

	STARBRIDGE POLICIES & PROCEDURES MANUAL
SECTION:	Investigative Review or Reports Completed by OPWDD or the Justice Center (Incident Management)
SITE(S) / PROGRAMS(S):	All Sites/Programs Certified or Funded by OPWDD
President/CEO Approval:	Date Approved: 05/27/2026
Board of Directors Approval: (Meeting Minutes)	Date Approved: 05/27/2026
Date(s) Reviewed and/or Revised: 05/22/2024, 05/15/2025, 05/15/2026	

The Office for People with Developmental Disabilities (OPWDD) and the New York State Justice Center have the regulatory authority to review and/or investigate any Reportable Incident and/or Notable Occurrence filed by Starbridge.

Starbridge will provide all relevant records, reports, attachments and/or meeting minutes requested by OPWDD or the Justice Center that are relevant to the reportable incident/notable occurrence in their review or investigation of the event or situation. If OPWDD or the Justice Center is completing the investigation, Starbridge's investigative actions are limited. Individuals supported, staff, and any other relevant parties may be interviewed in pursuit of any such review or investigation completed by OPWDD or the Justice Center.

When an incident or occurrence is investigated or reviewed by OPWDD or the Justice Center and recommendation(s) are made to Starbridge concerning any matter related to the incident or occurrence, Starbridge will implement each recommendation in a timely fashion and submit written documentation verifying the implementation of the recommendation(s). In the event that Starbridge does not implement a recommendation made by OPWDD, Starbridge will submit written justification.

PROCEDURES TO FOLLOW WHEN A REPORTABLE INCIDENT OR NOTABLE OCCURRENCE IS REVIEWED OR INVESTIGATED BY OPWDD OR THE JUSTICE CENTER

STAFF RESPONSIBLE

PROCEDURES

Quality Improvement
Director

1. Monitor IRMA to determine if OPWDD or the Justice Center will investigate the Reportable Incident/Notable Occurrence.
2. If Starbridge completes the investigation, provides all relevant records, reports, attachments and/or meeting minutes requested by OPWDD or the Justice Center that is relevant to their review of the Reportable Incident/Notable Occurrence.
3. If Starbridge is not assigned to complete the investigation, limits investigatory actions to:

- Securing and/or documenting (e.g. photographing) the scene as appropriate;
- Collecting and securing physical evidence;
- Taking preliminary statements from witnesses and involved parties; and
- Performing such other actions as specified by the Justice Center or OPWDD.

All Staff

1. Will be trained on their responsibility to assist and participate in investigations completed by OPWDD or the Justice Center and non-retaliation and intimidation. (See Training Incident Management Incident Policy and Procedure)

Quality Improvement
Director, Program
Director

1. Responds to all requests for information from OPWDD or the Justice Center in their review or completion of investigations of Reportable Incidents or Notable Occurrences.
2. Immediately enters any information sent by OPWDD or the Justice Center from their review or investigation of a Reportable Incident/Notable Occurrence into the upcoming Incident Review Committee meeting minutes.
3. Responds within one (1) month if recommendation(s) are made by OPWDD in review or completion of an investigation of a Reportable Incident or Notable Occurrence. Starbridge will either:
 - Implement each recommendation and submit documentation of the implementation of recommendation(s). OR
 - In the event that Starbridge does not implement a particular recommendation, will submit a written justification to OPWDD. The justification will identify the alternative means that will be undertaken to address the issue, or explain why no action is needed. Forwards justification to the IRC.
4. Within ninety (90) days of receipt of a report and recommendation(s) from the Justice Center, provide a written response, indicating action(s) taken regarding each of the recommendations in the report.