

## 5.0 ANALYSIS OF SERT DATA: THE BASICS

Analyzing SERT data requires:

- Breaking the data up into smaller elements;
- Studying those smaller elements to identify opportunities to improve SERT processes; and
- Developing theories about how to act on opportunities to improve the SERT processes.

### 5.1 Opportunities to improve SERT Processes

Analysis of SERT data helps a CDDP identify opportunities to improve efficiency and effectiveness of one or more of the typical CDDP SERT processes listed in section 1.0 of this manual:

- Receiving written incident reports or allegations of abuse;
- Determining whether an incident meets the definition of a serious event;
- Determining whether a serious event requires a formal investigation of abuse;
- Determining who will undertake a formal investigation of abuse;
- Entering and updating information about a serious event into the online SPD database;
- Analyzing, reviewing, and following-up on serious events; and
- Reporting on serious events to SPD.

At minimum, SERT data analysis also helps identify opportunities to improve provider processes and results by identifying:

- Individual *people* who experience many serious events;
- Individual “*sites*” serving people who experience many serious events; and
- Individual *provider agencies* with several sites, many of which serve people who experience many serious events.

Identifying such people, sites, and provider agencies and developing theories about why problems occur increases the likelihood of improving health-and-safety processes through targeted strategies. Analysis of subsequent SERT data allows CDDP and provider to evaluate whether improvement efforts have been successful.

## 5.2 Minimum expectations for data entry and review

### 5.2.1 Ongoing local processes

Each CDDP must maintain an ongoing process of entering individual reports, reviewing data, deciding what to do about what the data says, acting on those decisions, reviewing actions CDDP and providers take to respond to the data, and reviewing the outcomes of actions taken.

To demonstrate this process, CDDP SERT team must:

- Meet monthly to review events and data from the previous month, looking for system trends, significant service issues, or significant licensing violations that require follow-up (see [Section 6.0](#) for additional discussion of meeting topics and reviews);
- Create the [Monthly CDDP SERT Review](#) to record this meeting, using the optional format at the end of this manual or another designed by the CDDP to document data analysis, issue review, action taken, and outcomes;
- Submit the [Monthly CDDP SERT Review](#) to SPD through the “Submit County Monthly SERT Review” link on the SERT Home Page.

### 5.2.2 Timelines

<u>Action</u>	<u>Timeline</u>
<u>Death report in SERT:</u>	Within <b>one</b> (1) working day of CDDP receipt
<u>Abuse report in SERT:</u>	Within <b>one</b> (1) working day of CDDP receipt
<u>Other serious events in SERT:</u>	No later than <b>five</b> (5) calendar days after CDDP receipt
<u>Complete County Review:</u>	Within <b>45</b> days of date event originally entered in SERT
<u>Complete Investigation:</u>	Within <b>45</b> days of date originally entered in SERT, including recommendations and results

Timelines for completing CDDP review of serious events each month are:

<b>Report Period</b>	<b>Review Incidents Occurring during Report Period and Entered By:</b>	<b>CDDP SERT Team Report Uploaded to SPD By:</b>
June 1 – June 30	July 10	July 20
July 1 – July 31	August 10	August 20
August 1 – 31	September 10	September 20
September 1 – 30	October 10	October 20
October 1 – 31	November 10	November 20
November 1 – 30	December 10	December 20
December 1 – 31	January 10	January 20
January 1 – 31	February 10	February 20
February 1 – 28 (29)	March 10	March 20
March 1 – 30	April 10	April 20
April 1 – 30	May 10	May 20
May 1 – 31	June 10	June 20

### **5.3 Analysis: Breaking Data Into Smaller Elements**

Much of the first phase of SERT data analysis----breaking the data into smaller elements----has already been done for users. The SERT online database has many reports available “at the push of a button.”

Each CDDP’s downloaded data consists of a matrix of 99 columns and one row for every SERT incident ever entered into the online SERT database. If a CDDP has entered SERT data since the Year 2000, there may now easily be more than 1,000 rows (incidents) of data. Breaking up and organizing this matrix containing up to 99,000 individual “cells” of data is no easy task. By *automatically* breaking up the massive amount of SERT data into smaller, organized elements, the online reports offer the user a major advantage at this phase of analysis.

## 5.4 Introducing the Online SERT Reports

What follows is a brief look at samples of the online SERT Reports. ***All of the sample reports in this manual contain only hypothetical (“fake”) SERT data.*** Reports produced by a CDDP will show actual SERT data for serious events experienced by people with developmental disabilities served by the CDDP.

To access the online SERT reports, log in to the SERT database as described earlier in Section 3.0. Once on the [SERT Home Page](#) for the CDDP, click on **Online Reports** to reach the **SERT Reports** main menu. ([Figure 5.1](#)) Click on any of the 14 hyperlinks in the menu to reach its associated report.

### **5.4.1 View Incidents by Type Report**

Click on [View Incidents by Type Report](#) to reach a “Set-up” page ([Figure 5.2](#)). Use the drop-down arrow to select the type of serious event to be reported. To produce the report:

- Enter desired date range;
- Choose whether to view the dated results in ascending or descending order; and
- Click “Submit Query” button.

For example, [Figure 5.3](#) is a report showing four Deaths that occurred between 09/01/2004 and 09/30/2004 (with incident dates in descending order). Note that if a cell under the “Complaint” column reads “Review,” this means that the incident was reviewed by the County. If the cell under the Complaint column reads “Yes,” this means the incident was investigated. Click on “Review” or “Yes” to see a more detailed report about the incident.

To print the **View Incidents by Type Report** (or one or more of the detailed reports), use your browser’s built-in menu command: File>Print...

The date in a cell under the “Action Complete?” column is the date the review (or investigation) was completed. If the review or investigation has *not* been completed, the word “No” will appear in the cell.

To return to the **SERT Home Page**, click **SERT Home**. Once there, return to the **SERT Reports** main menu by clicking on the **Online Reports** hyperlink.

Similar steps can be used to view and print the remaining reports, which are briefly described below or have an associated example to view.

### **5.4.2 Incident by Provider**

From the **SERT Reports** main menu, click on **View Incidents by Provider** to see a report of incidents involving Individuals served by a provider chosen from the drop-down arrow. [Figure 5.4](#) is a report showing three incidents experienced by two different people served in foster care.

### **5.4.3 Incident by Type of Service**

This is a report of incidents according to the service Individuals were receiving at the time the incident occurred (e.g., 24-hour Residential, Employment & Alternatives, etc.). [Figure 5.5](#) is a report showing four incidents experienced by two different people who were receiving 24-hour residential services at the time the incident occurred.

### **5.4.4 View Incidents by Individual (Use CPMS Number)**

[Figure 5.6](#) is a report showing two incidents experienced by Drew Ives (CPMS 174) between 11/01/2004 and 11/30/2004.

### **5.4.5 Top 10 Individuals**

[Figure 5.7](#) is a report showing data for the 10 people who experienced the greatest number of incidents between January 1, 2004 and December 31, 2004. Note the many options in specifying a date range for considering the top 10 individuals.

### **5.4.6 Top 10 Providers**

[Figure 5.8](#) is a report showing data for the 10 providers who serve the people who experienced the greatest number of incidents between November 1, 2004 and December 31, 2004.

### **5.4.7 Top 10 Locations**

[Figure 5.9](#) is a report showing data for the 10 locations where the greatest number of incidents were experienced by people between November 1, 2004 and December 31, 2004.

### **5.4.8 Overdue Investigations**

[Figure 5.10](#) is a report showing the four investigations that (a) are overdue *as of today's date* (i.e., the date the report is produced; in this case, 05/13/2005), and (b) have not been referred to the police.

