REQUEST FOR CLARIFICATION/INTERPRETATION

TO:	Name and Title: Jeff Sturm	FROM:	Name and Title: Tara Williamson
	Organizational Unit: DDP Program Director		Organizational Unit: STEP Inc
	Address		Address: 644 Grand Ave., Billings MT

1. TYPE OF REQUEST: ☐ Follow-up to Verbal Request - Date of Verbal Request: ☒ Written Request

2. STATEMENT OF QUESTION OR ISSUE: STEP Inc. is requesting clarification about the number and frequency of GERs that should be generated per the Incident Management Procedure to assure that we are in compliance with the expectations of DDP. Please clarify the following -

1. What services fall within the scope of the Incident Management Procedure?
   Part C
   Limited Family Education and Support
   Full Family Education and Support
   Children's Autism Waiver

2. Respite staff who provide services in isolated areas often do not have access to a computer. What process should they follow to complete a GER?

3. Some people we serve have skin sensitivities or other types of known conditions that are being treated by a physician. If the diagnosed condition involves one of the examples of "injury" (such as "redness"), is it necessary to write a GER when the symptom is discovered or observed?

4. Some people receiving services engage in frequent and very mild aggressive behaviors that fit the definition of "altercation" per the Incident Management Procedure. Trained staff are implementing appropriate programming and the "injury" to staff is momentary and superficial. Is a GER required every time that this is observed or discovered?

References:

3. ANSWER (1.) Incident Management requirements pertain to all services or supports to consumers through funding, contract or provider agreement with the Department of Public Health and Human Services Developmental Disabilities Program. (2.) Isolated staff may fill out a hardcopy and submit it to STEP for entry into the Incident Management data System. (3.) If an injury requires treatment by staff or medical personnel this is a reportable incident and must be entered into the incident management data system. (4.) If the incident meets the altercation definition listed in the procedures manual, regardless if it is momentary or superficial the incident must be entered into the data system.

References: Approved and Issued by: /s/ Program Director

Date: 1/22/14

STATE USE ONLY	4: DISTRIBUTION:	5: FOLLOW-UP:
	One Copy: Requestor One Copy: Manual Coordinator One Copy: Division Files Additional Copies: ☐ to	☐ To be issued as Bulletin (Division Administrator) **Manual. Expected Date of Issuance:** ☐ A.R.M. Change ☐ State Plan Change