



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**.

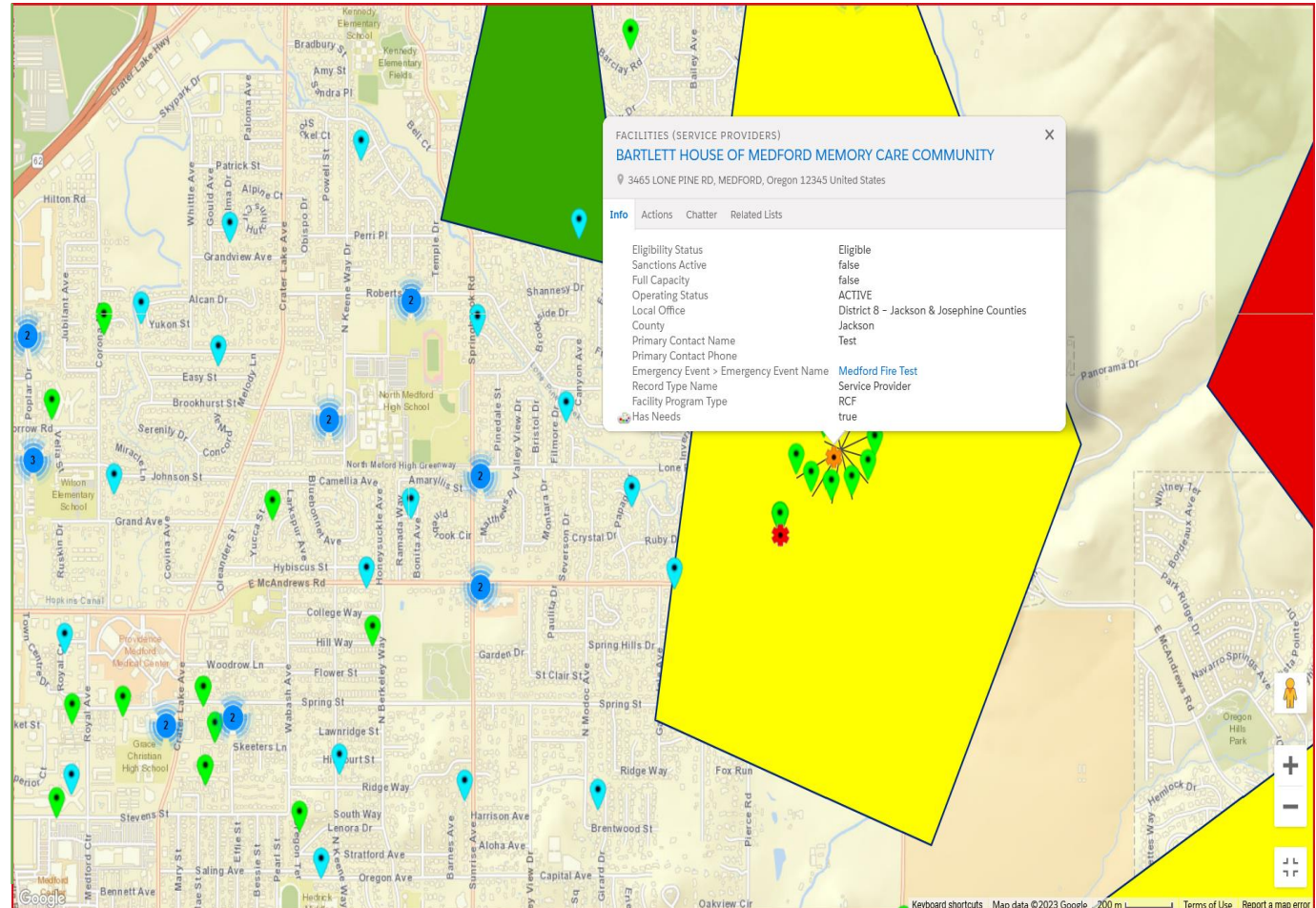
- Born out of lessons learned during the 2020 wildfires.
 - Avoid the need for numerous, large spreadsheets for tracking people, needs and follow up.
- ERM is built on the Salesforce platform, like CAM and CALMS.
- There is currently **no other system in the nation like ERM**.
 - ERM can manage multiple 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