### **5.4.9 Overdue Investigations Referred to Police**

[Figure 5.11](#) is a report showing the investigations that (a) are overdue *as of today's date* and (b) *have been* referred to the police. In this case, there were no overdue investigations.

### **5.4.10 Overdue County Reviews**

[Figure 5.12](#) is a report showing the seven incidents for which County (CDDP) reviews are overdue *as of today's date* (in this case, 05/13/2005.)

### **5.4.11 Error in Investigation Completion Date**

[Figure 5.13](#) is a report of incidents with errors in the investigation completion date. This report will show any incidents with an investigation completion date that *precedes* the date the incident was reported to the CDDP. In this case, there was one incident with such an error. Users may click on hyperlinks under the “View Incident” and “View Review” columns to view and correct errors.

### **5.4.12 Error in Review Completion Date**

[Figure 5.14](#) is a report of incidents with errors in the County (CDDP) review completion date. It will show any incidents with a review completion date that *precedes* the date the incident was reported to the CDDP. Click on hyperlinks under “View Incident” and “View Review” columns to view and correct errors.

### **5.4.13 Type of Incidents Reported Pie Chart**

[Figure 5.15](#) is a report—in this case, a pie chart—showing the type, number, and proportion of serious events occurring between December 1, 2004 and December 31, 2004. The types of serious events are listed beside the pie chart. Click on a type of serious event (e.g., Death), to produce an Incident by Type report with the following columns: Incident Date, Case#, Client, Location, View Incident, View Initial Complaint.

### **5.4.14 Incidents Per Month Bar Chart**

[Figure 5.16](#) is a report of the number of incidents people experienced per month. By default, the bar chart will show data for *all* months and years to date. Note the Start Month and year for the bar chart can be changed. [Figure 5.17](#) shows another bar chart with a start month and year of January, 2004.

## 5.5 Introducing “Offline” SERT Reports

A CDDP may need reports that go beyond what is currently available online. In 2005 a supplementary SERT database(db) “template” was made available with additional report options. The template can be installed on a computer equipped with Microsoft Access 2000 (or a later version). The db template has a simple menu system for selecting a range of “offline” SERT reports (including line graphs and bar charts). A technical supplement available on the SERT site describes how to acquire the template, download CDDP SERT data, import SERT data into the template, and use the template’s menu system.

The db template can produce 45 different reports at the touch of a button. Some of these reports provide content nearly identical to that of current online reports, and some of the reports produce unique content. This section offers a look at a few samples of offline SERT Reports that can be produced using the Access db template. ***Remember, all of the sample reports in this manual contain only hypothetical (“fake”) SERT data.***

### 5.5.1 SERT Incidents by Case Number

[Figure 5.18](#) is one page of a multi-page offline report showing the number of incidents to date, with the data by month for a given year. It presents the data in descending order (i.e., the person with the most incidents to date is listed first).

The report also shows the percentage of incidents for a single person, as well as the cumulative percentage of incidents accounted for multiple people. For example, during 2004, Drew Ives experienced 8 incidents that involved one or more serious events. Those 8 incidents accounted for 5% of all incidents experienced by people in that County during 2004. Note that—collectively—20% of the County’s incidents were accounted for by 6 people: Drew, Corey Conde, Chad Babbit, Nannie Roth, Maude Robles, and Vernon Beck.

### 5.5.2 SERT Incidents by Provider

[Figure 5.19](#) is one page of a multi-page offline report showing the number of incidents by people served by each of the CDDP’s providers who have submitted at least one incident. The data are organized by month across an entire year to date. Data is arranged in descending order (i.e., the providers whose service recipients experienced the most incidents are listed first).

The report also shows the percentage of County incidents accounted for by a single provider, as well as the cumulative percentage accounted for by multiple

providers. For example, during 2004, people served by Zeus, Inc. experienced 41 incidents. Those 41 incidents accounted for 26% of all incidents experienced by people in that County during 2004. Note that—collectively—53% of the County’s incidents were accounted for by Zeus, Inc. and various Foster Care providers.

The db template provides similar reports organized by (a) location of incident, (b) site responsible for the person at the time an incident occurred, and (c) type of service the person was receiving at the time an incident occurred (expressed as a service element number, e.g., “50,” representing 24-hr. residential support).

### **5.5.3 Serious Events by Case Number**

[Figure 5.20](#) is one page of a multi-page offline report showing the number of *serious events* people experienced to date, with the data organized by month for a given year. Note the difference between the report depicted in [Figure 5.18](#) and the report depicted in [Figure 5.20](#). A person may experience a single incident that involves *multiple serious events*. For example, a single incident might include the serious events of (a) Restriction, (b) Police, and (c) Psychiatric Hospitalization. The report depicted in Figure 5.20 presents the number of serious events, rather than the number of incidents. By contrasting the data in Figure 5.18 and 5.20, the SERT user can see (for example) that Drew Ives experienced 8 incidents, and that those 8 incidents included 11 serious events.

The db template provides similar serious event reports organized by (a) location of incident, (b) site responsible for the person at the time an incident occurred, and (c) type of service the person was receiving at the time an incident occurred.

### **5.5.4 SERT Incidents to Date for Specified Year (Graph)**

[Figure 5.21](#) is a line graph showing the total number of incidents by people in this County, to date. When producing the report, the user will be asked to specify the year. The db template also offers a similar report for serious events.

### **5.5.5 Serious Events to Date, by Category, for Specified Year (Bar Graph)**

[Figure 5.22](#) is a bar graph showing the total number of serious events, by category, experienced by people in this CDDP, to date. When producing the report, the user will be asked to specify the year. There is also an option to produce a similar report for a single *month* and year.

### **5.5.6 Investigation Results for Specified Year (Bar Graph)**

**Figure 5.23** is a bar graph showing the results of investigations that have been completed to date for a specified year. This graph shows the results of all investigations for which a date has been entered in the online “Date Investigation Completed” field of the online Investigation Outcome online form (**Figure 3.9**).

# Monthly CDDP SERT Review

## Monthly CDDP SERT Review

CDDP/Program: \_\_\_\_\_ Date of Review: \_\_\_\_\_ Period reviewed: From \_\_\_\_\_ To \_\_\_\_\_  
 SERT Team Present: \_\_\_\_\_

### I. Summary of Information Reviewed

Type of Information	Total in Period	# Rev'd this Meeting	Type of Information	Total in Period	# Rev'd this Meeting
Serious Events			Deaths		
Serious Events Not Requiring PSI			Overdue County Reviews		
Serious Events Requiring PSI			Overdue PSI's		
Licensing/Certification Notices			Current status of serious events referred to Child Welfare, Law Enforcement, SPD Medical Director, Other Agencies		

### SERT Data-Based Reports Reviewed (Including reports of data beyond current period)

Type of Report (e.g. Top 10 Individuals)	Period Covered (e.g. past 30 days, previous 12 months, etc.)	Frequency of report (e.g. annual, monthly, quarterly, one-time)

List Other Sources of Information Reviewed (e.g. Service Coordination Meeting Notes, Service Monitoring records): \_\_\_\_\_

CDDP Monthly SERT Report  
1

**II. Summary of SERT Issues, Actions, Outcomes.** Do not remove item from list until outcome has been recorded. Add rows to each table as required.

**A. Individual Issues:** Summarize issues, trends, actions and outcomes related to individuals involved in serious events.

1. **Individual cases SERT team wants to follow due to significance of issues.** Identify individuals only by case number and do not include other information from which individuals might be easily personally identified, e.g. gender, date of birth, family name, etc.

Individual Number	Trend/Issue	Action	Outcome

2. **Trends and issues Team notes re collective individual information,** e.g. increasing numbers of serious events involve incomplete health care protocols regardless of provider, increasing numbers of cases on overdue PSI list involve referral to local police, decreasing use of emergency room in foster care, etc.

