

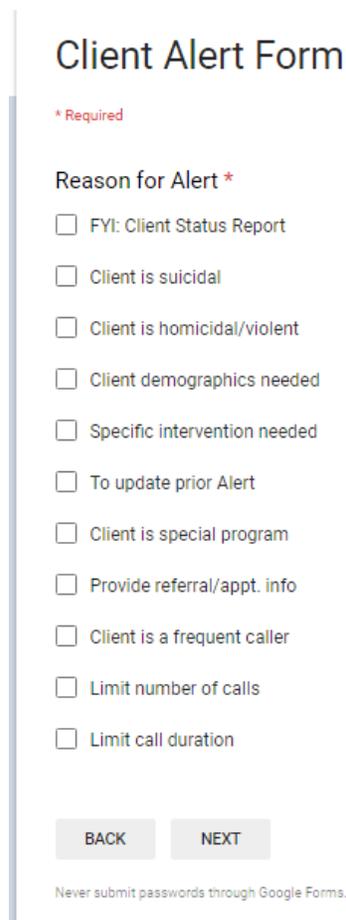
Client Alert FAQs

What is the purpose of a client alert?

It allows After Hours Consultants and the After Hours Call Center to continue with the daytime case management care plans; and provides information of possible risks and special instructions on dealing with your client's situation.

When do I submit a client alert?

Submit a client alert whenever you want to communicate with After Hours Consultants and the After Hours Call Center about a client who may need urgent intervention, risk assessment, or may need extra assistance after hours. Here's a screen shot from the form, listing some of the possible reasons:



The screenshot shows a Google Form titled "Client Alert Form". At the top, there is a red asterisk and the word "Required". Below this is the question "Reason for Alert *". There are ten checkboxes, each followed by a reason:

- FYI: Client Status Report
- Client is suicidal
- Client is homicidal/violent
- Client demographics needed
- Specific intervention needed
- To update prior Alert
- Client is special program
- Provide referral/appt. info
- Client is a frequent caller
- Limit number of calls
- Limit call duration

At the bottom of the form, there are two buttons: "BACK" and "NEXT". Below the buttons, there is a small note: "Never submit passwords through Google Forms."

What is the role of the After Hours Call Center?

The After Hours Call Center screens and triages our calls from 5pm to 8am weekdays, and all day/night on weekends and holidays. They will page the After Hours Consultant on duty if the client's issue meets paging criteria. **The After Hours Call Center does not provide direct services to your client:**

cannot place your client, cannot do a home visit, and cannot place calls to your client.

What is the role of the After Hours Consultant?

After Hours Consultants are individual contractors, whose primary role is to assess the needs of clients at risk and develop a safety plan until the next business day. They are not: ADVSD staff, APS workers, mental health clinicians, or community health nurses. They are able to assess and monitor situations, but they are not a replacement for emergency services, medical personnel, or mental health services. Please be mindful of their role, and do not request assistance that goes beyond the scope of their work.

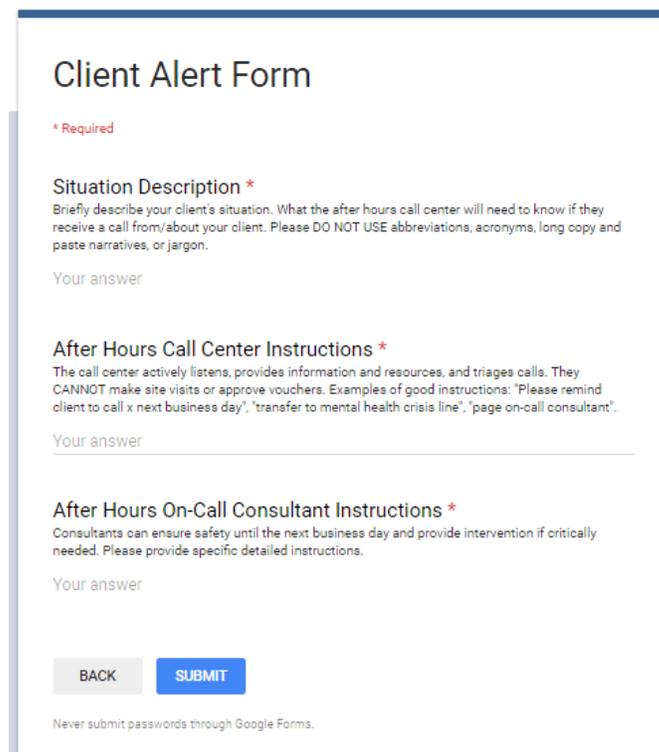


Where do I find the client alert form, and how do I send it?

You can find the client alert form, instructions/procedures, and FAQs on Multnomah County's public web page at <https://multco.us/ads/cs-client-alert-system>. You will need to save the link to the Client Alert form (<https://goo.gl/forms/PTwroYI1bxTOgbdH3>). It also works on mobile devices. You can save the link as a shortcut on your home screen or desktop.

Why are there different instructions for the After Hours Call Center and After Hours Consultants?

The Client Alert form provides these reminders/definitions (see below):

A screenshot of a Google Form titled "Client Alert Form". The form contains three required text input fields. The first field is "Situation Description" with instructions to briefly describe the client's situation. The second field is "After Hours Call Center Instructions" with instructions on what the call center can and cannot do. The third field is "After Hours On-Call Consultant Instructions" with instructions for consultants. At the bottom, there are "BACK" and "SUBMIT" buttons, and a footer note: "Never submit passwords through Google Forms."/>

Client Alert Form

* Required

Situation Description *
Briefly describe your client's situation. What the after hours call center will need to know if they receive a call from/about your client. Please DO NOT USE abbreviations, acronyms, long copy and paste narratives, or jargon.

Your answer

After Hours Call Center Instructions *
The call center actively listens, provides information and resources, and triages calls. They CANNOT make site visits or approve vouchers. Examples of good instructions: "Please remind client to call x next business day", "transfer to mental health crisis line", "page on-call consultant".

Your answer

After Hours On-Call Consultant Instructions *
Consultants can ensure safety until the next business day and provide intervention if critically needed. Please provide specific detailed instructions.

Your answer

BACK SUBMIT

Never submit passwords through Google Forms.

What helpful hints can you offer?

- Your instructions should be as specific as possible (ie: '*do not voucher*').
- Avoid cutting and pasting long narratives from OR Access.
- **Do not use acronyms**, as After Hours Call Center and Consultants do not know our jargon.
- Listing your client's emergency contacts can be very helpful (i.e., names and phone numbers of client's family member who is aware of situation, doctor or counselor if applicable).
- Include a deletion date for the Client Alert

What if I still have questions?

Call ADRC Supervisor, Emily Berndt at 503-988-6941 or ADRC Lead Worker Sarah Milhouse at 503-988-9368