

## APPENDIX C.2

# STATE-OPERATED MENTAL HEALTH AND ID FACILITIES

A RON received regarding an older adult residing in a state-operated mental health hospital or a state center for individuals with intellectual disabilities shall be categorized appropriately and immediately referred following the requirements as set forth under 15.45. The AAA shall have ongoing communications with the state-operated mental health hospital or state center for individuals with intellectual disabilities to ensure appropriate actions have been taken.

All correspondence and investigatory documentation provided by the state mental health or state center shall be maintained in the electronic case record pursuant to regulatory requirements. All PS case record documentation shall be completed, forms appropriately filled out, and the case shall be terminated in SAMS when the investigation is completed, and/or appropriate remedies have been implemented to correct the situation. As the AAA's investigative designee, all records can be released to the protective services caseworker. An authorization for the release of information is not required.

If the AAA determines that the older adult's need for protective services have not been during any point in an investigation, the AAA must intervene. If the AAA must intervene in an investigation, the protective services supervisor shall contact their assigned protective services specialist(s). The protective services specialist(s) will notify the appropriate oversight entity of the identified issues and why the AAA needs to intervene.

The AAA is responsible for notifying mandated reporters of their reporting requirements and for forwarding required written reports to PDA for allegations of serious physical injury, serious bodily injury, sexual abuse, or suspicious death.

### **STATE-OPERATED MENTAL HEALTH HOSPITAL NOTIFICATIONS AND REFERRAL PROCESS:**

In accordance with §15.45, when an AAA receives a RON involving an older adult residing in or receiving services from a state-operated mental health hospital, the AAA will immediately refer the contents in the RON to the appropriate office under procedures jointly developed by PDA and DHS for investigation under their patient right program. The jointly developed procedures provide for specific points of contact

between the AAA and DHS and establish a system which assures the AAA will be kept fully informed of the activities, findings, and results of the investigations through written records, of the investigative activities and remedial actions as they develop.

The appropriate contact has been identified by the Office of Mental Health and Substance Abuse Services (OMHSAS) as the Chief Executive Officer (CEO) of the state mental health hospital.

The referral should include:

- Older adult's name
- Older adult's birth date
- Facility name
- Nature of the allegation
- Alleged perpetrator(s)
- Any appropriate information that may assist in the investigation, but is not restricted from disclosure outside of protective services
- Investigator's contact information

At no time may the reporter's information be provided to the state mental health hospital. The state mental health hospital never receives a copy of the RON. An immediate email to the appropriate contact person containing the required information is sufficient for referral purposes. The AAA shall also notify their OMHSAS's field office about the referral to the state mental health hospital.

If an AAA has any questions regarding whether or not a specific facility is or is not licensed by ODP, the AAA may send the question to [odpfacilityoapsa@pa.gov](mailto:odpfacilityoapsa@pa.gov).

Documentation of the referral in the RON is required and shall include:

- The name of the contact person
- The OMHSAS field office
- The date and time the referrals were completed

## **STATE CENTER FOR PEOPLE WITH INTELLECTUAL DISABILITIES NOTIFICATIONS AND REFERRAL PROCESS:**

When an AAA receives a RON involving an older adult residing in or receiving services from a state center for individuals with intellectual disabilities, the AAA will immediately refer the contents in the RON to the appropriate contact within the state center.

The appropriate contact has been identified by the Office of Developmental Programs (ODP) as the Facility Director of the state center.

The referral should include:

- Older adult's name
- Older adult's birth date

- Facility name
- Nature of the allegation, including a brief description
- Alleged perpetrator(s)
- Any appropriate information that may assist in the investigation, but is not restricted from disclosure outside of protective services
- AAA protective services caseworker contact information

The reporter's identity cannot be given to DHS or the state center/facility. The state center does not get a copy of the RON. An immediate email to the appropriate contact person containing the required information is sufficient for referral purposes. The AAA shall also notify ODP's central office. The email address in which the immediate notifications shall be sent is [odpfacilityoapsa@pa.gov](mailto:odpfacilityoapsa@pa.gov) . This is only to be used for RON for individuals ages 60 and over.

Documentation of the referral in the RON is required and shall include:

- The name of the contact person
- The referral to ODP's central office
- The date and time the referrals were completed

**In addition to the requirements described above, AAAs must complete all of the required regulatory notifications.**

Notifications for **mandatory** reports received from state mental health hospitals:

- Local county MH/ID office

Notifications for **mandatory** reports received from state centers for people with intellectual disabilities:

- Local county MH/ID office
- ODP central office

Notifications for **voluntary** reports received from state mental health hospitals:

- OMHSAS's field office

Notifications for **voluntary** reports received from state centers for people with intellectual disabilities:

- ODP's central office

**NON-STATE OPERATED MH/ID FACILITIES**

AAAs are still responsible for the investigations in MH/ID facilities that are not state-operated. A list of these facilities can be found by going to:

<https://www.hcsis.state.pa.us/hcsis-ssd/ServicesSupportDirectory/ServicesSupportHome>

**ODP Facilities:**

Upon receipt of a mandatory report involving an older adult residing in or receiving services from a non-state center facility the AAA shall:

- Notify ODP's central office immediately
- Notify the facility administrator or their designee immediately
- Notify the local MH/ID office

Upon receipt of a voluntary report involving an older adult residing in or receiving services from a non-state center facility the AAA shall:

- Notify ODP's central office immediately

**OMHSAS Facilities:**

Upon receipt of a mandatory report involving an older adult residing in or receiving services from a non-state center facility the AAA shall:

- Notify the OMHSAS's regional office immediately
- Notify the facility administrator or their designee immediately
- Notify the local MH/ID office

Upon receipt of a voluntary report involving an older adult residing in or receiving services from a non-state center facility the AAA shall:

- Notify OMHSAS's regional office immediately

If any voluntary or mandatory report involves a suspicious death, the AAA must immediately notify local law enforcement and the coroner's office.