Trend/Issue	Action	Outcome

**B. Provider Issues:** Summarize issues, trends, actions and outcomes related to providers, including licensing or certification issues as well as those related to serious events.

1. **Provider circumstances SERT team will follow.** *MUST* follow licensing/certification issues; choose other circumstances based on significance of issue, e.g. number of events, seriousness of events, etc.

Provider and Site(s)	Trend/Issue	Action	Outcome

CDDP Monthly SERT Report  
2

2. **Trends and issues Team notes re collective provider information** (e.g. increasing number of employment providers having difficulty with implementing individual health care protocols, decreasing number of financial exploitation events in foster care, etc.)

Trend/Issue	Action	Outcome

**C. CDDP Issues:** Summarize issues, trends, actions and outcomes the Team notes throughout local system. Should be used to note positive trends and outcomes as well as concerns.

Trend/Issue	Action	Outcome

# SERT Home page

Transaction Complete - Microsoft Internet Explorer provided by Department of Human Services

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit

Address <https://oddsweb.mhd.hr.state.or.us/counties/qa/serthome.cfm> Go Links

**Oregon DHS**

**DHS INTRANET**  
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**SERT**

**SERT Home Page for Steve**

- ➔ [Add an Event](#)
- ➔ [Submit](#)  
County Monthly SERT Review
- ➔ [Download](#)  
SERT Data from Steve County
- ➔ [Profile:](#)  
Change or View
- ➔ [Logout](#)
- ➔ [Online Reports](#)
- ➔ [List of Events](#)
- ➔ [View](#)  
Licensing Citations
- ➔ [State SERT Team Minutes](#)
- ➔ [County Monthly Review Forms](#)  
Example - County Monthly SERT Rev. Rpt. [Word](#)  
Template [Word](#)

**SERT Quick Picks**

- ➔ [Licensing](#)  
Citations [Whitepaper](#)
- ➔ [SERTDatabase \(NEW\)](#)  
[Read Me](#) before saving/using SERTdatabase tool.
- ➔ [Sert Manual - 2003](#)
- ➔ [Excel: SERT Tutorial](#)  
[Excel Tutorial Read me](#)  
[Instructions](#)  
[Demo Excel file](#)  
[Tutorial zip file \(all\)](#)

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PH: 1-800 282-8096 • Fax: (503) 373-7274 • TTY: (503) 945-5933

Comments or Questions on this site: [SERT Mailbox](#)

SPD Public Site • Department of Human Services

Figure 5.1



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**Seniors & People with Disabilities**

# SERT

## SERT Reports

[SERT home](#)

Reports:

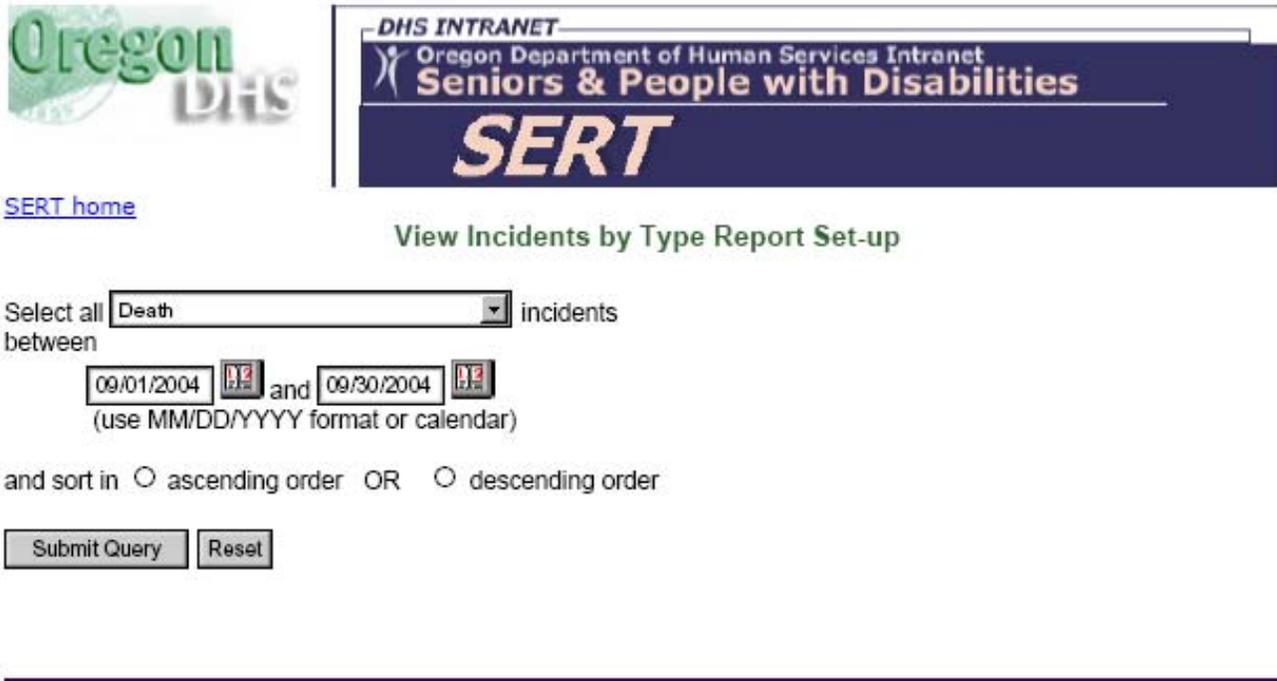
- [View Incidents By Type Report](#)
- [View Incidents By Provider](#)
- [View Incidents By Type of Service](#)
- [View Incidents By Individual \(Use CPMS Number\)](#)
- [Top 10 Individuals](#)
- [Top 10 Providers](#)
- [Top 10 Locations](#)
- [Overdue Investigations](#)
- [Overdue Investigations Referred To Police](#)
- [Overdue County Reviews](#)
- [Error in Investigation Completion Date](#)
- [Error in Review Completion Date](#)
- [Type Of Incidents Reported Pie Chart](#)
- [Incidents Per Month Bar Chart](#)

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Figure 5.2



The screenshot displays the Oregon DHS SERT Intranet interface. At the top left is the Oregon DHS logo. To the right is a header banner with the text: "DHS INTRANET", "Oregon Department of Human Services Intranet", "Seniors & People with Disabilities", and "SERT" in large, stylized letters. Below the banner is a link for "SERT home" and a section titled "View Incidents by Type Report Set-up". The search criteria are set to "Death" incidents between "09/01/2004" and "09/30/2004". The date fields include calendar icons and a note "(use MM/DD/YYYY format or calendar)". Sorting options are "ascending order" and "descending order", both with radio buttons. At the bottom are "Submit Query" and "Reset" buttons.

