NEW JERSEY HUMAN SERVICES

Division of Developmental Disabilities

Division of Developmental Disabilities' Office of Risk Management Overview

Disability Mortality and Abuse Prevention Advisory Committee Meeting

September 18, 2026

Key Terms and Abbreviations

- Community Care Program (CCP)
- Supports Program (SP)
- Support Coordinator (SC)
- Individual Receiving Services (IRS)
- Incident Report (IR)
- Self-Directed Employee (SDE)
- Division of Developmental Disabilities (DDD)
- Critical Incident Management Unit (CIMU)
- Office of Investigations (OI)
- Office of Risk Management (ORM)
- Incident Verification Unit (IVU)
- Investigative Resource Unit (IRU)
- Field Services and Safety Unit (FSSU)

Purpose of Reporting Incidents

- We have a shared responsibility to ensure the health, safety and well-being of individuals receiving services
- Creates a documented record of identified allegations and events
- Ensures accountability and follow-up
- Identifies actions taken for the protection of the individual(s) and prevention and/or reduction of future harm
- Helps identify and address factors that may have contributed to the incident to prevent future recurrence and minimize risk
- Allows gathered information to be used for data analysis of individual/systemic patterns & trends
- Data helps inform policies, important decisions, and action steps at individual and systemic levels

Medicaid Requirement to Report Critical Incidents

- The Centers for Medicare & Medicaid Services (CMS) requires states to implement an incident reporting system to protect the health and welfare of the Medicaid beneficiaries who receive services in community-based settings or nursing facilities.

- New Jersey's reporting system's policy and procedures for reporting applies to all individuals receiving services from and/or through the Division of Developmental Disabilities (DDD) regardless of residential setting.

Policy Manual Compliance

- **Section 15.2** in both the Community Care Program (**CCP**) & Supports Program (**SP**) Policy manuals addresses Incident Reporting and Risk Management.

- Providers and Support Coordination agencies are expected to comply with incident reporting standards identified in the policy manuals.

- Reporting standards are the same, regardless of which Medicaid Program an individual is enrolled on.

What is an Incident?

- An **incident** is defined as an allegation(s) and/or event(s) involving or affecting the care, supervision or actions of and individual receiving services.
  - **Event** - An occurrence that affects the health, safety or well-being of an individual receiving services.
  - **Allegation** - An assertion that someone has committed an act of abuse, neglect, or exploitation against an individual receiving services from DDD.

- May or may not have a significant impact on the health, safety and welfare of the individual or others.

Confidentiality

- Any and all documents and materials related to a pending or closed incident and investigation are not public and can only be released upon judicial order.

- This includes, but is not limited to: Investigations of incidents, initial incident reports, and incident follow-up reports.

- Division Circular #30 includes additional details about record confidentiality. The circular can be found at: https://www.nj.gov/humanservices/ddd/assets/documents/circulars/DC30.pdf

Who reports incidents?

- **Providers**
- **Support Coordinators**
- **Individuals & Families**
- **Anonymous callers and outside entities**

- Anyone employed by, or volunteering in, any DHS-funded, licensed or regulated program, or a person providing services with indirect State funding to an individual with a developmental disability to report incidents or suspicions of abuse, neglect or exploitation.
- There are criminal penalties and a monetary fine for failing to report abuse, neglect or exploitation of an adult with a developmental disability.

