



The Department of Human Services (DHS) continues to implement efforts to safeguard the health, safety and well-being of individuals receiving services during the current health emergency. In furtherance of these efforts, **effective immediately, the following requirements are in place for incident reporting, including those pertaining to COVID-19-related events involving individuals and/or programs.**

Effectively immediately, agencies providing services to individuals through the Divisions of Developmental Disabilities (DDD) and Mental Health and Addiction Services (DMHAS) are required to report the following to their respective Division:

Report any of the following as a **Medical event (communicable disease)**:

- An individual receiving DHS services has symptoms of, is undergoing testing for, or is confirmed positive for Coronavirus Disease 2019 (COVID-19).
- The family member of an individual receiving DHS services was in contact with the individual in the past 14 days, and the family member is confirmed positive for COVID-19.
- An agency employee was in direct contact with an individual receiving services from DHS in the past 14 days, and the employee is confirmed positive for COVID-19.
- The family member of an agency employee was in contact with the employee in the past 14 days, and the employee's family member is confirmed positive for COVID-19.

In the event of any reportable event listed above, agencies are required to ensure all identified guardians are appropriately notified, in keeping with DHS policies for ensuring notification and confidentiality.

Effective immediately, DMHAS must report the following as an **Operational event**:

- A Continuity of Operations Plan (COOP) has been activated as a preemptive measure or because of a suspected/confirmed case of COVID-19.

Additionally, DHS is temporarily modifying the required reporting timeframes for incidents that are reportable to DHS. The following incident reporting criteria are in effect until further notice:

1. The following must be reported within the same business day of the occurrence:
 - a. **Medical - Communicable disease** - especially in the event of a suspected/confirmed COVID-19 diagnosis. Follow up information should be provided as soon as new information is obtained.

- b. **Unplanned Hospitalizations-Medical**- should be reported as soon as practicable; discharge date and diagnosis should be submitted as soon as possible.
 - c. All **allegations/incidents involving Abuse and Neglect**.
 - d. **Operational incidents**- related to COVID-19 involving program closure, emergency relocation, shelter in place, or COOP (DMHAS). **Important: Operational closures related to the emergency closure of all DDD day programs does not have to be reported as an Operational incident.**
2. All other incidents currently required to be reported should be reported as soon as practical.
 3. All guardians must be notified for all involved individuals when an incident impacts the health, safety or well-being of those individuals.

Until further notice, all events/incidents involving **Unplanned Hospitalization-Medical** will remain in pending status and will be closed when DHS receives the discharge date and diagnosis. Agencies will be asked by the reporting authority, through the initial incident notification, to provide this information.

Department and Division staff (Critical Incident Management Unit—CIMU, DDD Office of Risk Management—ORM, DDD Facility Quality Assurance Staff—QA, and DMHAS QA) are available by email or phone to assist with questions and concerns regarding this policy and for matters related to incident reporting, per the following contact information:

DDD Office of Risk Management (ORM)/IR (Incident Report) Unit Supervisor Contacts:

- Lauren Chodack: 973-927-2642
ORM Fax: 609-341-2341 | Email: DDD-NRO.UIRS@dhs.state.nj.us
- John Frade: 908-412-7766
ORM Fax: 609-341-2342 | Email: DDD-CRU.UIRS@dhs.state.nj.us
Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, Union
- Ivy Lipton: 609-633-7782
ORM Fax: 609-341-2343 | Email: DDD-CRL.UIRS@dhs.state.nj.us
Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, Warren
- Tashay Tolbert: 609-476-5210
ORM Fax: 609-341-2340 | Email: DDD-SRO.UIRS@dhs.state.nj.us
Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem
- Jennifer Manning: 609-633-7536, DDD Abuse/Neglect Hotline: DDD-CO-ORM@dhs.state.nj.us
DDD Abuse/Neglect Hotline: 1-800-832-9173
- Amy Ficci: 609-633-7789
ORM Fax: 609-341-2344 | Email: DDD-CO.OQM-UIRS@dhs.state.nj.us

Critical Incident Management Unit (CIMU) Supervisor Contacts:

- Keith Joslin, Supervisor: 609-292-4482 (DDD Community)
- Miloni Bhatt, Supervisor: 609-292-5735 (DMHAS Community)

Incident Verification Unit:

- Annette Cavallaro, Chief: 609-984-5479

Email Addresses:

- DDD CIMU Admin Review: dhs.cimadmin@dhs.nj.gov Fax number: 609-777-2082
- DMHAS CIMU Admin Review: dhs.mhscimadmin@dhs.nj.gov Fax number: 609-341-2260

DMHAS Quality Management Unit:

Email: dmhas.incidentrept@dhs.nj.gov, Faxr: 609-341-2324

DMHAS NJ Substance Use Complaint Line: 877-712-1868

- Ebonik Gibson, Supervisor: 609-438-4335, Ebonik.Gibson@dhs.nj.gov
- Jacqueline Candia: 609-438-4303, Jacqueline.Candia@dhs.nj.gov Monmouth, Passaic, Hunterdon, Gloucester, Cumberland
- Diana DiMaggio: 609-438-4303, Diana.DiMaggio@dhs.nj.gov, Middlesex, Ocean, Bergen, Burlington
- Debra Rabatie: 609-438-4308, Debra.Rabatie@dhs.nj.gov, Camden, Mercer, Somerset, Sussex
- Taniel Jefferson: 609-438-4306, Taniel.Jefferson@dhs.nj.gov, Atlantic, Union, Cape May, Hudson
- Alexis Flores-Whyte: 609-438-4304, Alexis.Flores-Whyte@dhs.nj.gov, Essex, Morris, Salem, Warren