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Oregon Department of Human Services Intranet  
**Seniors & People with Disabilities**  
**SERT**

[SERT home](#)

**View Incidents by Type Report Set-up**

Select all  incidents  
between  
 and   
(use MM/DD/YYYY format or calendar)

and sort in  ascending order OR  descending order

---

Figure 5.3



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 Oregon Department of Human Services Intranet  
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**View Incidents By Incident Type Report for Steve County**

**Incident Type: Death**

**Date Range: 09/01/2004 to 09/30/2004**

Date	Client Name	Case #	Service	Provider	Site	Complaint	Action Complete?
Sep-24-2004	Glover, Daniel	45	51.0	Zeus Inc.	99 Belmont Way	<a href="#">Review</a>	10/15/2004
Sep-21-2004	LeBaron, Timmy	95	48.0	CDDP (CM Services Only)	65 Zebulon Street	<a href="#">Review</a>	10/13/2004
Sep-13-2004	Martinson, Corey	134	48.0	CDDP (CM Services Only)	548 Pineland	<a href="#">Review</a>	10/26/2004
Sep-13-2004	Isbell, Seth	9	48.0	CDDP (CM Services Only)	159 Fall City Place	<a href="#">Review</a>	10/26/2004
#GetReport. CMHP#							

Figure 5.4



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**Incident By Provider Report for Steve County**

**Provider: Foster Care**

**Date Range: 12/01/2004 to 12/31/2004**

Date	Client Name	Case #	Service	Site	Incident Type	Complaint	Action Complete?
Dec-31-2004	BABBIT, KELSEY	298	58.0	1569 ELKO STREET	Neglect	<a href="#">Yes</a>	1/28/2005
Dec-30-2004	HILLIARD, RICARDO	266	58.0	2988 PETULIA WAY	Medical Hospitalization ER Visit	<a href="#">Yes</a>	1/28/2005
Dec-25-2004	Babbit, Kelsey	298	58.0	1569 Elko Street	Ambulance called Medical Hospitalization ER Visit	No	No

Figure 5.5



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**Incident By Type of Service Report for Steve County**

**Service: 24hr. Residential**

**Date Range: 12/01/2004 to 12/31/2004**

Date	Client Name	Case #	Provider	Site	Incident Type	Complaint	Action Complete?
Dec-13-2004	Conde, Corey	122	Zeus Inc.	357 Mayo Street	ER Visit	No	No
Dec-11-2004	Conde, Corey	122	Zeus Inc.	357 Mayo Street	ER Visit	No	No
Dec-06-2004	Conde, Corey	122	Zeus Inc.	357 Mayo Street	Medical Hospitalization	No	No
Dec-05-2004	Ives, Drew	174	Ellison Inc.	548 Davie Street	ER Visit	No	12/27/2004

Figure 5.6



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### Incident By CPMS Number Report

**CPMS Number: 174**

**Date Range: 11/01/2004 to 11/30/2004**

Date	Client Name	Case #	Service	Site	Incident Type	Complaint	Action Complete?
Nov-17-2004	Ives, Drew	174	50.0	548 Davie Street	Ambulance called ER Visit	No	12/10/2004
Nov-07-2004	Ives, Drew	174	50.0	548 Davie Street	Ambulance called ER Visit	No	12/20/2004

Figure 5.7



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**Top 10 of Incidents per Case Number**

Number of Incidents	Case Number	Name	DOB
8	174	Ives, Drew	03/17/1973
7	122	Conde, Corey	10/19/1968
7	304	Babbit, Chad	01/13/1984
3	24	Roth, Nannie	12/28/1955
3	52	Robles, Maude	10/13/1937
3	339	Fleck, Tori	07/04/1969
3	192	Beck, Vernon	09/25/1969
3	201	Vail, Clinton	07/03/1944
2	194	Milano, Rowena	08/27/1963
2	44	Minoso, Sally	04/03/1955

Select the period from any one of these options:

Last Month

Last Two Months

Since this date:

Date Range:

Update Table

Figure 5.8



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### Top 10 Incidents Per Provider Agency

Number of Incidents	Provider
9	Zeus Inc.
6	Foster Care
4	Ellison Inc.
2	Nursing Provider
2	Dante Inc.
1	Mabley Inc.
1	Coleridge Inc.
1	Aaron Inc.

Select the period from any one of these options:

Last Month

Last Two Months

Since this date:

Date Range:

March 13 2005

November 1 2004

December 31 2004

Update Table

Figure 5.9



[SERT home](#)

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**Top 10 of Incidents per Location**

Number of Incidents	Location	Provider
5	357 Mayo Street	Zeus Inc.
3	548 Davie Street	Ellison Inc.
1	1258 Acmee	Coleridge Inc.
1	148 Patrick Place	Ellison Inc.
1	1569 ELKO STREET	Foster Care
1	2349 June Lane	Foster Care
1	29 King Street	Aaron Inc.
1	2988 PETULIA WAY	Foster Care
1	125 Jackpot Place	Dante Inc.
1	3849 Lazy Lane	Nursing Provider

Select the period from any one of these options:

Last Month

Last Two Months

Since this date:

2004  Date Range:

March 13 2000

November 1 2004  
December 31 2004

Update Table

Figure 5.10

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Overdue Investigations Not Referred to the Police  
45 Days Overdue As Of: May-13-2005  
Steve County

Incident Date	Date Reported	Case #	Name	View Complaint
Oct-10-2004	Oct-12-2004	171	Vo, Isaac	<a href="#">View Complaint</a>
Nov-15-2004	Nov-17-2004	133	Angsly, Jasper	<a href="#">View Complaint</a>
Nov-24-2004	Dec-01-2004	152	McCormick, Tameika	<a href="#">View Complaint</a>
Dec-30-2004	Jan-15-2005	266	HILLIARD, RICARDO	<a href="#">View Complaint</a>

Figure 5.11

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Overdue Investigations Referred to the Police  
45 Days Overdue As Of: May-13-2005  
Steve County

Incident Date	Date Reported	Case #	Name	View Complaint
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Figure 5.12

[SERT home](#)



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**County Reviews 45 Days Overdue As Of: May-13-2005**  
**Steve County**

Incident Date	Date Reported	Case #	Name	Days Overdue	View Incident	View Review
Oct-19-2004	Nov-09-2004	8	Staten, Lance	185.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Oct-24-2004	Oct-26-2004	173	Burrow, Javier	199.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Dec-06-2004	Dec-12-2004	122	Conde, Corey	152.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Dec-11-2004	Dec-20-2004	122	Conde, Corey	144.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Dec-12-2004	Dec-14-2004	44	Minoso, Sally	150.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Dec-13-2004	Dec-16-2004	122	Conde, Corey	148.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>
Dec-25-2004	Dec-27-2004	298	Babbit, Kelsey	137.449780092589	<a href="#">Incident</a>	<a href="#">County Review Update</a>

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Figure 5.13

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SERT

**Mistake in Investigation Completion Date for Steve County**

\*Note: The investigation can not be completed before the date that the incident was reported to the county.

Incident Date	Date Reported	Date Investigation Completed	Case #	Name	View Incident	View Review
Dec-08-2005	Dec-08-2005	Oct-21-2005	test	LINE, BORDER	<a href="#">Incident</a>	<a href="#">Update Investigation Information</a>

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Figure 5.14

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**SERT**

**Mistake in Review Completion Date for Steve County**

\*Note: The investigation can not be completed before the date that the incident was reported to the county.

Incident Date	Date Reported	Date Review Completed	Case #	Name	View Incident	View Review
Dec-08-2005	Dec-08-2005	Oct-15-2005	test	LINE, BORDER	<a href="#">Incident</a>	<a href="#">Update Review Information</a>

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 PH: 1-800 282-8096 • Fax: (503) 373-7274 •  
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Figure 5.15

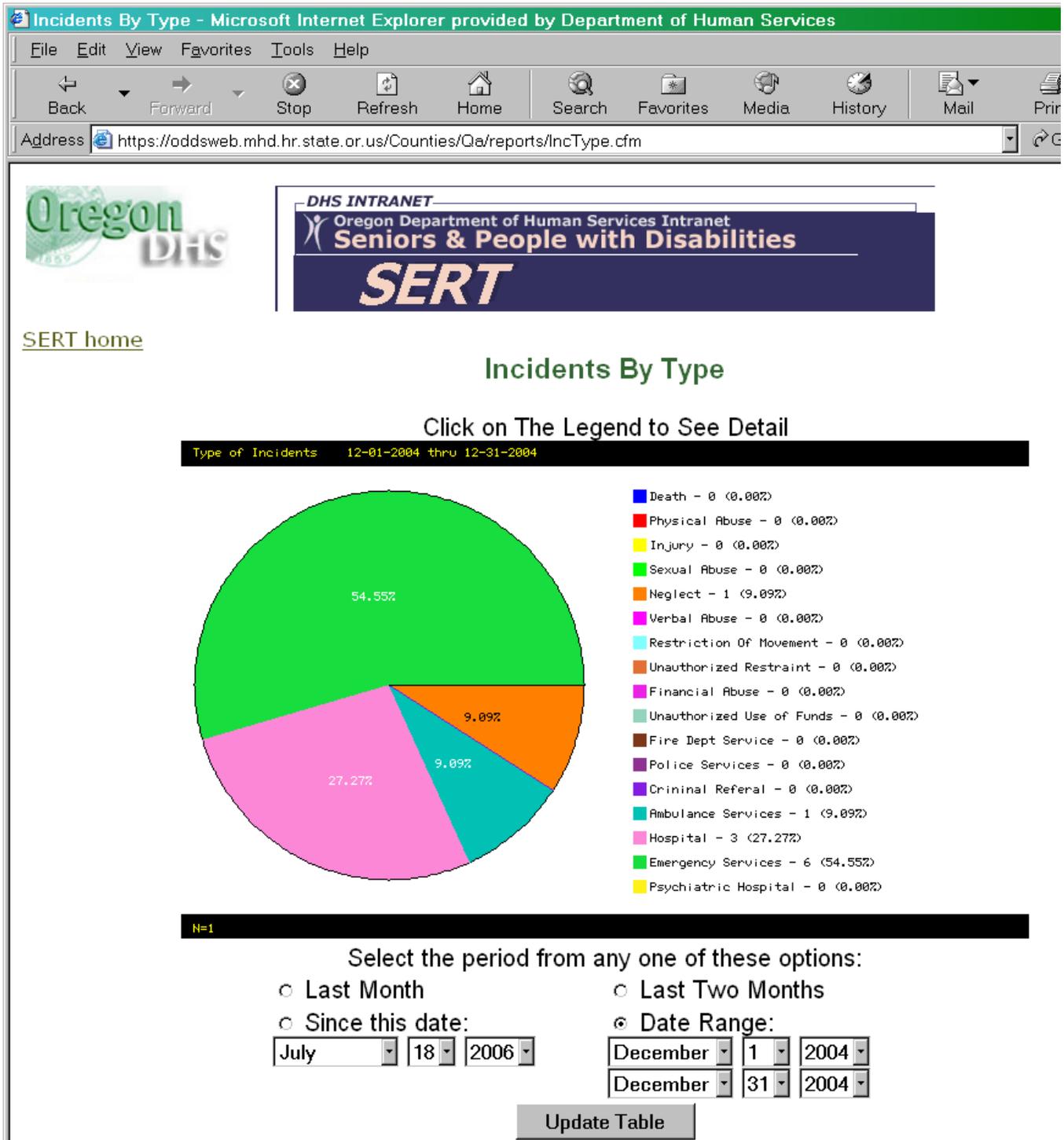


Figure 5.16



DHS INTRANET

Oregon Department of Human Services Intranet  
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Incidents Per Month

