



Emergency Management Plan for Case Management Services

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I. Purpose

To ensure that in case of an emergency (natural disaster, serious weather emergency, or other unforeseen events) Adult Targeted Case Management (TCM) clients are properly served and have access to their UCP TCM provider and crisis services. This Policy and Procedure is available to staff at all times in the agency server.

II. Policy

In the event of a natural disaster, serious weather emergency, or other unforeseen event it will be the policy of UCP TCM to allow staff to work remotely, away from the office if necessary, to best meet the needs of the clients. Remote work is only allowed if client information can be kept confidential and in compliance with HIPAA regulations. TCM providers will continue services to the best of their ability during the emergency situation.

All clients and legal guardians have access to cell phone numbers of their TCM provider, crisis number, and may contact UCP directly to speak with the Manager, Assistant Director or Director of Case Management Services.

III. Procedure

Case Managers are also responsible for managing the Emergency Response Rating system in EIS. The Emergency Response Rating is a system in EIS that identifies Participants who would be contacted first or who would be prioritized with authorities in an emergency evacuation. The response rating and information should be reviewed by the Case Manager on a regular basis and updated annually during the PCP process and whenever changes occur. The Emergency Response ratings are as follows:

Level 1 Immediate Contact

Living alone and will need assistance to evacuate by authorities

Alerts should be in the crises contact sheet such as:

- Communication Disability
- Visual Disability
- Physical Disability
- Mental Health Disability
- Pets
- Medical Equipment (i.e. oxygen)

Level 2 Secondary Contact

Living alone or in a situation where the person can potentially evacuate on their own but may be vulnerable.

Alerts should be in the crises contact sheet such as:

- Communication Disability
- Visual Disability
- Physical Disability
- Mental Health Disability
- Pets
- Medical Equipment (i.e. oxygen

Level 3 Supportive Contact

Receives limited support (example: less than 20 hours per week of personal support). Provider will make initial contact and support with follow-up contact.

Level 4 Provider Contact

Receives a significant or full support from a provider of service and the provider is responsible for Level 1 and Level 2 contact.


Level 5 Living with Family

Lives with family who is responsible for the immediate health and safety of the individual. (Note- if person or family will be vulnerable can list as Level 2).

Client and legal guardians have access to cell phone numbers of their TCM provider and the statewide crisis hotline. In some situations, case managers will also provide training and guidance for clients, family, and staff members on properly accessing Developmental Services Crisis intervention.



Scott Tash, CEO



Date