

Incident Management (IM) Bulletin Available for Public Comment

Introduction to the IM Bulletin Webcast Available

IM Bulletin Listening Sessions Registration Available

ODP Announcement 19-056

AUDIENCE:

Individuals, Families and Designated Persons, Providers, Advocacy Organizations, Administrative Entity (AE) Administrators or Directors, County Administrators, Supports Coordination Organizations (SCO) and Other Interested Parties.

PURPOSE:

To announce the IM bulletin is available for review and public comment. Stakeholders may also access an *Introduction to the IM Bulletin* webcast and register for in-person listening sessions across the Commonwealth.

DISCUSSION:

The Office of Developmental Programs (ODP) is pleased to announce the release of the IM Bulletin for review and comment. In accordance with the guiding principles of *Everyday Lives: Values in Action*, individuals and their families identified areas of importance to increase the overall quality of their lives. The promotion of self-direction, choice and control along with promoting health, wellness, and safety can move individuals toward their Everyday Life. These principles are put into practice when all stakeholders report incidents, investigate incidents, and take actions based on these reports that prevent reoccurrence of a similar incident. The IM Bulletin gives instruction to all stakeholders about how to implement the 55 Pa. Code Chapter 6100 regulations related to incident management.

In order to support stakeholders with their review of the draft IM bulletin, a webcast is available on MyODP. The webcast provides a review of the methodology used to develop the bulletin and also gives a brief overview of concepts and/or new information.

In addition, stakeholders are invited to attend an in-person listening session. Each listening session will begin with a brief presentation about the IM draft bulletin and will be followed by a period of time for discussion and comment. Comments received during the sessions will be collected. Your input is valuable and will be considered for inclusion in the final, published Incident Management Bulletin.

Providers, SCOs and AE/County Administrators are encouraged to provide this announcement to individuals, families, and other parties that may not otherwise receive this type of communication.

INSTRUCTIONS FOR COMMENTING

A comment sheet has been developed to allow stakeholders to document feedback and suggested revisions (see attachment).

Comment Sheet may be sent as an **email** attachment to ODP's Incident/Risk Management Unit at:

RA-impolicy@pa.gov

If submitting comments by email, please write the following in the subject line:

ODP IM Bulletin Draft Comments

Comments may also be sent by **postal mail** to:

Office of Developmental Programs-Department of Human Services

Incident/Risk Management Unit

Room 411, Health and Welfare Building

625 Forster Street

Harrisburg, Pennsylvania 17120

Persons who require an auxiliary aid or service may submit comments by using the Pennsylvania AT&T Relay Service at (800) 654-5984 (TDD users) or (800) 654-5988 (voice users).

Persons who would like to provide comments verbally may do so by calling the ODP Customer Service Line at 1-888-565-9435.

Comments will be accepted until 5:00 PM on **July 5th, 2019**.

INSTRUCTIONS TO VIEW THE *INTRODUCTION TO THE IM BULLETIN* WEBCAST

You may view the [Introduction to the IM Bulletin](https://www.myodp.org/course/view.php?id=1465) webcast on MyODP:

(<https://www.myodp.org/course/view.php?id=1465>). The path for the IM Bulletin Webcast on MyODP is: Resources > ODP Information > Incident Management Bulletin Revisions.

If you do not yet have a MyODP account, you may create an account by visiting this page:

<https://www.myodp.org/login/signup.php>

IM BULLETIN LISTENING SESSIONS INFORMATION

Stakeholders may register to attend an IM Bulletin listening session at various locations across the Commonwealth. Some listening sessions have a targeted audience; however, stakeholders are encouraged to choose the session that best meets their scheduling needs. Due to seating limitations, ODP requests that stakeholders sign up for a maximum of one (1) session.

IM BULLETIN LISTENING SESSIONS				
DATE/TIME	REGION	TARGET AUDIENCE	SESSION CAPACITY	LOCATION
6/6/19 10am-12pm	Western	AE/SCO	280	Trinity Point Church of God 180 West Trinity Drive, Clarion, PA 16214
6/6/19 2pm-4pm	Western	Providers	280	Trinity Point Church of God 180 West Trinity Drive, Clarion, PA 16214
6/6/19 5pm-7pm	Western	Individuals, Families, all other Stakeholders	250	Trinity Point Church of God 180 West Trinity Drive, Clarion, PA 16214

