

Clarification of Incident Management Responsibilities for Supports Coordination Organizations in the Adult Autism Waiver

ODP Announcement 22-012

AUDIENCE:

Supports Coordination Organizations (SCOs) serving individuals in the Adult Autism Waiver (AAW)

PURPOSE:

To clarify the responsibilities of SCOs to report and investigate incidents for individuals enrolled in the AAW.

DISCUSSION:

The Office of Developmental Programs (ODP) [Bulletin 00-21-02, *Incident Management*](#), includes specific roles and responsibilities for SCOs. On June 25, 2021, ODP released Announcement 21-049 to clarify that SCOs were not expected to report more than what they were currently reporting until further notice. **ODP is clarifying that announcement 21-049 does not apply to the AAW.** SCOs serving individuals in the AAW have always been required to report all incidents that occurred in the absence of a provider rendering services at the time of the incident or if the target of an investigation is not an employee or volunteer of a provider organization. There has been no change in those requirements. This data is critical to evaluating AAW program outcomes.

Please note that with the release of ODP Bulletin 00-21-02 that was effective July 1, 2021, two new categories, *Passive Neglect* and *Self-Neglect* can be used to report

incidents that were previously reported as *Neglect*, when applicable. For further clarification on *Passive Neglect* and *Self-Neglect* refer to the Learning Management System (LMS) for the recorded module on Enterprise Incident Management (EIM) System Changes, County Management and SC Incidents.

SCO Responsibilities for Incident Management

The SCO has a responsibility to respond to and assess emergency situations and incidents as well as assure that appropriate actions are taken to protect the health and welfare of participants. Incident management activities that are the responsibility of and completed by the SCO are billable activities. Billable incident management activities are considered part of the SCO's functions of location, coordinating, and monitoring.

SCOs are responsible for checking alerts generated by Enterprise Incident Management (EIM) that identify incidents entered for participants receiving services through their organization. SCOs shall monitor individual incidents in EIM and make recommendations to ODP regarding the appropriateness and effectiveness of the provider's actions taken to protect the health and safety of the participant as described in the initial incident report. The SCO must also monitor final EIM incident reports to determine if corrective actions are appropriate, revisions to the Individual Service Plans (ISP) are needed, or additional monitoring of the situation is necessary. Monitoring of incidents by the SCO is integral in helping the ODP incident management reviewer in making a determination regarding the approval or disapproval of the incident report.

SCOs should review ODP Bulletin 00-21-02 for a complete description of all reporting and investigating requirements for SCOs.

QUESTIONS:

For targeted technical assistance or questions, please contact ODP's Bureau of Supports for Autism and Special Populations' Provider Support Mailbox at ra-basprovidersupp@pa.gov.

Adult Autism Waiver SCO Incident Reporting Responsibilities Flow Chart:

