

# New Jersey Department of Human Services



## **NEW JERSEY DEPARTMENT OF HUMAN SERVICES OFFICE OF PROGRAM INTEGRITY AND ACCOUNTABILITY**

**A.O. 2:05  
INCIDENT REPORTING AND MANAGEMENT  
SEPTEMBER 6 & 7, 2022**



# AGENDA

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- A.O. 2:05 Overview
  - Purpose
  - Scope
  - Reporting
  - Notifications
  - Verification
  - Procedures
  - Investigation & Closure
- Incident Reporting Levels, Categories & Definitions
- Q&A

# PURPOSE

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- Establishes policies and procedures for identifying, defining and documenting reportable allegations and events
- Establishes timeframes and parameters for reporting and responding to incidents
- Identifies standards for closing reports
- Facilitates data analysis

# SCOPE

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- Administrative order 2:05 applies to DHS and each entity operated, licensed, or regulated by, or receiving funding directly or indirectly from a Division, Office or Commission of DHS.

# REPORTING

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- Duty to Report
- Report as quickly as safety allows
- Include a summary of actions taken
- Failure to Report
- NJ-IRMS
- Confidentiality

# NOTIFICATIONS

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- Guardian Notification
  - 2-hour Guardian Notification
- Law Enforcement Notification
- Other Notification

# VERIFICATION

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- Within 48 hours after receipt of an incident involving moderate physical injury, major physical injury, or abuse, neglect or exploitation in a State Developmental Center or community-based residential program providing services to individuals with developmental disabilities, a DHS employee shall verify the level of severity of the incident.

# PROCEDURES

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- Level A allegations or events reported no later than the end of the day
- Level B allegations or events reported as soon as possible but within one business day
- Division and facility staff will enter incidents into NJ-IRMS upon receipt.
- Attachment A contains a list of reportable allegations and events.
- Each Division shall establish policy and procedure for the handling and response to complaints from the public; review for reportable allegations/events.

# INVESTIGATIONS

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- All allegations of abuse, neglect or exploitation require an investigation and a finding for each allegation.
- Events may also require investigation and/or follow up as determined by the code and location of the incident.
- Attachment A indicates which incidents are investigated by the Office of Investigations (OI) and those that will be administratively reviewed by the Critical Incident Management Unit (CIMU).
- ALL allegations of abuse, neglect or exploitation require providers to immediately initiate and conduct an internal investigation.

# INVESTIGATIONS

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- Shall include, at a minimum:
- Interview and summary for all alleged perpetrators
- Interview and summary for all alleged victims
- Interview and summary for all identified witnesses
- Summary of all physical and documentary evidence
- Identified findings for each allegation, victim, and perpetrator with justification
- Notify guardians at the onset AND completion of the investigation
- Submit investigation report to OI or CIMU

# CLOSING CRITERIA

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- Incidents are closed by either OI, CIMU, or the Division or Facility- see Attachment A
- Events may be closed by the Division/Facility or CIMU
- Allegations of Abuse, neglect or exploitation may not be closed until the following is completed:
  - Thorough investigation completed
  - Arrived at an objective conclusion
  - Identified concerns/made recommendations to prevent future occurrence
  - Legal guardian has been informed of the outcome.

# INCIDENT REPORTING LEVELS, CATEGORIES AND DEFINITIONS

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- Attachment A- Incident Reporting Levels and Categories Grid includes:
  - Incident Type- Allegation or Event
  - Short Code
  - Incident Reporting Level- A or B
  - Incident Category- i.e. Abuse, Neglect
  - Sub-Category- where applicable
  - Whether 2-hour guardian notification is required- DDD & TBI programs only
  - Whether DHS Verification is required- per SKL
  - Whether Law Enforcement notification is required
  - Description/definition of the category & code
  - Entity responsible for closing the incident

# INCIDENT CATEGORIES – ALLEGATIONS

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- Abuse- Physical, Verbal/Psychological, Sexual
- Abuse with an object
- Life threatening Emergency- 911 not called
- Exploitation- Personal, Financial (over/under \$100)
- Neglect
- Professional Misconduct
- Rights Violation
- Sexual Assault

# INCIDENT CATEGORIES – EVENTS

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- Physical Assault
- Contraband
- Criminal Activity
- Death
- Elopement
- Injury
- Medical Event, Unplanned Hospitalization, Choking/Pica
- Operational Event
- Unapproved Restraint
- Suicide Attempt
- Walkaway

# FAILURE TO REPORT

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- Defined as the failure to report an act of abuse, neglect, or exploitation within the time frame required in A.O. 2:05 while having reasonable cause to believe that such an act has been committed.
- Must accompany an allegation; closing entity will be the entity responsible for the primary allegation.
- Only DHS staff (CIMU, OI) are permitted to add the failure to report code
- Incidents may be referred to the Department of Law and Public Safety, Division of Criminal Justice

# INJURY LEVELS

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- Due to the subjective nature of this issue there may be some overlapping of categories. The definitions below are intended to be a guide, and decisions should be made using practical judgement and a person-centered perspective. The impact that the injury has to the person should always be considered. In all circumstances the location and extent of the injury should be taken into careful consideration during the initial assessment by the service provider or facility medical personnel before selecting the injury level.
  - Minor Injury: an injury that requires no treatment beyond basic first aid administered by a medical professional or service provider. Basic first aid includes, but is not limited to, cleaning, bandage/band-aid, over-the-counter medications (Bacitracin), ice pack, monitoring/observation.
  - Moderate Injury: an injury that requires treatment beyond basic first aid, but does not require treatment that can only be performed at a hospital. Includes but is not limited to, all fractures, tooth avulsion/fracture, injuries that require devices (crutches/brace/splint/boot), invasive diagnostic treatment with or without anesthesia/sedatives, head injuries, prescription medications.
  - Major Injury: an injury that requires treatment that can only be performed in a hospital facility and may or may not include admission to the hospital for additional treatment or observation.

# To Report Abuse

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- To report abuse DDD 1-800-832-9173

# OPIA Contacts

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- To contact CIMU – [dhs.cimadmin@dhs.nj.gov](mailto:dhs.cimadmin@dhs.nj.gov)
- To request access to NJ-IRMS provider portal-  
[dhs.njirms@dhs.nj.gov](mailto:dhs.njirms@dhs.nj.gov)

# Questions

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- Department of Human Services | Office of Program Integrity & Accountability (OPIA) (state.nj.us)
- Department of Human Services | Critical Incident Management Unit (state.nj.us)
- AO 2 05 Final 8-17-22.pdf (state.nj.us)
- Attachment A - Incident Reporting Levels and Categories 8-17-22.pdf (state.nj.us)