

## Background

When natural disasters and emergencies happen in Oregon, the office of Aging and People with Disabilities (APD) and Area Agencies on Aging (AAA) staff must monitor, track and provide resources to affected individuals who receive our services. This includes both people who live in their own homes and people who reside in community-based care settings such as nursing facilities, adult foster homes, assisted living facilities and residential care facilities. Types of help provided by APD and AAAs during emergencies may include finding temporary housing, providing medical equipment and ensuring access to power sources.

Based on lessons learned during the 2020 wildfires in Oregon, APD is implementing a new system, called the Emergency Response Management (ERM) system to monitor, track and provide resources when disasters and evacuations affect individuals, families and communities served by APD local offices and AAAs.

- The ERM steering committee and workgroups have been meeting regularly to establish workflows, training and implementation processes.
- Staff and manager training began in late-July for those who will use ERM and those who will gather information that will be entered into ERM.
- ERM is live in districts where staff have completed the training.

## What is the Emergency Response Management system?

The Emergency Response Management system is a new tool that will help APD coordinate efforts to assist consumers during emergency events such as wildfires, power outages and severe weather conditions.

ERM is a cloud-based platform that gives APD and AAAs the ability to track individual consumers and residents who live in facilities in real-time during an emergency event and ensure that services can still be provided. The ERM system allows users to log and track what consumer needs are, run after event reports and coordinate efforts across statewide ODHS districts and programs.

## Why are we switching to ERM?

The current process for monitoring emergency events and the people affected includes using spreadsheets to track and log data. Because these are not shared documents and are sometimes emailed back-and-forth between staff and

programs, this process can lead to missed service needs, tracking errors and duplicated efforts.

If multiple emergencies are occurring at the same time, ERM will allow users to enter and respond to each event in one streamlined system.

### **ERM Benefits:**

- ERM allows for quick communication to local offices when there is an emergency, identifying in-home consumers and APD licensed facilities who are at potential risk.
- ERM will also allow for quick electronic collaboration with OREM, which will help us avoid e-mail communication chains that delay the ability for OREM to provide necessary assistance.
- ERM will allow for staff in any area of the state to assist should staff in the area affected be unable to work due to their own needs during an emergency.

### **Who will use ERM?**

Because there is a limited number of ERM user licenses, not everyone will have access to ERM. The APD and AAA staff assigned as users were selected by local office and AAA managers.

### **Will ERM increase staff workloads?**

ERM will not cause an increase in workload during regular business operations, nor during emergency events when staff will use ERM. The system is a new way of doing work we are already doing to provide excellent customer service and emergency response to people in Oregon.

As with any new system, there will be some initial training on processes and workflows. This in development and APD and AAA representatives from across the state are designing processes that work best for the unique needs of their district, office size and structure, staff and the communities they serve.

### **What if offices are understaffed during an emergency?**

It's important to recognize that when emergencies occur within our communities,

it is not only our consumers who are adversely affected. Sometimes the events affect our staff and their families as well.

When this happens and cause lower than normal staffing levels, APD and AAA leaders will work to find emergency response coverage from other districts or offices.

### **When will APD and AAAs switch to ERM?**

Because staff in some areas have already completed ERM training, the ERM system is live in some districts, including districts 3, 6, 7, 8, 10, 11, 13, 14 and 16.

As designated staff in the remaining districts complete ERM training, the system will go live in those areas as well.

### **A note on CAM and ERM**

When staff access the CAM system to create a new entry and search for an individual, they may get a notification that the person already has a record in ERM.

- If a person **does not** yet have a record in CAM but **does** have a record in ERM, staff should still create a record in CAM. This will **not create a duplicate record** in either system.
- Individual records in ERM are temporary; the record will only exist for as long as the emergency situation is active in ERM. The record will be removed once the emergency situation is over.
- Individual records in CAM are permanent and will remain in the CAM system regardless of an active or inactive investigation status.

### **Who can staff contact with questions or feedback about ERM?**

Users can contact [ERM.Support@ODHSOHA.Oregon.gov](mailto:ERM.Support@ODHSOHA.Oregon.gov) and requests will be routed to the appropriate contact.

Staff who do not use ERM should speak with their manager if they have questions or feedback.