

New Jersey Department of Human Services  
Office of Program Integrity and Accountability  
Coronavirus Disease 2019 (COVID-19)  
Incident Reporting Policies

Effective March 17, 2020

Distribution: DDD and DMHAS Provider Community, Support Coordinator Agencies  
DDD and DMHAS Incident Reporting Staff

The Department of Human Services (DHS) continues to implement efforts to safeguard the health, safety and well-being of individuals receiving services during the current health emergency. In furtherance of these efforts, **effective immediately, the following requirements are in place for incident reporting; including those pertaining to COVID-19-related events involving individuals and/or programs.**

**Effectively immediately, agencies providing services to individuals through the Divisions of Developmental Disabilities (DDD) and Mental Health and Addiction Services (DMHAS) are required to report the following to their respective Division:**

- The following must be reported as a **Medical (communicable disease)**:
  - An individual receiving DHS services who is suspected of, under investigation for, presumed positive, or confirmed positive for the COVID-19 virus;
  - The family member of an individual receiving DHS services who has come in contact with the individual and the family member is suspected of, under investigation for, presumed positive, or confirmed positive for the COVID-19 virus;
  - An agency staff member who is suspected of, under investigation for, presumed positive, or confirmed positive for the COVID-19 virus;
  - The family member of an agency staff who has come in contact with the staff person and is suspected of, under investigation for, presumed positive, or confirmed positive for the COVID-19 virus.
- In the event of any reportable event listed above, agencies are also required to ensure all identified guardians are appropriately notified in keeping with DHS policies for ensuring notification and for ensuring confidentiality.
- Effective immediately, for DMHAS providers, the following must be reported as an **Operational** event:
  - DMHAS providers shall report to the Department via an incident report when a Continuity of Operations Plan (COOP) has been activated as a preemptive measure or as a result of a suspected/confirmed case of COVID-19.
- Additionally, DHS is temporarily modifying the required reporting timeframes for incidents that are reportable to DHS. The following criteria is in effect until further notice:
  - 1) The following must be reported within the same business day of the occurrence:
    - **Medical - Communicable disease** - especially in the event of a suspected COVID-19 diagnosis. Follow up information should be provided as soon as new information is obtained;
    - **Unplanned Hospitalizations-Medical**- should be reported as soon as practicable; discharge date and diagnosis should be submitted as soon as possible;
    - All **allegations/incidents involving Abuse and Neglect**;
    - **Operational incidents**- related to COVID-19 involving program closure, emergency relocation, shelter in place, or COOP (DMHAS). **Important: Operational closures related to the emergency closure of all DDD day programs does not have to be reported as an Operational incident.**
  - 2) All other incidents that are currently required to be reported should be reported as soon as practical.
  - 3) All guardians must be notified for all involved individuals if an incident impacts the health, safety or well-being of those individuals.

Please note that until further notice, all events/incidents involving **Unplanned Hospitalization-Medical** will remain in pending status. The incidents will be closed when DHS has received the discharge date and a diagnosis. Agencies will be asked by the reporting authority, through the initial incident notification, to provide this information.

Department and Division staff (Critical Incident Management Unit –CIMU; DDD Office of Risk Management – ORM; DDD Facility Quality Assurance Staff (QA); and DMHAS QA are available by electronic mail (email) or by phone to assist with questions and concerns regarding this policy and for matters related to incident reporting per the following contact information:

**DDD Office of Risk Management (ORM)/IR (Incident Report) Unit Supervisor Contacts:**

Lauren Chodack: 973-927-2642, ORM Fax Number: 609-341-2341, [DDD-NRO.UIRS@dhs.state.nj.us](mailto:DDD-NRO.UIRS@dhs.state.nj.us)

John Frade: 908-412-7766, ORM Fax number: 609-341-2342, [DDD-CRU.UIRS@dhs.state.nj.us](mailto:DDD-CRU.UIRS@dhs.state.nj.us), Counties Served: Bergen, Essex, Hudson, Passaic, Somerset, and Union

Ivy Lipton: 609-633-7782, ORM Fax number: 609-341-2343, [DDD-CRL.UIRS@dhs.state.nj.us](mailto:DDD-CRL.UIRS@dhs.state.nj.us), Counties Served: Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex, and Warren

Tashay Tolbert: 609-476-5210, ORM Fax number: 609-341-2340, [DDD-SRO.UIRS@dhs.state.nj.us](mailto:DDD-SRO.UIRS@dhs.state.nj.us), Counties Served: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Salem

Jennifer Manning: 609-633-7536, DDD Abuse/Neglect Hotline: [DDD-CO-ORM@dhs.state.nj.us](mailto:DDD-CO-ORM@dhs.state.nj.us)

**DDD Abuse/Neglect Hotline: 1-800-832-9173**

Amy Ficci: 609-633-7789, ORM Fax number: 609-341-2344 [DDD-CO.OQM-UIRS@dhs.state.nj.us](mailto:DDD-CO.OQM-UIRS@dhs.state.nj.us)

**Critical Incident Management Unit (CIMU) Supervisor Contacts:**

Keith Joslin, Supervisor: (609) 292-4482 (DDD Community);  
Miloni Bhatt, Supervisor: 609-292-5735 (DMHAS Community)

**Incident Verification Unit:**

Annette Cavallaro, Chief: 609-984-5479

Email Addresses:

- DDD CIMU Admin Review: [dhs.cimadmin@dhs.nj.gov](mailto:dhs.cimadmin@dhs.nj.gov) Fax number: 609-777-2082
- DMHAS CIMU Admin Review: [dhs.mhscimadmin@dhs.nj.gov](mailto:dhs.mhscimadmin@dhs.nj.gov) Fax number: 609-341-2260

**DMHAS Quality Management Unit:** [dmhas.incidentrept@dhs.nj.gov](mailto:dmhas.incidentrept@dhs.nj.gov), Fax number: 609-341-2324

**DMHAS NJ Substance Use Complaint Line: (877) 712-1868**

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