appropriate ESC, District divisions, and the Office of School Operations are automatically notified of an incident once the user clicks "Submit".
- B. Notifications of all school and District office incidents reported in ISTAR are automatically sent to the following offices: Chief Operating Officer, Communications, General Counsel, School Operations, and the Los Angeles School Police Department (LASPD).
- C. Notifications of all school site incidents reported in ISTAR are automatically sent to the respective Board Member or representative, Administrator of Operations and the Operations Coordinator(s).



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- D. Additional notifications, based on the incident submitted, are also sent to the following division heads/office administrators:
1. Division of Risk Management and Insurance Services – accident, death, injury, medical, theft
 2. Employee Relations – employee death and incidents reported to law enforcement agency(ies) such as inappropriate conduct, abduction, arrest, assault/battery, fighting/physical aggression, fraud allegation, missing/runaway, possession of illegal substance or weapon, robbery, shooting, sexual behavior-inappropriate, theft, and threat
 3. Facilities Division – all facilities issues that impact instruction and school operations such as: air conditioning problem, bells out of order, burglary, environmental hazard/odor, fire, fire alarm system, fire sprinkler broken, gas leak, heating system problem, lost school keys, rodent/insect problem, sewer problem, theft, trespass, utility failure, vandalism/property damage
 4. Office of Environmental Health and Safety – accident, death, injury, medical, all facility related incidents requiring action such as air conditioning problem, burglary, environmental hazard/odor, fire, fire sprinkler broken, gas leak, heating system problem, rodent/insect problem, sewer problem, vandalism, utility failure
 5. Employee Performance Accountability – employee related incidents requiring disciplinary proceedings/action such as act of violence, arrest, assault/battery, disruptive behavior/annoyance, fighting /physical aggression, fraud allegation, harassment, hazing, possession of illegal substance, possession of weapons, sexual behavior, suicidal behavior, theft, threat
 6. Student Health and Human Services (District Nursing/Pupil Services) – incidents such as death, injury, medical, suicidal behavior, all incidents requiring crisis team response, all incidents requiring suspension or expulsion such as altercation, arrest, assault/battery, fighting/physical aggression, possession of illegal substance or weapon, shooting
 7. Transportation Branch – incidents that occurred on a District school bus or vehicle, walkout/demonstration
- E. Depending on the incident type, schools and offices are still required to contact appropriate agencies, additional District division(s) or office(s) for notification, intervention, and resolution. The ISTAR reporting system does not substitute or replace other specific forms required to comply with legal requirements or other District mandates, including but not limited to filing suspected child abuse and neglect reports, or notifying law enforcement of criminal activity or filing police reports.

AUTHORITY: This is a policy of the Office of the Superintendent and under the authority of School Operations.



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- ATTACHMENTS:**
- Attachment A – Procedure to Access and Use The Online Reporting System
 - Attachment B – Issue Type Definitions
 - Attachment C – Incident Report Form
 - Attachment D – Injury/Accident Investigation Report Form
 - Attachment E – Steps and Guiding Questions for Completing the Incident Report Form
 - Attachment F – Notification and Communication of School Incident
 - Attachment G – Notification and Communication of Office Incident

- RELATED RESOURCES:**
- *Act of Violence* Bulletin 5047.1, issued by the Division of Risk Management and Insurance Services
 - *Bullying and Hazing Policy* (Student-to-Student and Student-to-Adult) Bulletin 5212.1, issued by the Office of the Superintendent
 - *Child Abuse and Neglect Reporting Requirements* Bulletin 1347.2, issued by the Office of the General Counsel
 - *Expulsion of Students – Policy and Procedures* Bulletin 4655.1, issued by Student Health and Human Services
 - *Responding to and Reporting Hate-Motivated Incidents and Crimes* Bulletin 2047.0, issued by the Office of the General Counsel
 - *Sexual Harassment Policy* (Student-to-Student, Adult-to-Student, and Student-to-Adult) Bulletin 3349.0, issued by the Office of General Counsel
 - *Suicide Prevention, Intervention and Postvention (Students)* Bulletin 2637.1, issued by Student Health and Human Services
 - *Threat Assessment and Management* (Student-to-Student, Student-to-Adult) Bulletin 5799.0, issued by Student Health and Human Services
 - *Title IX Policy/Complaint Procedures* Bulletin 2521.1, issued by the Office of the General Counsel
 - *Workplace Violence, Bullying and Threats* (Adult-to-Adult) Bulletin 5798.0 issued by Student Health and Human Services

ASSISTANCE: For assistance or further information, please contact the following:

Office of School Operations (213) 241-5337

Educational Service Center - Operations Office

ESC	Phone Number	Fax Number
North	818-654-3600	818-881-6728
South	310-354-3400	310-532-4674
East	323-224-3100	323-222-5702
West	310-914-2100	310-445-4785
ISIC	213-241-0100	213-241-3350