

# Special Incident Reporting (SIR) Cheat Sheet

For California Regional Center vendors — what's reportable, to whom, and by when.  
Current to the amended Title 17 rules effective May 1, 2026.

When something happens to a consumer you serve, the clock starts the moment you learn of it. Title 17 §54327 requires vendors to report certain special incidents to the Regional Center — fast, in writing, and to the right place. Here's the whole obligation on one page.

## The two clocks

### 24 hrs

#### NOTIFY THE REGIONAL CENTER

By phone, email, or fax — immediately, but no later than 24 hours after you learn of the special incident.

### 48 hrs

#### SUBMIT THE WRITTEN REPORT

File the written Special Incident Report with the Regional Center within 48 hours of the incident.

Mind HIPAA when transmitting PHI — use the secure/encrypted channel your Regional Center specifies.

## What counts as a special incident

### Always reportable **REGARDLESS OF WHEN OR WHERE**

- Consumer death
- Consumer was the victim of a crime

### Reportable when they occur while the consumer is receiving your services

- Consumer is missing *and* a missing-persons report has been filed with law enforcement
- Reasonably suspected abuse or exploitation — physical, sexual, financial/fiduciary, or emotional
- Reasonably suspected neglect
- Injury requiring medical attention beyond first aid (e.g., lacerations requiring sutures or staples; puncture wounds requiring treatment)
- Unplanned or emergency hospitalization
- Serious medical/illness conditions as defined in the current Vendor SIR Reporting Guidelines

**No longer reportable:** as of April 2023, positive COVID-19 and mpox diagnoses are not reported as SIRs. The May 2026 amendments standardized incident **definitions and categories** across all Regional Centers — check the current Guidelines for the exact category language.

## | What every report must include

<b>Who &amp; where</b>	Vendor name, address, phone; date, time, and location of the incident
<b>Who it involved</b>	Consumer name(s) and date(s) of birth
<b>What happened</b>	A clear description of the incident
<b>Response</b>	Treatment provided (if any) and actions taken by the vendor, consumer, or others
<b>Who was notified</b>	Any law enforcement, licensing, protective services, or other agencies/individuals notified or involved
<b>Anything else</b>	All other information required by the current Title 17 guidelines

## | Who gets the report

- The Regional Center with **case management responsibility** for the consumer
- And** the vendoring Regional Center, if that's a different RC

The Regional Center then reports to DDS (within two working days) — that's their obligation, not yours.

**An SIR is not the same as mandated reporting.** Filing a special incident report with the Regional Center does **not** replace your separate legal duty to report suspected abuse, neglect, or exploitation to the proper authorities (Adult or Child Protective Services, law enforcement) under the Elder Abuse and Dependent Adult Civil Protection Act and the Child Abuse and Neglect Reporting Act. When both apply, do both.

## | Five ways vendors get dinged

1. **Late** — missed the 24-hour notice or 48-hour written window.
2. **Wrong recipient** — sent only to the vendoring RC when case management sits elsewhere (or vice versa).
3. **Incomplete** — missing required elements, so the report bounces back for follow-up.
4. **Miscategorized** — wrong incident type (the 2026 rules standardized definitions to reduce exactly this).
5. **Treated the SIR as a substitute** for separate mandated abuse reporting.

## Keep the facts ready before you ever need them.

CareAutomate keeps each consumer's Title 17 documentation and service record organized and audit-ready — so the names, dates, authorizations, and service history a report needs are already in one place. (CareAutomate doesn't submit SIRs for you; your Regional Center's SIR process stays your system of record.)

[Book a 20-minute walkthrough →](#)

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*A practical field guide, not legal advice. The amended SIR regulations (Title 17 §§54327, 54327.1 and related), effective May 1, 2026, standardized definitions and categories. Always work from the current DDS **Vendor SIR Reporting Guidelines** and your Regional Center's reporting instructions, which are the authoritative source, and verify timelines and reportable categories there before relying on any point above. © CareAutomate — Regional Center vendor software for California DDS providers.*