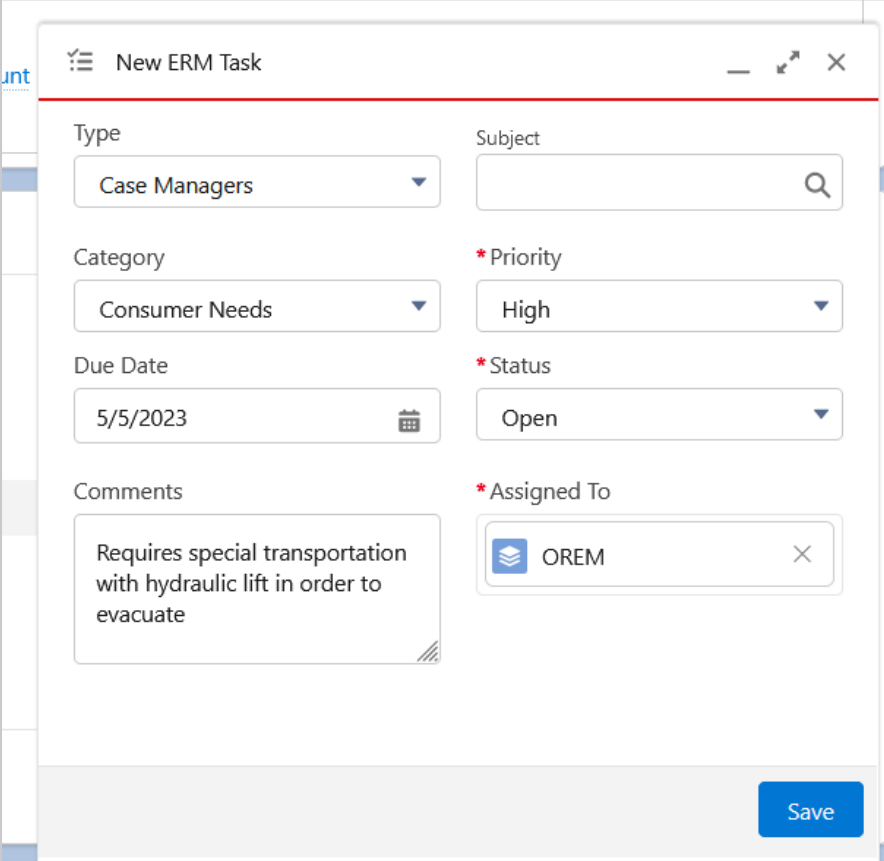
ERM preview: map capabilities

- 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.



The screenshot shows a 'New ERM Task' form with the following fields and values:

- Type:** Case Managers
- Subject:** (empty search field)
- Category:** Consumer Needs
- * Priority:** High
- Due Date:** 5/5/2023
- * Status:** Open
- Comments:** Requires special transportation with hydraulic lift in order to evacuate
- * Assigned To:** OREM

A blue 'Save' button is located at the bottom right of the form.

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.

The screenshot displays a web-based form for entering facility resident information. The form is organized into several sections:

- Available/Chosen:** A list of items on the left (Available) and a list on the right (Chosen). In this section, 'Bariatric Hoyer Lift', 'Specially-sized wheelchair', and 'Other' are available, and 'Bariatric Bed' is chosen.
- Other DME:** A list of items on the left (Available) and a list on the right (Chosen). In this section, 'Catheter', 'Catheter Kit', and 'Commodes' are available, and no items are chosen.
- Food:** A list of items on the left (Available) and a list on the right (Chosen). In this section, 'Infusion Pump', 'Nutritional Supplement', and 'Refrigeration' are available, and 'Specialized Diet' is chosen.
- Medications/Medications on Admin Notes:** A text input field for entering medication information.
- Food Notes:** A text input field containing the note 'Consumer is a vegan'.

At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'. The 'Save' button is highlighted in blue.

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.

The screenshot displays a user interface for a 'Person/Service Provider' profile. The profile is for 'Red Cross' and includes fields for physical address, facility contact information, and various alert and care settings. Below the profile information, there are quick links to related lists such as 'Facility Resources', 'Evacuation Sites (Facility)', 'Contacts', 'Person/Service Provider', and 'Notes'. The 'Evacuation Sites (Facility)' section is expanded, showing a table with 4 items. The table columns are 'Evacuation Site Name', 'Consumer', 'Date Arrived at Current Loca...', 'Date Evacuated from Previo...', and 'Current Location'. The table contains four rows of data, each with a checkbox in the 'Current Location' column.

	Evacuation Site Name	Consumer	Date Arrived at Current Loca...	Date Evacuated from Previo...	Current Location
1	ES-0025	Victor Valentine	5/2/2023	5/2/2023	<input type="checkbox"/>
2	ES-0026	Mark Smith	5/2/2023	5/2/2023	<input checked="" type="checkbox"/>
3	ES-0027	Sally Sutton	5/2/2023	5/2/2023	<input checked="" type="checkbox"/>
4	ES-0028	Barry Bernard	5/2/2023	5/2/2023	<input checked="" type="checkbox"/>

[View All](#)

Who to contact with questions

- Users can contact 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!
