GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

POLICY	
Department on Disability Services	Subject: *Immediate Response Committee (IRC) Policy*
Responsible Program or Office: *Department on Disability Services*	Policy Number: *2015-DDS-0017*
Date of Approval by the Director:	Number of Pages: 3
Effective Date: January 1, 2015	Expiration Date, if any:
Supersedes Policy Dated: 08.01.2011 (Updated to comply with People First Language Policy)	
Cross References, Related Policies and Procedures, and Related Documents: N/A	

All underlined words/definitions can be found in the **Definitions Appendix.**

1.   PURPOSE

This purpose of this policy is to establish the standards, guidelines, provider responsibilities, protocols, and procedures to be used by the Immediate Response Committee (IRC) in responding to reported incidents and issues.

2.   APPLICABILITY

This policy applies to all DDA employees, subcontractors, providers/vendors, consultants, volunteers, and governmental agencies that provide services and supports on behalf of people with disabilities receiving services as part of the DDA Service Delivery System funded by DDA or the Department of Health Care Finance (DCHF).

3.   AUTHORITY

The authority for this policy is established in the Department on Disability Services ("DDS") as set forth in D.C. Law 16-264, the "Department on Disability Services Establishment Act of 2006," effective March 14, 2007 (D.C. Official Code § 7-761.01 et seq.); and D.C. Law 2-137, the "Citizens with Intellectual Disabilities Constitutional Rights and Dignity Act of 1978," effective March 3, 1979 (D.C. Official Code § 7-1301.01 et seq.).

4.   POLICY

The Immediate Response Committee (IRC) is an interdivisional DDS committee responsible for serving as a central point of review for all reported incidents and issues submitted to DDA.

The IRC is comprised of representatives from DDS Quality Enhancement/Quality Improvement, and DDA Health and Wellness, Service Coordination, the Rights and Advocacy Specialist, and Provider and Resource Management.

5.   RESPONSIBILITY

The responsibility for this policy is vested in the Director, Department on Disability Services. Implementation for this policy is the responsibility of the DDS Deputy Director.

6.   STANDARDS

The following are the standards by which DDS will evaluate compliance with this policy:

A. The IRC is responsible for:
   a. Determining if the person is safe based on the reported actions taken;
   b. Evaluating if the initial actions taken by the provider can be reasonably expected to promote the person's safety, health and welfare in the next 48 hours;
   c. Assessing whether the incident was reported accurately and timely; and
   d. Using data to inform and foster improvements for individuals, providers and other systems.

B. For Serious Reportable Incidents and reportable incidents that require follow-up, the IRC will:
   a. Identify who within DDA is responsible for investigation and/or follow-up;
   b. Define the expected timeline for follow-up; and
   c. Verify that the person's family/guardian and other required ENTITIES have been notified by the reporting entity, and if not ensures the family/guardian and other entities immediately notified.

C. For Issues, the IRC will:
   a. Determine if the issue should be designated "High" because it requires immediate action and/or involves a potential risk to health and safety;
   b. Evaluate whether an issue is a discrete individual issue, there is a pattern of issues (per provider or person) or if the issue represents a systemic issue (per provider, service, or DDS);
   c. Identify/confirm if the issue reflects an unmet need for the person;
   d. Identify who within DDA is responsible for facilitating and confirming resolution; and
   e. Define the expected timeline for resolution.

D. The IRC will be responsible for analyzing incidents and issues, on at least a hi-weekly basis, in order to:
   a. Discover patterns and trends in the data for people, providers and other systems;
   b. Identify themes for person and provider issues and incidents; and
   c. Inform DDA Senior Management of themes, patterns and trends.

Laura L. Nuss   _1/28/15_

Laura L. Nuss, Director   Date

Attachments: 1. Guide to Identifying Unmet Needs
2. Guidance for Service Coordinators Regarding Compliance with ISPS and Health and Safety
3. Decision Making Chart