# Emergency Response Management System Overview

# What is the Emergency Response Management System (ERM)?

- ERM is a cloud-based solution that gives APD the capability to track individual consumers and residents who live in facilities during an emergency event and ensure that services can still be provided.

- Allows collaboration and reporting across multiple offices regardless of location and in real time.

- Post incident reviews to improve on processes and identify system changes to better support Oregonians.

# Why are we switching to ERM?

ERM has the potential to **help save lives** and make the work of tracking consumers in emergency events so much **better than it is today.**
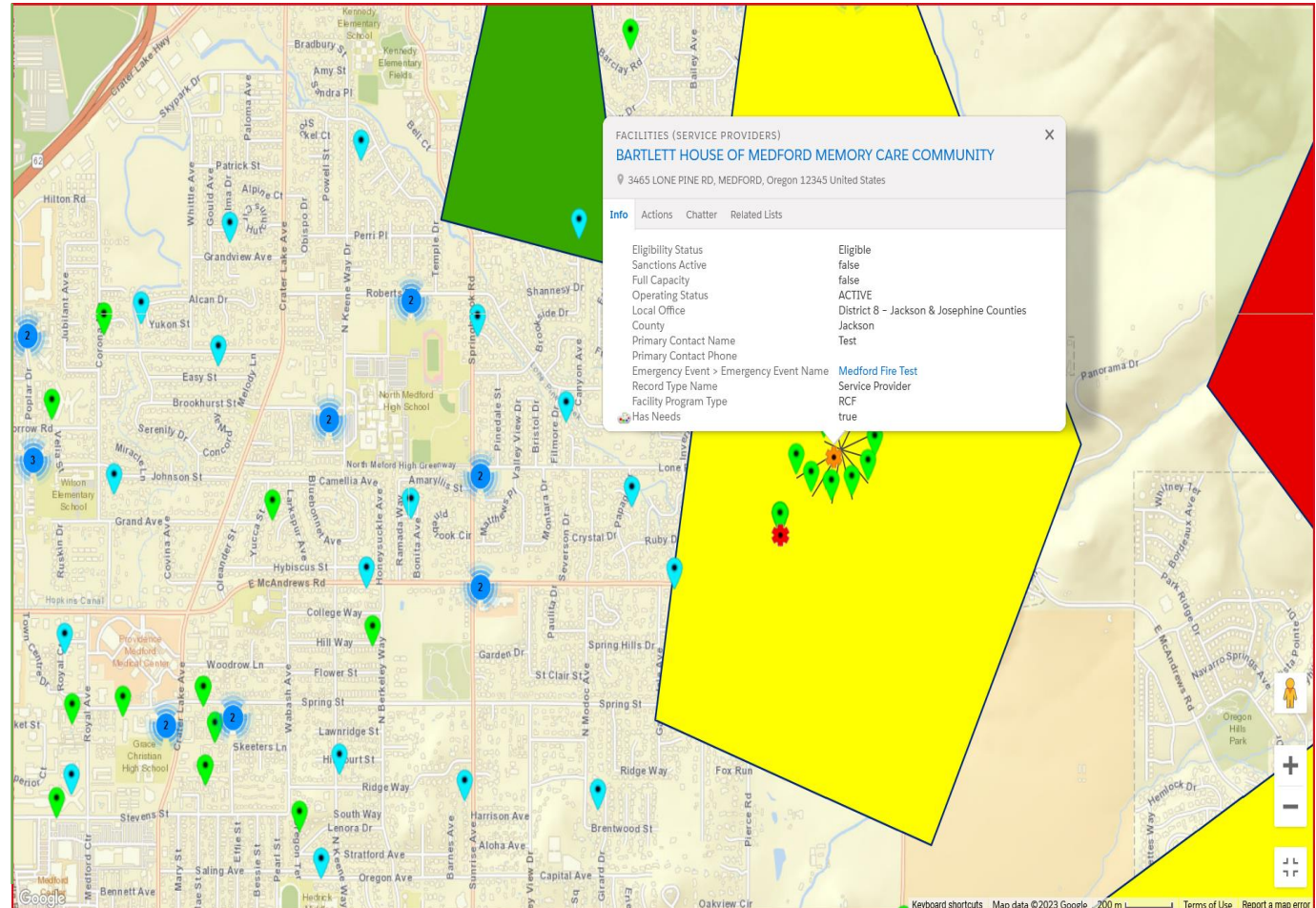
- Born out of lessons learned during the 2020 wildfires.

  o Avoid the need for numerous, large spreadsheets for tracking people, needs and follow up.

