Enterprise Incident Management (EIM) Incident Management Review Report and Incident Reporting Overview Dashboard Enhancements

ODP Announcement 26-016

AUDIENCE:

All Enterprise Case Management (EIM) users

PURPOSE:

To announce enhancements to the EIM Incident Management Review Report and to the Incident Reporting Overview Dashboard and to provide advance notice that **EIM will be unavailable to all users from 6:00 AM ET until 6:30 PM ET on Saturday February 7th, 2026.**
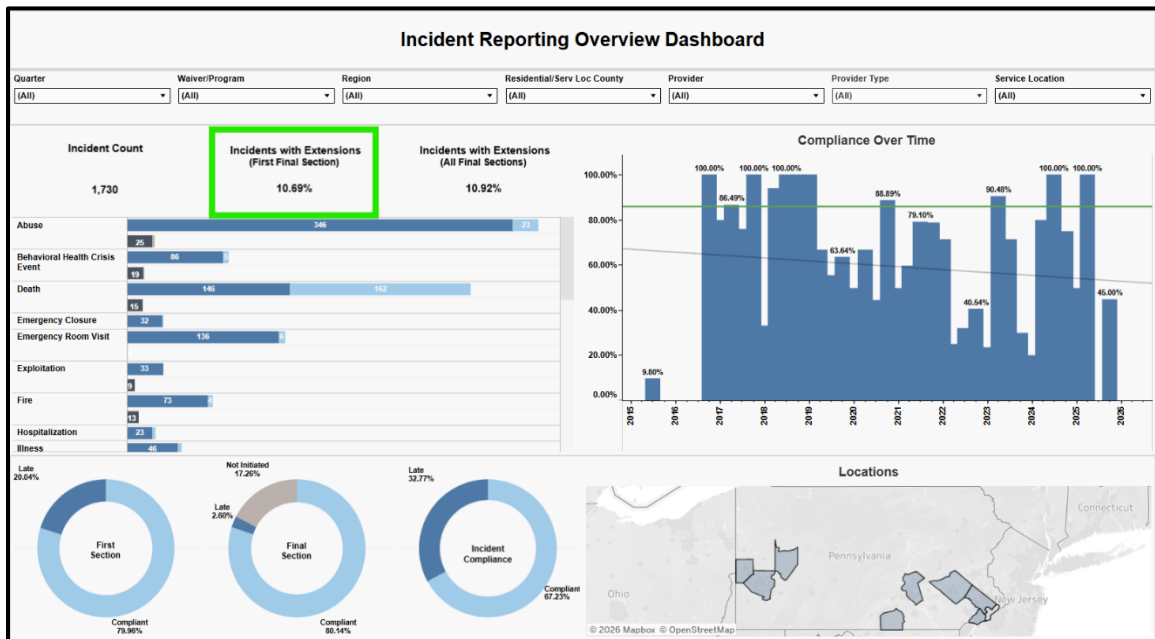
DISCUSSION:

Enhancements to the EIM Incident Management Review Report (IMRR) include the addition of two data elements, **Service Location Provider Type** and **Service Location Specialty.** This enhancement will allow users to organize and analyze data by Provider Type and Service Specialty as available in EIM.

MPI	Service Location ID	Provider Name	Service Location Provider Type	Service Location Specialty	Service Location Name

Enhancements to the EIM Incident Management Overview Dashboard include the addition of a Key Performance Indicator (KPI) for Extensions on the First Pass of the Final Section. **Incidents with Extensions (First Final Section)** displays the percentage of

incidents that had extensions applied to the first iteration (first pass) of their final section, as opposed to extensions applied to subsequent final sections. The KPI **Incidents with Extensions (All Final Sections)** is not new. This KPI displays the overall percentage of incidents that had extensions, this includes the first pass and all subsequent final sections.

IMPORTANT: These activities will cause EIM to become temporarily unavailable to all users from 6:00 AM ET until 6:30 PM ET on Saturday February 7th, 2026.

Questions about EIM can be sent to **RA-PWODPEIMASSIST@pa.gov**

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.