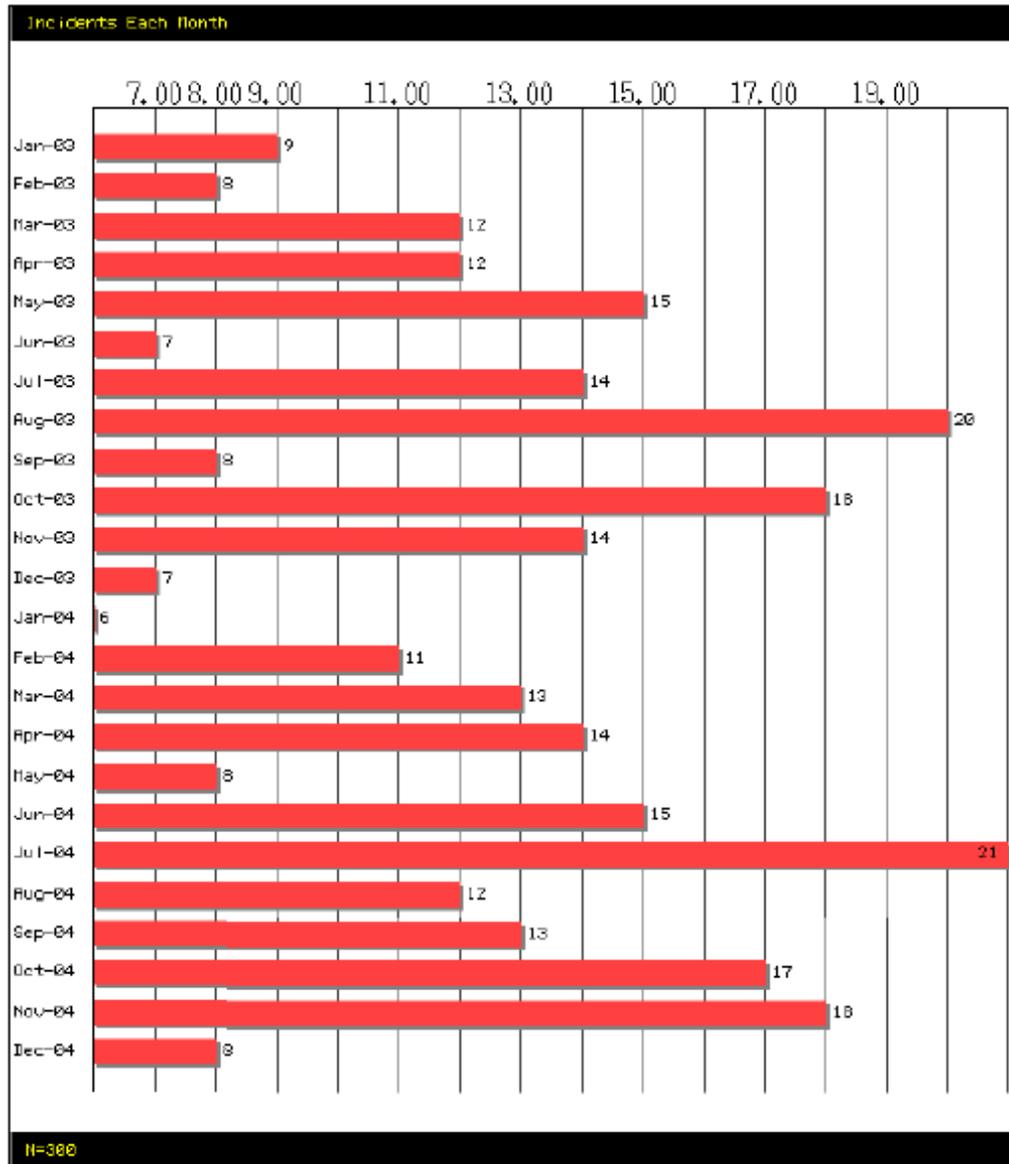


Figure 5.17



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**Incidents Per Month**

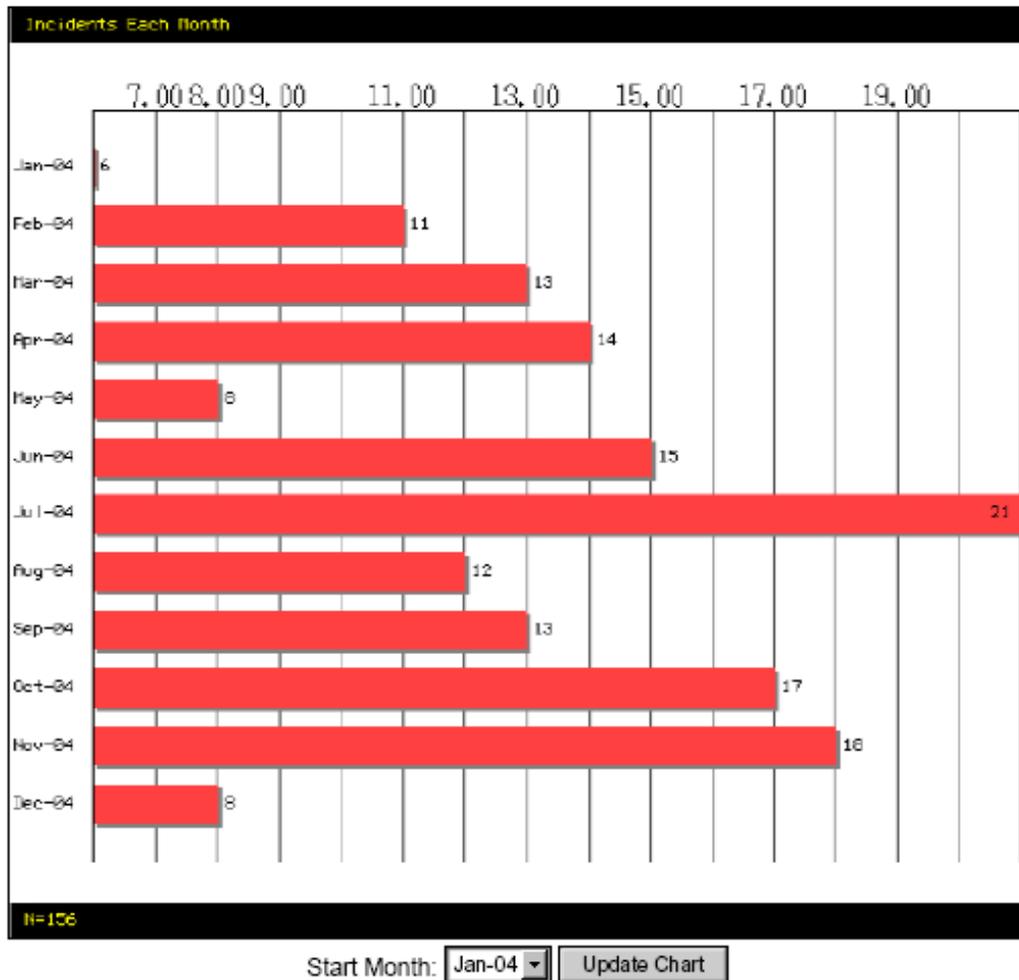


Figure 5.18

Figure 5.18

### 3.1 SERT Incidents by Case Number

Year	CaseNo	Name	Provider	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	%	Cum. %
2004	174	Ives, Drew	Ellison Inc.	0	0	0	1	0	1	3	0	0	0	2	1	8	5%	5%
	122	Conde, Corey	Zeus Inc.	0	0	0	0	0	0	0	1	0	1	2	3	7	4%	10%
	304	Babbit, Chad	Zeus Inc.	0	0	2	5	0	0	0	0	0	0	0	0	7	4%	14%
	24	Roth, Nannie	Zeus Inc.	1	0	0	0	0	0	2	0	0	0	0	0	3	2%	16%
	52	Robles, Maude	Zeus Inc.	0	0	1	0	0	1	1	0	0	0	0	0	3	2%	18%
	192	Beck, Vernon	Foster Care	1	2	0	0	0	0	0	0	0	0	0	0	3	2%	20%
	339	Fleck, Tori	Coleridge Inc.	0	1	0	1	0	0	0	1	0	0	0	0	3	2%	22%
	50	Stubblefield, Zella	Zeus Inc.	0	0	0	0	1	1	0	0	0	0	0	0	2	1%	23%
	340	Moats, Wesley	Foster Care	0	0	0	0	0	0	1	0	0	0	1	0	2	1%	24%
	182	Varnish, Darren	Foster Care	0	0	1	0	0	0	1	0	0	0	0	0	2	1%	26%
	349	Demings, Lakisha	Dante Inc.	0	0	0	0	0	0	0	0	0	0	2	0	2	1%	27%
	296	Purdy, Jenice	CDDP (CM Services Only)	1	0	0	0	0	0	0	1	0	0	0	0	2	1%	28%
	109	Luck, August	Goodale Inc.	0	0	0	0	0	0	1	1	0	0	0	0	2	1%	29%
	113	Lockton, Clayton	Foster Care	0	0	0	0	1	0	0	0	0	0	1	0	2	1%	31%
	194	Milano, Rowena	Foster Care	0	1	1	0	0	0	0	0	0	0	0	0	2	1%	32%
	201	Vail, Clinton	Lee Inc.	1	0	1	0	0	0	0	0	0	0	0	0	2	1%	33%
	298	BABBIT, KELSEY	Foster Care	0	0	0	0	0	0	0	0	0	0	0	2	2	1%	35%
	32	Botts, Renate	Nursing Provider	0	0	0	0	0	1	0	0	0	0	1	0	2	1%	36%
	367	Raab, Courtney	CDDP (CM Services Only)	0	0	0	0	0	0	0	1	1	0	0	0	2	1%	37%
	363	Zappa, Drew	Peacock Inc.	0	1	0	0	0	0	0	1	0	0	0	0	2	1%	38%
	169	Woodley, Malcolm	Zeus Inc.	0	0	0	0	0	0	1	0	0	0	0	0	1	1%	39%
	168	Dickern, Wesley	Foster Care	0	0	1	0	0	0	0	0	0	0	0	0	1	1%	40%
	166	Glisson, Austin	Foster Care	0	0	0	1	0	0	0	0	0	0	0	0	1	1%	40%
	163	Angus, Rayette	Nursing Provider	0	0	0	0	0	0	0	0	0	0	1	0	1	1%	41%
	158	Nakamura, Lashawn	Raleigh Inc.	0	0	0	0	0	1	0	0	0	0	0	0	1	1%	42%
	133	Angly, Jasper	Zeus Inc.	0	0	0	0	0	0	0	0	0	0	1	0	1	1%	42%

Figure 5.19

Figure 5.19

### 3.4 SERT Incidents by Provider

Year	Line#	Provider	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	%	Cum. %	
<i>2004</i>																		
	1	Zeus Inc.	2	1	3	5	2	3	6	2	6	2	6	3	41	26%	26%	
	2	Foster Care	1	6	7	3	3	1	7	0	3	4	3	3	41	26%	53%	
	3	CDDP (CM Services Only)	1	0	0	1	1	2	1	2	4	2	0	0	14	9%	62%	
	4	Ellison Inc.	0	0	0	1	0	3	3	1	0	0	3	1	12	8%	69%	
	5	Coleridge Inc.	1	2	0	2	0	2	0	2	0	1	1	0	11	7%	76%	
	6	Lee Inc.	1	0	2	2	0	0	2	1	0	2	0	0	10	6%	83%	
	7	Nursing Provider	0	0	0	0	1	2	0	0	0	1	2	0	6	4%	87%	
	8	Illich Inc.	0	0	1	0	0	1	0	0	0	2	0	0	4	3%	89%	
	9	Peacock Inc.	0	1	0	0	0	0	0	2	0	0	0	0	3	2%	91%	
	10	Quillen Inc.	0	1	0	0	0	0	0	1	0	1	0	0	3	2%	93%	
	11	Dante Inc.	0	0	0	0	0	0	1	0	0	0	2	0	3	2%	95%	
	12	Aaron Inc.	0	0	0	0	1	0	0	0	0	1	1	0	3	2%	97%	
	13	Goodale Inc.	0	0	0	0	0	0	1	1	0	1	0	0	3	2%	99%	
	14	Mabley Inc.	0	0	0	0	0	0	0	0	0	0	0	1	1	1%	99%	
	15	Raleigh Inc.	0	0	0	0	0	1	0	0	0	0	0	0	1	1%	100%	
<b>Total:</b>			6	11	13	14	8	15	21	12	13	17	18	8	156			

