

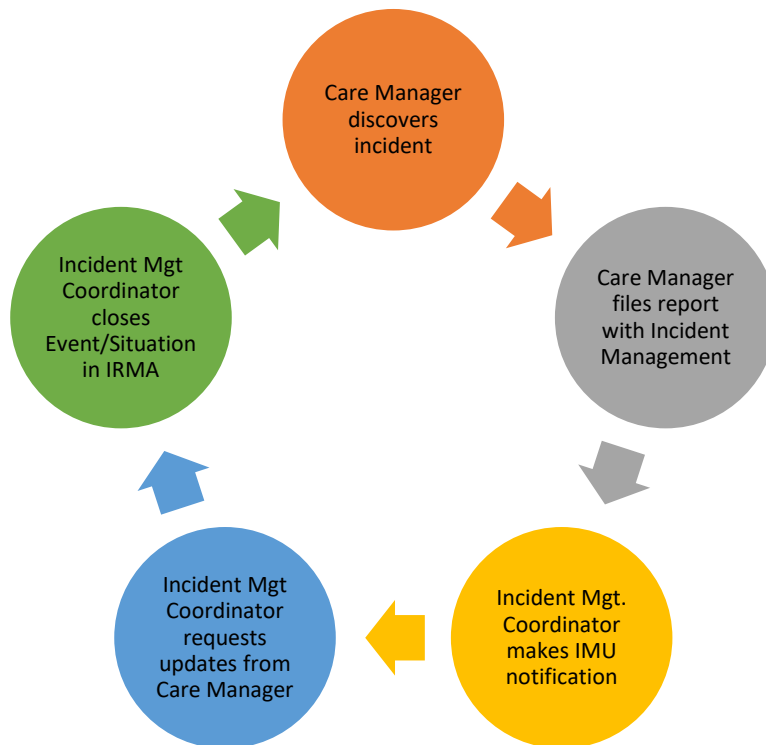


STANDARD OPERATING PROCEDURE: INCIDENT MANAGEMENT - 625 EVENT/SITUATIONS

Ver: 4.0	Eff. Date: 11/6/2023
Approved by: Lisa John, Chief Compliance Officer	Signature: <i>Lisa John</i>

Purpose: The purpose of this Standard Operating Procedure is to provide a step-by-step guide from the time a 625 Event/Situation is discovered by a Care Design NY Care Manager, reported to Incident Management, and to its resolution and closure in the OPWDD Incident Report and Management Application (IRMA).

Overview Process Flow



Procedure

Procedural Category: 625 Events Other Than Death Reports

1. When a Care Manager (CM) is made aware of an Event/Situation from an individual, family member, provider agency, IMU, community member, etc., the CM will ensure immediate protection of the member. This may include but is not limited to the following:
 - Notifying an appropriate party that may be in a position to address the event or situation (e.g., Statewide Central Register of Child Abuse and Maltreatment, Adult Protective Services, law enforcement officials when



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there is imminent danger, family members, school, hospital, or the Office of Professional Discipline);

- If the person receiving services is under the age of 18, the NYS Child Abuse and Maltreatment Reporting Center also needs to be notified @ 1-800-342-3720 or Mandated Reporter Hotline 1-800-635-1522 for physical or sexual abuse reports. Per OCFS, Mandated Reporters must file, within 48 hours of an oral report, a signed written report, Report of Suspected Child Abuse or Maltreatment (LDSS-2221A). This written report is to be filed with the appropriate local CPS. Mandated reporters may request the address of the investigative district from the SCR's child protective specialist at the time of the oral report to the SCR. LDSS-2221A is available in 8 languages at <https://ocfs.ny.gov/programs/cps/>
 - Offering to make referrals to appropriate service providers, clinicians, State agencies, or any other appropriate parties.
 - Interviewing the involved individual and/or witnesses.
 - Assessing and monitoring the individual.
 - Reviewing records and other relevant documentation; and
 - Educating the individual about his or her choices and options regarding the matter.
2. If the CM receives notification of an Event/Situation meeting the definition of physical, sexual, or emotional abuse; active, passive, or self-neglect; or financial exploitation, when it involves an adult receiving services, the CM shall notify Adult Protective Services and ensure that the member and/or family is advised of their rights to notify law enforcement. When warranted, the care manager will notify law enforcement directly. Seek guidance from care management supervisory chain.
 3. If the CM receives notification of an Event/Situation in which there is suspected child abuse or maltreatment of a child, as a mandated reporter, the CM must report the abuse/maltreatment to the Statewide Central Register of Child Abuse and Maltreatment in accordance with the requirements of Article 6 of the Social Services Law.
 4. **On the same business day of discovery**, the CM will email the Care Manager Supervisor (CMS) and Incidents@caresignny.org with detailed information including:
 - Date/time of notification received and by whom.
 - Description of E/S including who, what, where, when, how, and why
 - Immediate protections put in place.
 - Notifications made to appropriate parties.
 - When a member is charged with a crime, the criminal charges filed against the member, any court appearance dates, and current location (jail, etc.)



