

DeAnna Hartwig

Authorized Signature
Number: SPD-IM-07-059

Issue Date: 8/28/2007

Topic: Developmental Disabilities

Subject: SERT (Serious Event Review Team) change from PSI to County Review

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 type="checkbox"/> | Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> | County DD Program Managers | <input checked="" type="checkbox"/> | Other (please specify): SERT
Coordinators, Quality Assurance
Coordinators, Service Coordinators, OIT,
DHS Service Desk and DD SPD Central
Office Staff |

Message:

In June 2007 SPD-AR-07-020 SERT: New Process for requesting Technical and Policy Assistance was sent out to the field offices. The Action Request (AR) was not clear on how to handle requests to change a PSI (Protective Service Investigation) to County Review. This AR is to clarify the process.

Please follow the procedure listed below for requesting a change from PSI (Protective Service Investigation) to County Review in the SERT (Serious Event Review Team) system. The procedure is located in the 2006 Senior and People with Disabilities (SPD) SERT Manual located at <http://www.oregon.gov/DHS/spd/provtools/dd/sert/index.shtml>.

4.4.2 Investigation Update: Investigation no longer required

If the CDDP and OIT agree after preliminary investigation steps that *circumstances of the event do not meet the definition of abuse*, then the CDDP must:

1. Obtain written OIT agreement to change serious event to "County Review" status;
2. Send e-mail with evidence of OIT agreement to SPD SERT Technical Coordinator with copy to OIT, specifying SERT entry (by number) and requesting change of status in the database; and
3. Follow procedures for completing the **County Review of Serious Event** form (see **Section 3.6**).

IMPORTANT NOTE: Critical information the CDDP has entered about its review of and response to a serious event does not automatically transfer in a conversion from investigation to county review. To avoid re-typing, save the information into a Word document prior to conversion, then

paste it into the county review fields when they are available.

4. If Individual is enrolled in a Support Services Brokerage, indicate in the “Explanation” field of the **County Review of Serious Events** form why abuse definition does not apply to the circumstances and that the incident has been referred to the Individual’s Support Services Brokerage for follow-up.

The SPD SERT Technical Coordinator will create the Service Desk Ticket; please do not call the DHS Service Desk directly for SERT: PSI to County Review requests.

If you have any questions about this information, contact:

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