Figure 5.20

Figure 5.20

### 4.1 Serious Events by Case Number

Year	CaseNo	Name	Provider	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	%	Cum. %
2004	174	Ives, Drew	Ellison Inc.	0	0	0	2	0	1	3	0	0	0	4	1	11	5%	5%
	122	Conde, Corey	Zeus Inc.	0	0	0	0	0	0	0	1	0	1	3	3	8	4%	9%
	304	Babbitt, Chad	Zeus Inc.	0	0	2	6	0	0	0	0	0	0	0	0	8	4%	13%
	192	Beck, Vernon	Foster Care	3	4	0	0	0	0	0	0	0	0	0	0	7	3%	16%
	201	Vail, Clinton	Lee Inc.	3	0	2	0	0	0	0	0	0	0	0	0	5	2%	19%
	296	Purdy, Jenice	CDDP (CM Services Only)	3	0	0	0	0	0	0	2	0	0	0	0	5	2%	21%
	339	Fleck, Tori	Coleridge Inc.	0	1	0	2	0	0	0	2	0	0	0	0	5	2%	23%
	349	Demings, Lakisha	Dante Inc.	0	0	0	0	0	0	0	0	0	0	5	0	5	2%	26%
	298	BABBIT, KELSEY	Foster Care	0	0	0	0	0	0	0	0	0	0	0	4	4	2%	28%
	32	Botts, Renate	Nursing Provider	0	0	0	0	0	1	0	0	0	0	2	0	3	1%	29%
	340	Moats, Wesley	Foster Care	0	0	0	0	0	0	2	0	0	0	1	0	3	1%	31%
	344	Tan, Dona	Foster Care	0	0	0	0	0	0	3	0	0	0	0	0	3	1%	32%
	182	Vamish, Darren	Foster Care	0	0	2	0	0	0	1	0	0	0	0	0	3	1%	33%
	190	Strain, Betty	Foster Care	0	0	0	0	0	0	3	0	0	0	0	0	3	1%	35%
	367	Raab, Courtney	CDDP (CM Services Only)	0	0	0	0	0	0	0	1	2	0	0	0	3	1%	36%
	194	Milano, Rowena	Foster Care	0	1	2	0	0	0	0	0	0	0	0	0	3	1%	38%
	24	Roth, Nannie	Zeus Inc.	1	0	0	0	0	0	2	0	0	0	0	0	3	1%	39%
	109	Luck, August	Goodale Inc.	0	0	0	0	0	0	1	2	0	0	0	0	3	1%	41%
	52	Robles, Maude	Zeus Inc.	0	0	1	0	0	1	1	0	0	0	0	0	3	1%	42%
	266	HILLIARD, RICARDO	Foster Care	0	0	0	0	0	0	0	0	0	0	0	2	2	1%	43%
	131	Barrow, August	Foster Care	0	0	0	0	0	0	0	0	2	0	0	0	2	1%	44%
	70	Wilkie, Toby	Zeus Inc.	2	0	0	0	0	0	0	0	0	0	0	0	2	1%	45%
	168	Dickem, Wesley	Foster Care	0	0	2	0	0	0	0	0	0	0	0	0	2	1%	46%
	113	Lockton, Clayton	Foster Care	0	0	0	0	1	0	0	0	0	0	1	0	2	1%	47%
	201	Vail, Clinton	Quillen Inc.	0	0	0	0	0	0	0	0	0	2	0	0	2	1%	48%
	239	Noah, Dona	Zeus Inc.	0	0	0	0	2	0	0	0	0	0	0	0	2	1%	49%
	151	Spell, Lester	Foster Care	0	0	0	0	0	0	0	0	0	2	0	0	2	1%	50%

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Report 4.1

rptSEsByCaseNo&Year

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Figure 5.21

Figure 5.21

**7.1 Total SERT Incidents to Date for Specified Year**

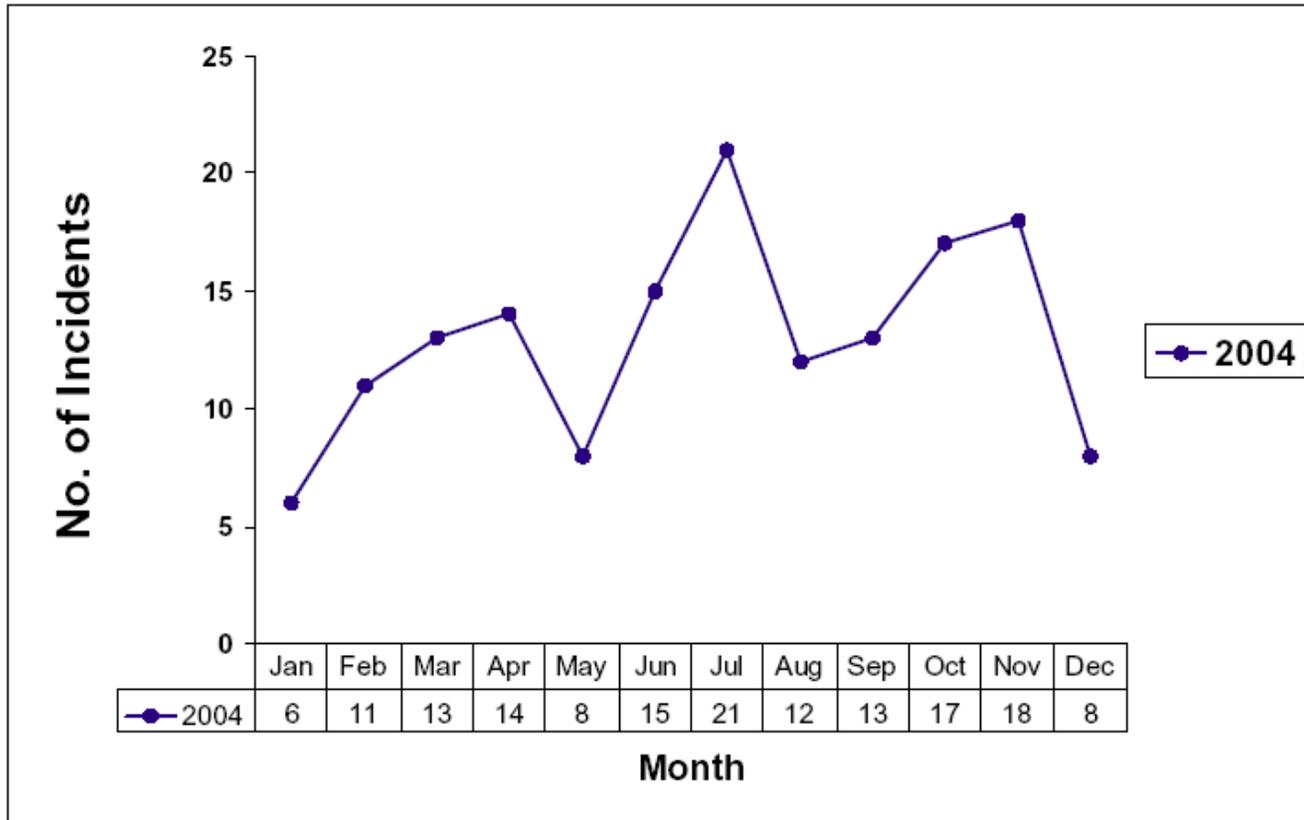
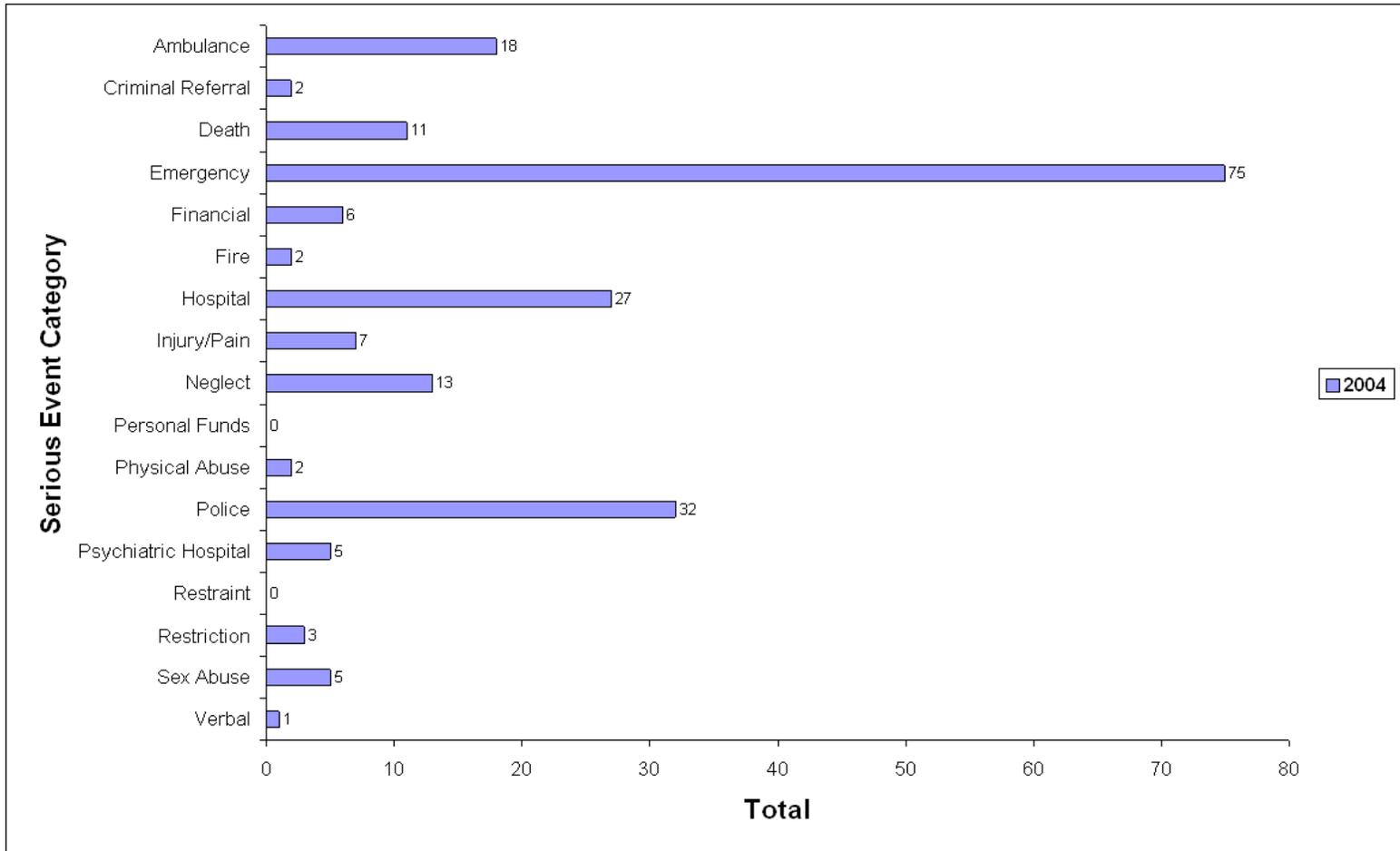


