

Plain Language Document: What You Need to Know About Incidents at CDNY



Care Design NY (CDNY) is required to report certain incidents involving individuals with special needs. Care managers at CDNY are considered "mandated reporters" and must report any suspected abuse, neglect, or significant incidents that occur in provider agencies (such as certified residences or day programs).



If an incident involves a CDNY care manager, CDNY will report it to the Office for People with Developmental Disabilities (OPWDD) and conduct an investigation. OPWDD may also assign its own investigator.



Most incidents reported by CDNY are called "625 Events/Situations." These include incidents that occur outside of provider agencies, such as:

- At an individual's private home
- In the community when the individual is alone or with family/friends
- Involving staff from agencies other than OPWDD
- Involving family, friends, employers, or co-workers
- Neglect in a private home (excluding family care homes)
- Police involvement or a crime
- Injuries requiring more than basic first aid
- Death of an individual in a community setting (non-residential)



When an event/situation occurs, the care manager must ensure immediate protections are put in place, such as:

- Referring to Adult/Child Protective Services
- Involving counseling services, law enforcement, schools, or family members
- Assessing and monitoring the individual
- Educating the individual about choices/options
- Interviewing those involved
- Reviewing documents
- Making referrals



The care manager will follow up to ensure protections remain in place and referrals are completed. You can request a copy of CDNY's full Incident Management Policy from your care manager.



Important Phone Numbers:

NYS Justice Center: 1-855-373-2122
 CDNY Incident Management Hotline: 518-912-4007
 OPWDD Incident Management Unit: 518-473-7032