

Promising Practice for PAS in Emergencies

Caretracker

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What is the practice?

Caretracker uses the county In-Home Supportive Services (IHSS) program's Case Management Information and Payroll System (CMIPS) to obtain the names of individuals potentially in need of assistance prior to an evacuation. Caretracker's target population consists of seniors and individuals with disabilities who have special needs.

With their permission, IHSS recipients are coded based on three conditions to determine whether they are "high risk" when disaster is imminent:

- 1) Living arrangement. Is he/she living alone or with others?
- 2) Degree of functional needs. Does he/she have a special impairment (i.e., deaf, blind, bed, wheelchair, mental disability, or other special impairment)?
- 3) Need for life support supplies and medication (i.e., respirator, oxygen, insulin, dialysis, bowel and bladder, suctioning).

When a disaster is predicted, a report is run through the Case Management, Information and Payrolling System (CMIPS) generating a list of In-Home Supportive Services (IHSS) individuals who may need assistance during an emergency and the degree of potential need they may have based on the three conditions listed above. Caretracker then identifies individuals who live in specific areas or regions that are identified by the OES (office of emergency services), who may need assistance during an evacuation based on the information provided from CMIPS. Specific individuals are then contacted to determine if they need assistance during the disaster. If County staff is unable to contact the individual, they will try to reach that individuals emergency contact. If their

emergency contact cannot be reached, emergency personnel will be contacted. At that time, either Caretracker staff or emergency personnel (i.e. - Fire, Police or Paramedics) will go out to conduct a welfare check on the individual and determine the level of assistance the person will need during the disaster.

Supervisors and department managers keep hard copies of IHSS caseloads list. There is also a copy of the roster maintained in the after-hours bag and is updated monthly. After hours social workers carry a cell phone at all times in case the system fails. Confidentiality is protected. No personal information is released to emergency personnel. IHSS staff check on individuals on a yearly basis and update their records, including the disaster prep criteria listed above. Additional information may also be provided by Adult Protective Services (APS) during the course of an investigation.

Is the practice currently in use?

Caretracker has been active for over three years. It has been used in major fires, floods, mudslides and during heat waves (extreme temperatures).

What is the cost of the practice?

The cost of this computer tracking is included in the budget for the county's Public Authority and cannot be separated out specifically for this task. Resources are provided and staff helps with evacuation plans.

What other relevant departments are included?

No other departments are included in Caretracker.

What training is necessary?

No other relevant departments and staff have been trained about Caretracker.

Characteristics of the practice:

Hazard specific?	Yes	Specific to: <ul style="list-style-type: none"> • extreme temperature • flooding • mudslides • fires Not specific to no warning events (e.g. earthquakes or anything immediate)
Specific to scale of hazard?	Yes	Specific to small and medium hazards. Unsure for large and catastrophic hazards.
Geographic area specific?	No	Caretracker is area specific in that specific potential evacuation areas need

		to be identified by OES before individuals can be identified.
Warning specific?	Yes	<p>Specific to disasters with:</p> <ul style="list-style-type: none"> • pre-warning (e.g. storms, heat, cold, hurricane, floods) • short warning (e.g. fires, tornado, tsunami) • no warning (e.g. earthquakes, fires, tornado, terrorist attacks, chemical spills) disasters
Is it realistic based on available resources to deliver on a specific promise within a specific time frame	Yes	
Is it periodically evaluated to determine if resources / assets can meet projected demand	No	
Is it periodically evaluated to determine breaking points?	No	
Is it designed to work with people with functional needs in...		
...hearing	Yes	
...vision	Yes	
...cognition	Yes	
...mobility	Yes	
...communication	Yes	