



## **EMERGENCY BACKUP PLANNING POLICY**

DEPARTMENT OF HUMAN SERVICES

MEDICAL SERVICES DIVISION - MFP

DN 698 (8-2008)

The North Dakota Money Follows the Person Grant provides participant protection through the use of the statewide emergency backup system. This system will provide emergency response and backup in the event the consumer's own critical backup plans fail to ensure services and supports necessary to the consumer's health and safety. The primary emergencies likely to be faced by consumers are the failure of care providers to report for work, falls with injury, significant health changes, and extreme weather related situations. To maximize consumer choice and the principles of self-determination, consumers will select the providers of their choice for the emergency backup plan. The backup plan will be developed before transition and will be reviewed by the Transition Coordinator/DD Case Manager and/or the DD provider team following transition after all critical incidents, during all planning meetings, and at least once every six months.

The levels of emergency backup provisions presented below, while providing necessary services, still reflect the philosophy of consumer choice. While adding additional layers of protection for the participants, it allows the consumer to select the plans that best fit his/her needs.

### Hierarchy of Emergency Backup

The Money Follows the Person program will address the consumer's health and safety in the event of an emergency by the following hierarchy of backup protections. The levels vary by degree of emergency need. Generally a consumer will access these levels of backup in order, starting with Level 1. In case of an extreme emergency, however, they may need to go directly to Level 3.

### **Level 1 – Consumer Developed Emergency Backup Plans**

Consumer's emergency backups for critical services will be incorporated into the Independent Living Plan/Individual Service Plan. The plan may include an informal network of family and friends, enrolled Medicaid provider agencies, Emergency Response Systems, alternative Qualified Services Providers, Center for Independent Living Staff, County Case Managers, Community Providers of services to persons with a developmental disability, or other area service providers.

*The Money Follows the Person Grant program requires each consumer to include an emergency backup plan within his or her Independent Living Plan/Individual Service Plan. The emergency backup plan must identify specific arrangements necessary to provide critical services, transportation, or repair or replacement of equipment, and to maintain the health and safety of the consumer in the event of a breakdown in the routine plan of care. For the consumer, a critical service is one without which the participant would suffer an immediate risk to their health, safety, or well-being.*

*The Independent Living Plan/Individual Service Plan provides a section devoted to the emergency backup planning. This page will include a description of each critical*



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*service. The plan must be detailed, realistic, and updated to keep pace with changes in the individual's Independent Living Plan/Individual Service Plan. Transition Coordinators, Developmental Disabilities Case Managers, or Developmental Center Staff will work with consumers, their families, and area service providers to develop this plan.*

*The consumer and planning team will prepare the contact information needed by the 24-hour nurse call service staff to provide necessary back up services.*

*Consumers may reach out to their network of family, friends, and neighbors to provide interim supports. Most consumers already rely on family and friends to provide some care giving and personal care services, and in the event of an emergency, these individuals may be able to provide additional care in the absence of the paid caregivers.*

### **Level 2 – 24-Hour Nurse Call Service**

Consumers may access the Money Follows the Person Grant 24-hour on-call Nursing Telephone Service. The on-call Nurse will be able to assist the consumer by assessing crisis situations, contacting available service providers, and if needed, will arrange for someone to go to the consumer's home to assess the situation and provide needed services. The consumer's Transition Coordinator or DD Case Manager will discuss this arrangement with the consumer during initial program application and again when the 24-hour back-up plan is developed.

*The consumer and their team will identify services in the community that will be able to address critical health and welfare needs on a 24-hour basis, and provide this information to the on call nursing agency. The nursing agency will utilize this information during any call for services from the consumer.*

### **Level 3 – Extreme Emergency**

Beyond the above-required emergency backup plans, and in the event of an extreme emergency, the following services can be utilized.

#### ***Adult and Child Protective Services***

*In an emergency situation where there is possible abuse, neglect, and/or exploitation, law enforcement will be contacted. The case will be investigated until a safe resolution for the consumer is made by Child Protective Services or Adult Protective Services. In cases where a consumer is in immediate jeopardy,*



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*caseworkers will work to arrange for providers that can provide safe placement for consumers. These services may include providers such as nursing facilities, foster care homes, alternative DD provider agencies. The Transition Coordinator or the DD Case Manager will provide information and telephone numbers to consumers and their families for Adult Protective Services and Child Protective Services upon enrollment. In addition, Protective Services will investigate reports by any citizen that suspects abuse or neglect.*

### ***Division of Emergency Management***

*In the event of natural or man-made disasters, the North Dakota Division of Emergency Management coordinates disaster relief through North Dakota County Emergency Management Agencies. These regional offices in turn coordinate with community-wide organizations in the event of a disaster. Each state agency has in place contingency plans for their particular constituency in the event of fire, tornado, flooding, or terrorism. These plans include assisting individuals with disabilities with evacuation and/or continuity of critical services.*

### **911**

*All Money Follows the Person consumers are advised to call the emergency telephone number 911 in the event of a crisis where health or safety is in immediate jeopardy.*