- ERM is built on the Salesforce platform, like CAM and CALMS.

- There is currently **no other system in the nation like ERM**.

  o ERM can manage multiple emergency events at the same time.

# ERM functionality and capabilities

- Upload of APD in-home consumers
- Identification of APD licensed facilities
- Upload of residents in APD licensed facilities
- Quick identification of consumers in affected areas
  - Separated out by evacuation levels
- Maps and evacuation zones

- Call log tracking
- Tracking of consumers who have been evacuated
- Identification of needs depending on the type of event
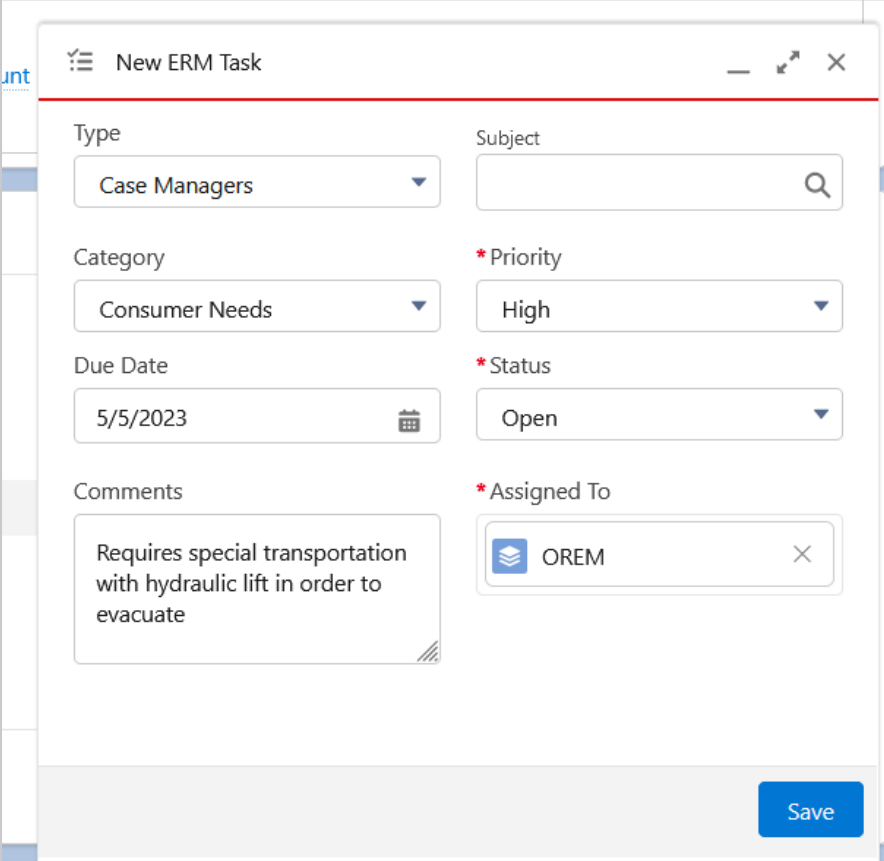- Assigning and tracking of tasks
  - OREM, case managers, APD safety manager
- Dashboards for easy visibility

# ERM preview: map capabilities

- Quick view of facilities that have needs.

- Identify residents within a facility.

- Identify in-home consumers.

- Identify in-home consumers that are marked high risk.

- Users can send mass communication to a large number of consumers / facilities.

# ERM preview: tasks

- Create and assign tasks.

- Tasks can be created for facilities, residents and in-home consumers.

- Tasks can be assigned to a group or individual person.

- Tasks can be created as a reminder or as an action/assignment.

- Tasks send email notifications to assignee/group.

# ERM preview: facility resident information

- Ability to create a record for each resident in a facility to identify essential needs.

- These records would be utilized if an individual resident needs to be evacuated to ensure continuity of care.

- The records would also be utilized to track where a resident is moved to in the event of an evacuation.

# **ERM preview**: person tracking

- Track both facility residents and in-home consumer locations as they are evacuated.

- The system allows ongoing tracking at the individual level if they move to additional locations.

- The system allows for an ERM user to mass transfer all residents from a facility to an evacuation site.

# Who to contact with questions

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

- Staff can also talk to their manager if they have other questions about ERM.

# Thank you!

Oregon Department of Human Services