2023 Administrative Review Process Manual Now Available

ODP Announcement 23-034

AUDIENCE:

Agency Board of Directors and Human Rights committee members, Agency Administrative, Management, and Risk Management staff, Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Supports Coordinators (SCs), Direct Service Providers (DSPs) and Contracted Entities that are responsible for reviewing critical incident investigations as required under **Incident Management Bulletin 00-21-02** and under **Chapter 6100.404 Final Incident Report**

PURPOSE:

To communicate the availability of the updated 2023 Administrative Review Process Manual

DISCUSSION:

The Office of Developmental Programs (ODP) has released an updated Administrative Review Process Manual. This document replaces the manual that was published in 2021. All prospective and current Administrative Review Committee members and other administrative staff are required to be familiar with the Administrative Review process guidelines that are outlined in the manual.

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Prospective and current Administrative Review Committee members and other administrative staff should review the entire 2023 Administrative Review Process Manual to ensure their understanding and use of the standards and protocols contained in it.

in order to align with **Incident Management (IM) Bulletin 00-21-02** (effective July 1, 2021) and the Enterprise Incident Management (EIM) system, several new or expanded topics have been added to the manual. Major changes to the new manual include:

- **Language Changes:** The new manual includes updated language to provide consistency for the use of specific terms across this manual and other ODP related manuals and resources. Updated terms include:

  o Provider Certified Investigator (CI) Report

  o Provider Administrative Review

  o EIM Incident Report

- **Resource Identifiers:** Page links have been added to the end of each path for easier access to the recommended content.

- **Victim's Assistance:** Additional guidance that clarifies when and how the Administrative Review committee can use "N/A" to respond to the appropriate section of the Provider Administrative Review.

- **Target Separation:** Additional information on separating targets from individuals and clarification on when and how the Administrative Review committee can use "N/A" to respond to the appropriate section of the Provider Administrative Review.

- **Necessary Medical Treatment:** Additional information on identifying circumstance that require medical treatment and clarifies when and how the

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Administrative Review committee can use "N/A" to respond to medical treatment areas of the Provider Administrative Review.

- **Protective Services Notification:** Additional guidance that clarifies when and how the Administrative Review committee can use "N/A" to respond to the protective services areas of the Provider Administrative Review.

  - **Removal of Protective Services Reporting Matrix:** The Protective Services Reporting Matrix has been removed due to the discontinuance of the use of the matrix for incidents that require a notification to protective services.

- **Law Enforcement Contact:** Additional information on when notifications to law enforcement are necessary and clarifies when and how the Administrative Review Committee can use "N/A" to respond to the appropriate section(s) of the Provider Administrative Review.

- **Corrective Actions:** Explains the concept of Root Cause Analysis and how it can be used during the development of corrective actions and additional information of developing both Preventative and Additional Corrective Actions.

- **Concerns Identified by CI:** Additional guidance on addressing concerns that were identified by the CI. A list of possible concerns that may be identified by the CI has been included in the Appendices of the manual.

The 2023 Certified Investigator Peer Review Manual can be found on MyODP by using the following path: Professional > Certified Investigators > CI Help and Resources > All Documents > Manuals, or by clicking: **2023 Administrative Review Process Manual**

If you have any questions regarding the 2023 Administrative Review Process Manual, please contact **Taniqua.robinson@temple.edu**.

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For MyODP questions, please contact the MyODP Help Desk at:

Toll Free Telephone Number: 844-332-2121

Feedback: Send Feedback or **Email: support@myodp.org**

Hours of Operation: Mon - Fri, 8:00 AM - 4:00 PM EST

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