



Emergency Management Plan for Case Management Services

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Modification Date(s): 1/12/16, 7/12/18, 6/22/21, 8/18/23, 1/27/25

Date of Last Review: 2/11/25

I. Purpose

To ensure that in case of an emergency (natural disaster, serious weather emergency, or other unforeseen events) Adult Targeted Case Management (ACM) clients are properly served and have access to their UCP ACM 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 ACM 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. ACM 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 ACM provider, crisis number, and may contact UCP directly to speak with the Assistant Director or Director of Case Management Services.

III. Procedure

Case Managers are also responsible for managing the Attributes within Evergreen to ensure that information is accurate for case managers, case management supervisor(s), crisis, and OADS staff in the event of an emergency.

Living Arrangements:

- Lives with relatives**
- Lives with non-relatives**
- Lives alone**
- Homeless**

Contact in an urgent situation:

- Yes**
- No**

The living arrangements and contact in urgent situations will be reviewed by the case manager at minimum annually during the PCP process. In addition, case

managers will review and update this section any time changes to the plan or support needs warrant a change in these contact levels. When reviewing, case managers will put the date of the reviewed or updated in the 'notes section' of these two categories to demonstrate routine review.

Examples of reasons an individual may need contact in urgent situations, may include, but is not limited to:

- **Living alone and will need assistance to evacuate**
- **Living alone and can evacuate on their own but may be vulnerable**
- **Receives limited support**
- **Lives with disabled/aging family member**
- **Uses medical equipment that requires electricity**
- **Other circumstances where they are at risk of abuse, neglect, exploitation, medical emergency or other risk factors that could impact health and safety in an urgent situation.**

Case Managers have the ability to add notes into both categories in Evergreen and should include as much information as possible to ensure those responding in the event of an emergency know factors that could impact the urgency.

Client and legal guardians have access to cell phone numbers of their ACM 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