

Cathy Cooper
Authorized Signature

Number: SPD-AR-10-025
Issue Date: 4/5/2010

Topic: Developmental Disabilities

Due Date:

Subject: Changes to SERT Abuse Allegations Reporting, online SERT Reporting Form and SERT Complaint Investigation Update Form.

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): Office of Investigations and Training (OIT), DD QA Coordinators, DD SERT Coordinators |

Action Required:

SERT Allegation Reporting Change:

Beginning 03/31/2010, CDDPs and SPD Staff will utilize OIT's abuse database for all abuse investigation (AI) information and outcomes. Every abuse allegation and serious event (County Review (CR)) will continue to be entered into the online SERT database. When an abuse allegation is assigned for an AI, the online SERT investigation entry will close and all AI information will be communicated to OIT for entry into OIT's database.

OIT will produce standard data reports about AI on a monthly basis for CDDPs and SPD staff.

These monthly reports will initially include:

- Summary of PSI Activity;
- Open Cases;
- Providers in Multiple Counties; and
- Overdue Investigation Reports.

OIT may add additional monthly, standard reports as further CDDP reporting needs are identified. OIT may provide custom reports upon request from CDDPs.

SERT Database Online Reporting Forms Changes:

Several fields have been changed and deleted from the "SERT Reporting Form" (* indicates mandatory fields)-

Changed Fields:

- "Gender" is now a drop-down menu;
- "Approximate Incident Date" checkbox has changed to "Estimated Incident Date";
- "Type of Incident" headings have changed in accordance with HB 2442;

Deleted fields:

- "Client is Under 18" checkbox;
- "Case Manager ID" field.

Online SERT Complaint Investigation Update Form Changes:

Several fields have been deleted, changed and added to the "SERT Complaint Investigation Update Form"-

Deleted Fields:

- Referred To - "District Attorney" checkbox;
- Reporter Information – "Person Wishes to Remain Anonymous" checkbox;
- Report Recipient Information – "Time of Call";
- Investigation Information – "Substantiated", "Not Substantiated", "Inconclusive" checkboxes;
- Investigation Information – "Investigation Summary", "Action as a Result of Investigation", "Date Investigation Completed", "Follow-up Required" checkbox, and "Date Follow-up Completed" fields.

Changed Fields:

- Incident Information - "Approximate Incident Date" checkbox has changed to "Estimated Incident Date";
- Referred To - "County PSI Unit for Investigation" checkbox has changed to "County Investigation Unit";
- "Phone Number" and "Date Referred" text boxes have changed to a "Contact/Case Information" free-text box.

Added (new) Fields:

- *Report Recipient Information – "Date Assigned for Investigation";
- *Report Recipient Information – "Investigator's Initials"
- Required Actions Information - "Required actions" checkbox, "Required Actions" free-text boxes, "Required Action Due" boxes, "Action Completed" checkboxes, and a "Date ALL Required Actions Completed" field. These new fields allow CDDPs to track and complete required actions or protective services actions on individual cases.

For investigations that were opened prior to this change of practice, the SERT investigation can be closed out by entering the date investigation was completed in the "Date ALL Required Actions Completed" box. **The SERT database will no longer track overdue Abuse Investigations. This information will be provided by OIT via**

reports from their database. The reports provided by OIT are listed above. For investigations that were entered and closed prior to this change of practice, the database will reflect the close date in the "Date ALL Required Actions Completed" field.

Reason for Action: Implementation of HB 2442 and review of SERT database usability and functionality.

Field/Stakeholder review: Yes No

If yes, reviewed by: OIT, Washington CDDP QA, Linn CDDP QA, SPD
Central Office Staff.

If you have any questions about this action request, contact:

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