



## **TCC Incident Management Summary Information**

As a Care Coordination Organization operating under OPWDD, TCC follows all PART 624 & 625 regulations related to incidents that occur in both certified and non-certified OPWDD settings for the protection of people with developmental disabilities.

Part 624 regulations direct the responsibilities of reporting and investigating incidents of abuse, neglect, and significant incidents involving persons receiving services that occurred at an OPWDD certified site.

- All TCC staff are Mandated Reporters and therefore must report all suspected abuse, neglect, or significant incidents that occur under the auspices of an OPWDD certified location, such as a certified residential program, Day Habilitation program, etc. to OPWDD and the NYS Justice Center.
- If the target person of the allegation is a TCC staff, TCC will notify OPWDD's Incident Management Unit, and an Incident Investigator will immediately begin an investigation. OPWDD may also make the decision to investigate themselves.

PART 625 regulations direct the responsibilities of reporting and addressing reported incidents or events that occurred at a place that is not under an OPWDD program.

Part 625 reports include, but are not limited to, incidents that:

- Occurred in a private home
- Occurred out in the community
- Involves the death of an individual who received OPWDD services
- Involves a crime or police involvement
- Abuse or neglect in places without OPWDD involvement

When a TCC staff witnesses or discovers an incident or event, they must ensure that immediate protections are put in place to protect the individual. Some immediate protections may include, but are not limited to:

- Calling law enforcement or other emergency service
- Calling APS/CPS
- Calling a person or entity that is able to mitigate or step in to protect the individual
- Relocating the individual

The individual's Care Manager will continuously monitor the situation and work with the Incident Management personnel to ensure the individual's health, safety, and well-being.



IMPORTANT INFORMATION	
TCC's 24-Hour Incident Management Hotlines:	929-222-8371 <a href="mailto:Incidentmanagement@tricountycare.org">Incidentmanagement@tricountycare.org</a>
NYS Justice Center	855-373-2122 / Death Reporting line: 855-373-2124
OPWDD Incident Management Unit	518-473-7032
OPWDD's Part 624/625 Handbook	<a href="https://opwdd.ny.gov/system/files/documents/2023/02/final-part-624-handbook-updated-with-memo-2_16_23.pdf">https://opwdd.ny.gov/system/files/documents/2023/02/final-part-624-handbook-updated-with-memo-2_16_23.pdf</a>
TCC has policies and procedures that direct all processes related to incident management. You may submit a written request for a copy of the policies and procedures at any time by writing to <a href="mailto:compliance@tricountycare.org">compliance@tricountycare.org</a> .	