



## **EXECUTIVE SUMMARY**

**DEPARTMENT OF HUMAN SERVICES  
OFFICE OF PROGRAM INTEGRITY AND ACCOUNTABILITY  
OFFICE OF PERFORMANCE MANAGEMENT  
CRITICAL INCIDENT MANAGEMENT UNIT  
July 1, 2021 to June 30, 2024**

The Critical Incident Management Unit (CIMU) facilitates and oversees the appropriate tracking of, management of, and organizational response to all reported incidents occurring in developmental centers, the Division of Developmental Disabilities, and the Division of Mental Health and Addiction Services facilities, agencies, and programs licensed, regulated, or funded by the Department of Human Services, as required by the department's Administrative Order (A.O.) 2:05. When an incident occurs, specific reporting timeframe requirements and entry into the New Jersey Incident Management System (NJ-IRMS) exist depending on the type and severity of the incident.

We found the internal controls related to the tracking of, management of, and response to all reported incidents were adequate, and the CIMU was in compliance with A.O. 2:05 and the NJ-IRMS manual. In making those determinations, we made observations concerning delays in incident reporting and Division of Aging Services (DoAS) incidents not being maintained in the NJ-IRMS.

### **AUDIT HIGHLIGHTS**

- We observed some delays in incident reporting and incident entry across different time intervals. We tested 75 incidents and noted 71 percent were not reported to the department timely, with the majority of the delays ranging from one to three days. Although the department cannot control the timely reporting of incidents, any delay in incident reporting may impact timely investigations and poses a risk to the health, safety, and well-being of the recipients. We also noted 55 percent of tested incidents were not entered into NJ-IRMS timely.
- We observed that the department's DoAS incidents are not maintained in the NJ-IRMS. The Office of Program Integrity and Accountability is currently in the process of integrating DoAS incidents into the NJ-IRMS. This integration will ensure the department's compliance with a federal regulation requiring states to have electronic critical incident systems that, at a minimum, enable electronic collection, tracking, and trending of data on critical incidents. The department has five years from the effective date of July 9, 2024, to comply with the federal regulation.

### **AUDITEE RESPONSE**

The department generally concurs with our observations.

For the complete audit report or to print this Executive Summary, click on the attached files.