

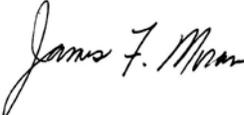
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TO: Executive Directors, Voluntary Agencies

FROM: James F. Moran, Acting Executive Deputy Commissioner 

DATE: May 9, 2011

SUBJECT: Mandatory Training-Incident Report and Management Application (IRMA)

In recent weeks OPWDD has implemented several improvements to enhance the oversight and protections provided to the individuals we serve relative to incidents of abuse and neglect. This initiative has included the creation of a centralized incident management unit charged with oversight, analysis, and follow up of all allegations of abuse and neglect reported by state-operated and voluntary-operated programs. In order to ensure the best possible data is available in real time, the use of the Incident Report and Management Application (IRMA) will be mandated for all providers. Access to IRMA is currently available through OPWDD's Website (<http://omrnet.omr.state.ny.us>) secured internet applications. There is no cost to provider agencies to use this application.

OPWDD is currently completing a schedule of mandatory training sessions for all provider agencies in the use of IRMA. This training will begin in early June and will be completed by the end of August. The training schedule being developed will include each voluntary provider agency. Training will be prioritized beginning with agencies that operate certified residential settings. This will be followed by any remaining agencies that operate certified day settings, and then other remaining agencies. Each agency will be notified of the date, time and location of their scheduled training. Attendance is required and each agency will be allowed to send two representatives to be trained. At the time of the training, those representatives may bring completed User Access Request Forms for other agency staff that will require access to IRMA so these requests may be processed. Upon the completion of the training session an agency attends, their participation in IRMA will be mandatory. The two individuals who have been trained may, in turn, train additional personnel who will access IRMA for their agency. An emergency regulation will be promulgated when these training sessions are concluded.

OPWDD recognizes that some provider agencies currently use electronic applications for incident management. OPWDD is working with the vendors of Precision Care, Therap and Evera to develop an electronic interface to IRMA to reduce the need to complete duplicate entries. Until this is completed, duplicate entries may be necessary. To minimize the need for this, if your agency uses one of these applications for incident management, please send this information to incident.management@opwdd.ny.gov. This information will be considered when scheduling training.

Further information about the IRMA training will be forthcoming from the Division of Quality Management in the very near future. We look forward to partnering with you to implement this important initiative to improve our service system for the individuals we serve. Questions may be directed to your DDSO Incident Coordinator or to Leslie Fuld, Director, Incident Management Unit at the email address noted above.

cc: Leadership Team
Provider Associations
DDSO Incident Management Coordinators