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5. The Incident Management Coordinator will respond to the CM's initial report with any follow-up questions, enter the Event/Situation in IRMA, notify the OPWDD Incident Management Unit directly in cases of sexual or physical abuse, when a crime has been committed, or when the media is involved, and provide the Master Incident Number (MIN) and the classification assigned, to the Care Manager.
6. The CM will enter a detailed and comprehensive note in MediSked under Task: "Incident-CDNY."
7. The Incident Management Coordinator will enter all required information onto the Care Design NY internal Incidents Spreadsheet for tracking purposes.
8. The CM will document provide at minimum, monthly updates to Incidents@caredesignny.org or more frequently, as requested by the Incident Management Coordinator.
9. The Incident Management Coordinator will enter, at minimum, monthly updates into IRMA, or more frequently if requested by OPWDD IMU.
10. When the Event/Situation is determined to be resolved by the Incident Management Coordinator, the Care Manager will be notified, the IMC will close the Event/Situation in IRMA and enter the closed date on the internal Incidents Spreadsheet.

Procedural Category 2: Events/Situations – Report of Death

1. **On the same business day of notification**, the CM will notify the Care Manager Supervisor, Care Manager Director, Regional Director, and Incidents@caredesignny.org of the passing of a member.
 - a. **For Willowbrook (WB) Class Members:** As per the Guidelines for WB Incident Reporting (Gray Cheat Sheet) the initial notification must be made, by phone, also to the following people:
 - i. CAB Main Office- (718) 477-8800
 - ii. OPWDD Statewide Liaison (518) 473-6026
 - iii. NYLPI Roberta Mueller- (212) 244-4664
 - iv. CM must notify the OPWDD DDRO WB Liaison.
 - b. Secondary notification must be made, via email, to the following people within 24 hours.
 - i. CAB OPWDD.SM.CAB.Incidents@opwdd.ny.gov
 - ii. OPWDD Statewide Liaison- Angie.Francis@opwdd.ny.gov
 - iii. NYLPI-rmueller@nylpi.org
 - iv. CAB and Roberta Mueller are to receive the Report of Death form.



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2. The CM will provide the date and time of death and the cause of death, if known, in the initial report to Incidents@caresignny.org.
3. The CM will complete a non-billable note of the notification of death and include all known information related to the cause of death, location, date, and time.
4. The Incident Management Coordinator will immediately provide the Report of Death form to the CM when the member who passed away did not receive any residential or day program services (Care Design NY is responsible for reporting).
5. The Incident Management Coordinator will notify by phone the IMU of the member's passing and will include all known information regarding date, time, location, and cause of death. This notification will be documented within IRMA.
6. Within 3 business days, the CM will complete the Report of Death form and return it to Incidents@caresignny.org.
7. Within 5 business days, the Incident Management Coordinator will complete the Report of Death in IRMA and send to the CQC (within IRMA).

Related Resources

Care Design NY [Incident Management Policy, V3 3.24.2023](#) located in CDNY SharePoint [The Part 624 and Part 625 Handbook](#), and [Guidelines for WB Incident Reporting](#) which can be downloaded from opwdd.ny.gov