



SAN GABRIEL/POMONA REGIONAL CENTER

Methods of Reporting Special Incidents

As you know, special incidents reports (SIRS) must be reported to a regional center within twenty four (24) hours of the occurrence of the incident. SIRS can be reported directly to the service coordinator by calling them on the telephone. **However, we request that you do not use this method if the service coordinator is not immediately available to receive your phone call and we request that you do not leave a voicemail.** As you know, service coordinators spend the majority of their time away from their offices visiting clients, and may not be available when a SIR needs to be made. For this reason, we have other options available to you to report SIRs. The special incident reporting system provides three (3) alternatives for you to report SIRs. These alternatives include:

1. VOICE MESSAGE: (909) 868-7612

This is for you to leave a detailed voice message regarding a special incident on this dedicated phone line. The message should include the client's name, UCI# or date of birth, service coordinator's name, date and time of incident, description of the incident, and your name and phone number. This method of reporting only meets the requirement for the telephone/verbal reporting of a SIR, and a written SIR report is also required to be submitted to the regional center within forty eight (48) hours of the occurrence of the incident.

2. FAX: (909) 620-1453

This is for you to send a special incident report by facsimile (fax). Any other SG/PRC fax numbers **should not be used** to send SIRs to SG/PRC. In addition, no other types of documents should be sent using this SIR fax number. If you use this method within the first 24 hours after occurrence of an incident, then you will have met the requirements for both the telephone/ verbal and written submission of SIRS. This method can also be utilized if you have already reported a SIR to an SC by telephone, but need to meet the requirement for submission of the written SIR.

3. E-mail: SIRS@sgprc.org

This is for you to send a special incident report by e-mail. Any other SG/PRC e-mails should **not be used** to send SIRs to SG/PRC. If you email the SIR, the email must be encrypted in order to stay in compliance with HIPPA regulations. If you use this method within the first 24 hours after occurrence of an incident, then you will have met the requirements for both the telephone/ verbal and written submission of SIRS. This method can also be utilized if you have already reported a SIR to an SC by telephone, but need to meet the requirement for submission of the written SIR.

**ALL OF THE ABOVE ALTERNATIVES ARE AVAILABLE
TWENTY FOUR (24) HOURS A DAY, SEVEN (7) DAYS PER WEEK.**

ISSUES REQUIRING IMMEDIATE ASSISTANCE

Assistance During Regular Office Hours - If you also need the immediate assistance of a regional center staff member during office hours, and the service coordinator is not available, please ask the operator to connect you with the service coordinator's supervisor or another supervisor who is available.

Assistance After Office Hours: (909) 620-7722 - If you need the immediate assistance of a regional center staff member after office hours, call the regional center main phone number at (909) 620-7722. A recording will direct you to press "0" in order to reach the answering service. Tell the operator that you need to speak with the manager who is "on-call." Examples of SIRS in this category include the death of a client, any allegation of abuse, and serious illnesses and injuries.

We hope that these alternatives will provide a convenient way for you to report special incidents within the required twenty four (24) hour time period. Please contact Tim Travis at 909 868-7793 or TTravis@sgprc.org with any questions or comments.