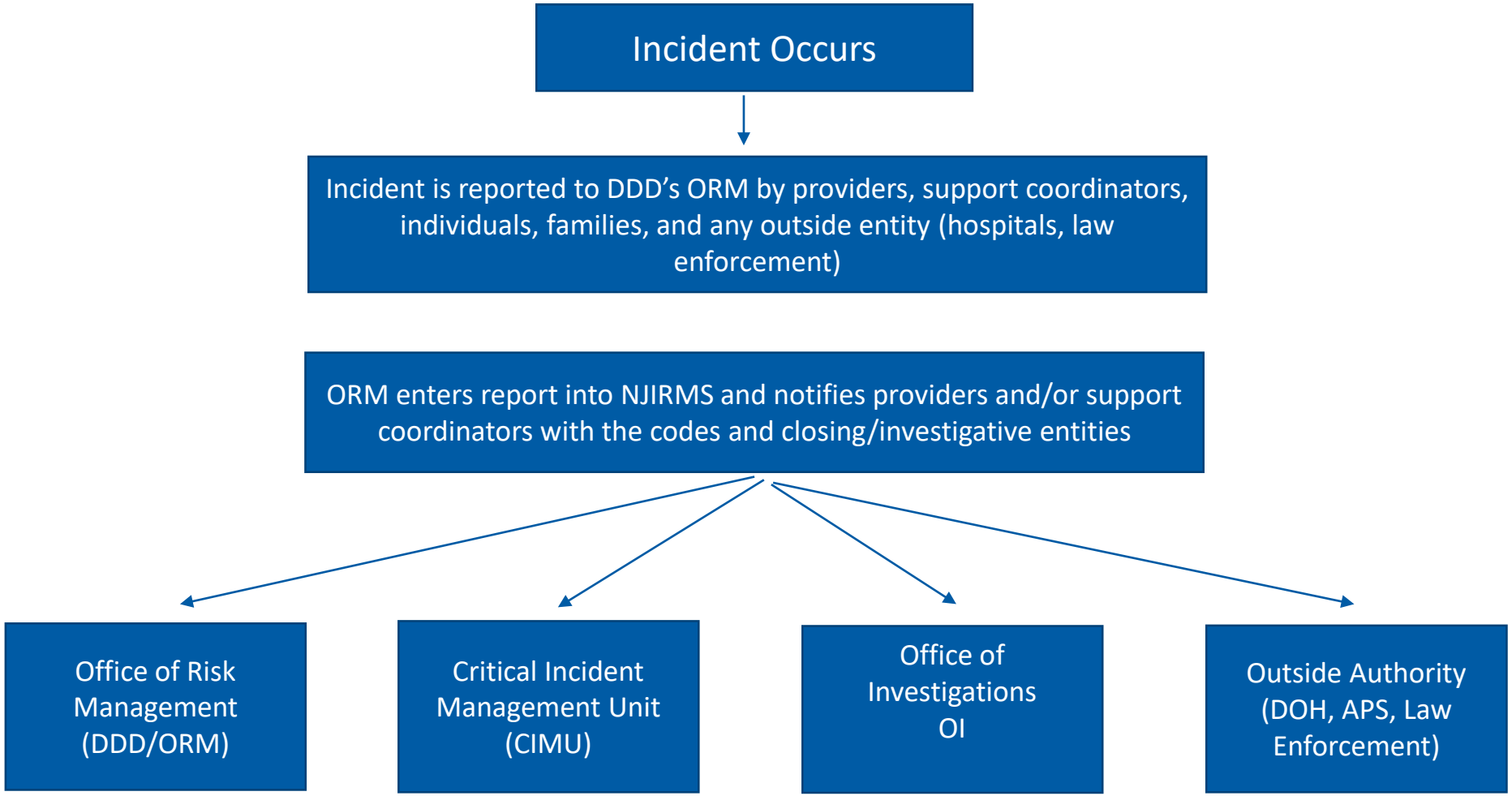
How To Report An Incident

- Individuals and families should report incidents to their Support Coordinator or provider agency.

- All approved providers must submit a completed incident report forms directly to DDD's Office of Risk Management through a secure website.

- Alternatively, individuals; family members; outside entities; or those who wish to remain anonymous may chose to report via the **Abuse and Neglect Hotline** at **1-800-832-9173**.
  - The Hotline is staffed with Office of Risk Management personnel.
  - Callers can remain anonymous.
  - If an individual or family member has already reported the incident to the Support Coordinator, this should be relayed to the hotline staff to avoid duplicate incident reports.

DHS Reporting Process



Investigation Jurisdiction

Allegations of abuse, neglect or exploitation are referred to additional entities for involvement and/or investigation.

DHS	APS	DOH
Allegations against a care giver identified in an individual's Individual Support Plan and paid through and individual's budget	Allegations against a natural support caregiver in an own home/family home setting	Allegations against caregivers in a licensed health care facility (ex nursing home, medical day program)

List of Reportable Incidents

- Abuse
- Neglect
- Exploitation
- Assault
- Contraband
- Criminal Activity
- Death
- Injuries
- Medical
- Unplanned Hospitalizations
- Choking/Pica
- Rights Violations
- Suicide Attempts
- Walkaways

View Appendix A of Administrative Order 2:05 for Incident Reporting Levels and Categories Grid

Incident Reporting: Unit Contact Information

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Lauren.Chodack@dhs.nj.gov; 609-808-2810

Program Incident Reporting Unit – A
Phone: 908-561-4587
Email: DDD-ProgramA.IRS@dhs.nj.gov
Counties: Atlantic, Bergen, Burlington, Camden, Cape May, Essex, Hudson, Passaic, Somerset, Union

Program Incident Reporting Unit – B
Phone: 609-236-3378
Email: DDD-ProgramB.IRS@dhs.nj.gov
Counties: Cumberland, Gloucester, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Salem, Sussex, Warren

Home Based Incident Reporting Unit
Phone: 609-246-3211
Email: DDD-HomeBased.IRS@dhs.nj.gov
Counties: ALL Counties

Abuse and Neglect Hotline and External Program Incident Reporting Unit
Email: DDD-CO-ORM@dhs.nj.gov
Abuse Hotline: 1-800-832-9173

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Questions?