Figure 5.22

### 7.3 Total Serious Events to Date, by Category, for Specified Year

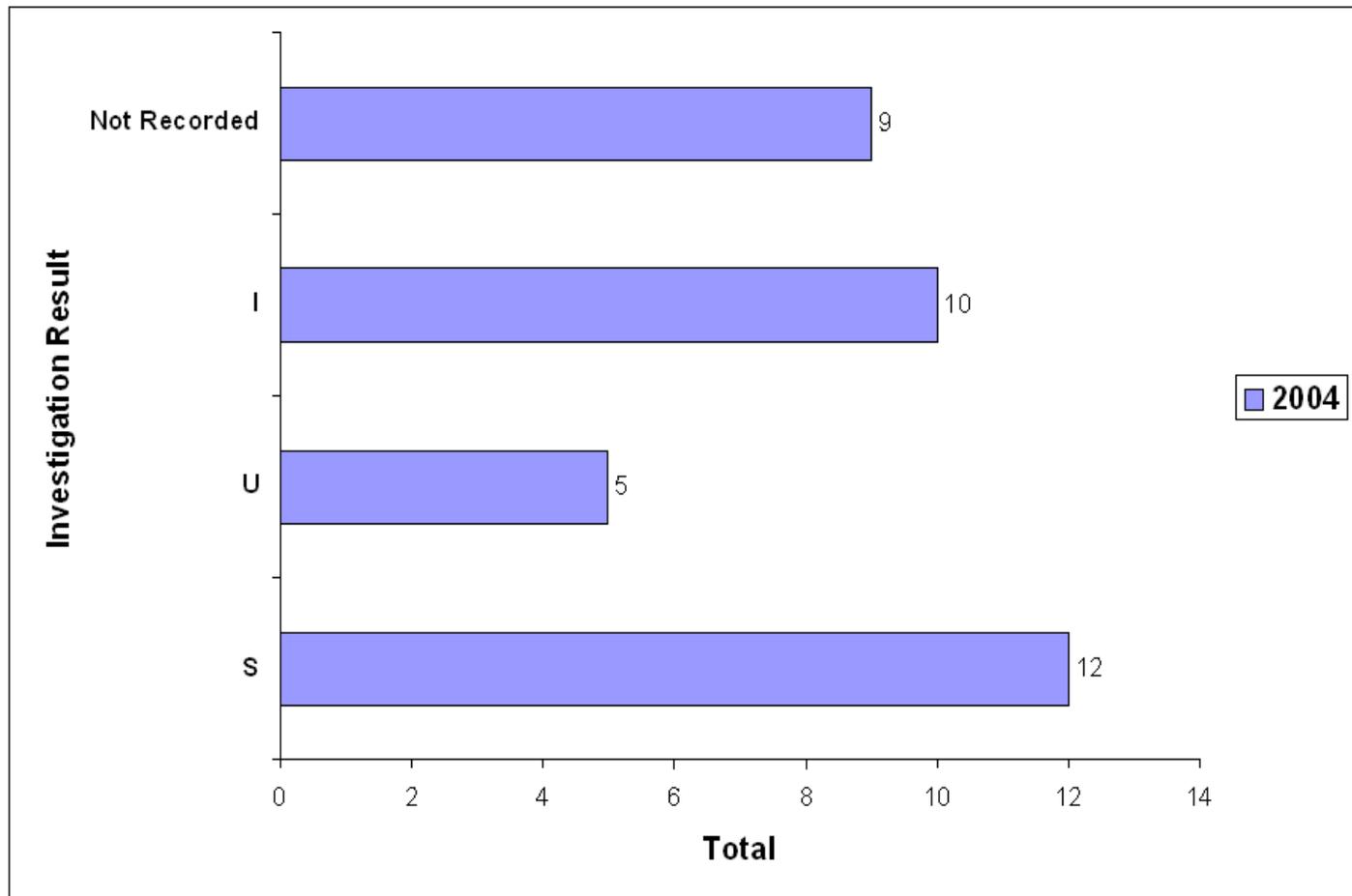


Report 7.3: rptBarChartSEsToDate

Figure 5.23

### 7.9 Results of Investigations Completed During Specified Year

"S" = Substantiated, "U" = Unsubstantiated, "I" = Inconclusive, "Not recorded" indicates that the investigation has been completed, but no result has been recorded in the online SERT database



Report 7.9: rptBarChartInvestigationResults