IM BULLETIN LISTENING SESSIONS				
DATE/TIME	REGION	TARGET AUDIENCE	SESSION CAPACITY	LOCATION
6/7/19 9am-11am	Central	All Stakeholders	50	Behavioral Health Alliance of Rural Pennsylvania 301 Science Park Road, State College, PA 16803
6/7/19 1pm-3pm	Central	All Stakeholders	50	Behavioral Health Alliance of Rural Pennsylvania 301 Science Park Road State College, PA 16803
6/13/19 10 am-12pm	Northeast	All Stakeholders	100	Northampton County Human Services Building 2801 Emrick Boulevard Bethlehem, PA 18018
6/13/19 2pm-4pm	Northeast	All Stakeholders	100	Northampton County Human Services Building 2801 Emrick Boulevard Bethlehem, PA 18018
6/18/19 10am-12pm	Southeast	AE	50	Montgomery County Public Safety Training Campus 1175 Conshohocken Road Conshohocken, PA 19428
6/18/19 1pm-3pm	Southeast	Provider/SCO	50	Montgomery County Public Safety Training Campus 1175 Conshohocken Road Conshohocken, PA 19428

IM BULLETIN LISTENING SESSIONS				
DATE/TIME	REGION	TARGET AUDIENCE	SESSION CAPACITY	LOCATION
6/18/19 5pm-7pm	Southeast	Individuals, Families, all other Stakeholders	38	Montgomery County Human Services Center 1430 DeKalb St Norristown, PA 19401
6/19/19 10am-12pm	Northeast	AE/SCO	47	Scranton State Office Building 100 Lackawanna Ave, Basement-3 Scranton, PA 18503
6/20/19 10am-12pm	Western	AE/SCO	232	CCAC Boyce Campus 595 Beatty Road Monroeville, PA 15146
6/20/19 2pm-4pm	Western	Providers	232	CCAC Boyce Campus 595 Beatty Road Monroeville, PA 15146
6/20/19 5pm-7pm	Western	Individuals, Families, all other Stakeholders	210	CCAC Boyce Campus 595 Beatty Road Monroeville, PA 15146
6/24/19 10am-12pm	Southeast	Providers/SCOs	180	Community Behavioral Health (CBH) 801 Market Street, 8 th Floor Philadelphia, PA, 19107
6/24/19 1pm-3pm	Southeast	Providers/SCOs	180	Community Behavioral Health (CBH) 801 Market Street, 8 th Floor Philadelphia, PA, 19107

IM BULLETIN LISTENING SESSIONS				
DATE/TIME	REGION	TARGET AUDIENCE	SESSION CAPACITY	LOCATION
6/24/19 5pm-7pm	Southeast	Individuals, Families, all other Stakeholders	28	Philadelphia (IDS) 701 Market Street, 5 th Floor Philadelphia, PA, 19107
6/26/19 9am-11am	Central	All Stakeholders	40	CMU 1100 South Cameron Street Harrisburg, PA 17104
6/26/19 1pm-3pm	Central	All Stakeholders	40	CMU 1100 South Cameron Street Harrisburg, PA 17104
6/26/19 5pm-7pm	Central	All Stakeholders	40	CMU 1100 South Cameron Street Harrisburg, PA 17104

Listening Session Registration Instructions

AEs, SCOs, provider staff, and other stakeholders may register by visiting the [Incident Management Bulletin Revisions page](https://www.myodp.org/course/view.php?id=1465) on MyODP (<https://www.myodp.org/course/view.php?id=1465>). The path for the listening sessions on MyODP is: Resources > ODP Information > Incident Management Bulletin Revisions.

If you do not yet have a MyODP account, you may create an account by visiting this page: <https://www.myodp.org/login/signup.php>

If accommodations are needed in order for you to fully participate in the session, please access the **Accommodations Form** for your chosen session and note your needs.

If you need any assistance with registering for a listening session on MyODP, you may contact the MyODP Help Desk which will be available **Monday through Friday, 8:00 am – 4:00 pm EST**. You may call at **(844) 332-2121** or e-mail at support@myodp.org.

If you are unable to register using MyODP, please contact the ODP Customer Service Line at:
1-888-565-9435 or **HEARING IMPAIRED ONLY** 1-866-388-1114

A Customer Service team member will answer calls between **8:30 AM to 4:00 PM, Monday through Friday**. While a customer service team member is assisting one caller, other calls will be routed to voicemail and those calls will be returned as quickly as possible. **Please be advised that the TTY Customer Service Number does not have voicemail.** However, people who are hearing impaired may utilize PA Relay (711) in order to leave a voicemail if their calls cannot be answered at that time.