New Enterprise Incident Management System (EIM) Implementation Information: Training Resources Now Available and Upcoming Question and Answer Sessions

ODP EIM Newsflash 3

ODP Communication Number: Announcement 108-15

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Agency With Choice Providers, Intermediate Care Facilities for Persons with an Intellectual Disability (ICF/ID) and Direct Service Providers who utilize the Home and Community Services Information System (HCSIS) to perform Incident Management (IM) activities

PURPOSE: The purpose of this announcement is to communicate to Office of Developmental Program (ODP) stakeholders that Enterprise Incident Management (EIM) resource materials are now available on the HCSIS Learning Management System (LMS). In addition, ODP will be hosting question and answer sessions for all end-users.

BACKGROUND: The Office Developmental Program (ODP) will begin utilizing the Enterprise Incident Management (EIM) system January 4, 2016 for all incident reporting functions. All entities that report incidents in HCSIS will begin to report incidents in the EIM system.

DISCUSSION: As part of the implementation plan for EIM, five electronic demonstrations and three PowerPoint documents have been posted to the LMS to give ODP stakeholders the
opportunity to preview the system prior to the January implementation date. It is recommended that the Demos and PowerPoints be used together. Below you will find a short description of the materials available and screenshot showing where the materials can be found on LMS.

The electronic demonstrations show users the main functionality of the system at a high level including: how to utilize the dashboard as well as complete and submit the first section, abbreviated incident reports, investigation report, and final section.

The PowerPoints guide the users through the process of utilizing the dashboard feature, submitting the first section and completing the final section of the incident report in greater detail than the demonstrations.

The Job Aids serve as quick reference tools for specific functions within the system. Available Job Aids include: using the dashboard, linking and unlinking incidents, creating the existing HCSIS detail reports using the EIM custom report feature, and assigning EIM roles using the Identity Manager BP-Admin tool.

Users are encouraged to periodically review LMS for additional resources and training documents.

In addition, ODP is hosting question and answer sessions for users. Registration for these sessions can be completed on LMS. Below is a listing of the dates and times of these pre-and post-implementation sessions.

Please note: If you plan to participate in the sessions as a group (i.e. speakerphone), only one person needs to register.
Enterprise Incident Management Question and Answer Sessions  
(Registration Required)

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<th>Date</th>
<th>Time</th>
<th>Topic</th>
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<tr>
<td>12/11/15</td>
<td>1:30-3pm</td>
<td>Question and Answer session</td>
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<td>12/16/15</td>
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<td>1:30-3pm</td>
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Questions/Assistance

For issues specific to accessing EIM or LMS, please contact the **HCSIS Help Desk**.
Phone: 1-866-444-1264
E-mail: c-hhcsishd@pa.gov
Fax: 717-540-0960
Hours: Monday – Friday: 7:45 AM – 5:00 PM

For questions or issues related to the registration for the Q&A sessions, please contact the EIM Assist Mailbox at: **RA-PWODPEIMASSIST@PA.gov**