

Incident Management (IM) Clarification of Responsibilities for Supports Coordination Organizations (SCOs)

ODP Announcement 21-049

AUDIENCE:

Supports Coordination Organizations and other interested stakeholders

PURPOSE:

With the release of IM Bulletin 00-21-02, the Office of Developmental Programs (ODP) has received multiple questions regarding the roles of Supports Coordinators (SC) once the bulletin becomes effective on July 1, 2021. This announcement will clarify ODP's expectations of SCs.

Information in this announcement obsoletes guidance previously issued through ODP Informational Packet 072-13.

DISCUSSION:

IM Bulletin 00-21-02 includes specific roles and responsibilities for SCOs. SCOs are no longer grouped under the County Mental Health/Intellectual Disability (MH/ID) program.

Effective July 1, 2021 SCOs will continue to manage the reporting and investigation of incidents involving Abuse, Neglect, Exploitation, Rights Violations, and Deaths in the same manner that is being done currently. Additionally, two new categories, Passive Neglect and Self-Neglect can be used to report incidents that were previously reported as Neglect, when applicable.

IM Bulletin 00-21-02 outlines additional new reporting requirements for SCOs. At this time, ODP does not expect SCOs to report more than what is currently required. ODP will expect additional reporting responsibilities of SCOs in the near future, such as reporting Suicide attempts, Serious Injury and Serious Illness. As stated in ODPANN 21-039, SCOs will be notified by ODP six months in advance of

any additional reporting requirement changes that occur within the Enterprise Incident Management (EIM) system. SCOs are advised to start considering how to operationalize these additional requirements and to identify any technical assistance needs they may have.

The functionality in EIM that takes effect July 1, 2021 allows SCOs to report any and all incidents that are included in the IM Bulletin. SCOs may begin reporting all required incident types if they desire.

ODP is committed to not taking any unnecessary enforcement actions during the first year the IM Bulletin is effective (July 1, 2021 – July 1, 2022), as it is understood that stakeholders are learning the new processes and procedures and making strides to operationalize new compliance activities.

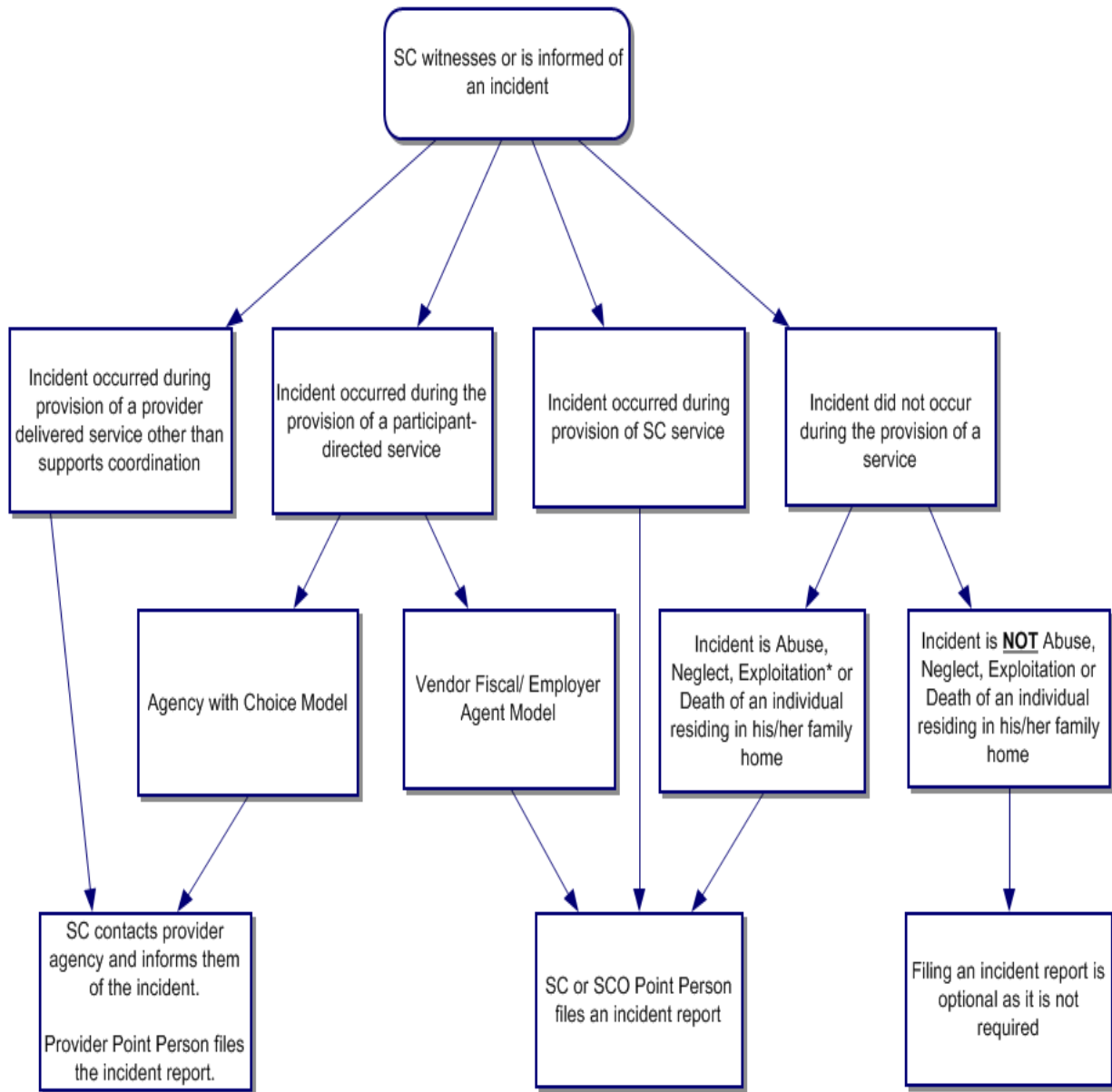
SCO Responsibilities for Incident Management:

The SC 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 SCO responsibilities and are completed by the SC are billable activities. Billable incident management activities are considered part of the SC functions of locating, coordinating, and monitoring.

SCs are responsible for checking alerts generated by EIM that identify incidents entered for individuals on their caseloads. SCs shall monitor individual incident reports in EIM and make recommendations to County MH/ID programs and AE staff (or their delegates) regarding the appropriateness and effectiveness of the provider's actions taken to protect the health and safety of the individual as described in the initial incident report. The SC must also monitor final EIM incident reports to determine if corrective actions are appropriate, revisions to Individual Service Plans (ISP) are needed, or additional monitoring of the situation is necessary. Monitoring of incidents by the SC is integral in helping the County MH/ID and AE incident management reviewers in making a determination regarding the approval or disapproval of the incident report.

As a reminder, incident management activities that are County MH/ID program or AE responsibilities are not considered billable activities by an SC. This includes activities that an SCO may perform on behalf of County MH/ID programs or AEs such as conducting investigations or performing incident management reviewer functions.

SCO Incident Reporting Responsibilities Flow Chart:



For targeted technical assistance or questions, please contact your ODP Regional Office or email RA-impolicy@pa.gov