

Job Description	
<ul style="list-style-type: none"> ▪ Outreach: Works with PIO to provide outreach messages/information about available services ▪ Case Tracking: Creates Client Case Files and tracking system , documenting continuity of care and discharge ▪ Point of Contact: Time Limited partnership providing Case Management for a Shelter Client and his/her family ▪ Assessment: Works with Registration and Medical Teams to assess disaster-caused unmet needs ▪ Plan: works with Client to create a goal-oriented, self-sufficiency disaster recovery Plan with steps for achieving recovery ▪ Advocate: Responsible for advocating, coordinating, managing, tracking and monitoring shelter Client Plan and progress ▪ Service Coordination: Works with Shelter Teams and agencies to provide needed services: medical, transportation, childcare, legal and social services, mental health , material goods, financial assistance or employment ▪ Confidentiality: Maintains client confidentiality and works to obtain permission to share information 	
Reports to	Contact Information
Shelter Branch Manager	
Supervises	
Case Management Staff	
Partner Agencies	Contact Information
American Red Cross	
Salvation Army	
Public Information Officers and Media	
Community Based Organizations	
Massachusetts Office of Disability (MOD)	http://www.mass.gov/mod , (617) 727-7440
FEMA/Disaster Case Management Program Teams	
Council on Aging	
Veterans Administration	
Refugee and Immigrant Health	
Department of Mental Health	617-626-8000
Department of Social Services	
MassMatch	617-204-3600
Department of Developmental Services	617-727-5608
Disability Law Center	617-723-8455
Faith Community	
State Commission for the Blind	800-392-6450
State Commission for the Deaf and Hard of Hearing	617-740-1600
Long Term Care Providers	
Local and State Agencies who provide food stamp, supplemental income assistance, housing vouchers	

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Case Management FORM		
<input type="checkbox"/> FNSS Registration (FORM)		
<input type="checkbox"/> Confidentiality Agreement (FORM)		
<input type="checkbox"/> Client Information Release (FORM)		
<input type="checkbox"/> Client Liability Release (FORM)		
<input type="checkbox"/> Client Media Release (FORM)		
<input type="checkbox"/> Sign-in and Sign- Log (FORM)		
<input type="checkbox"/> Minimum Equipment	Paper, pens/pencils, FORMS, registration signs	
<input type="checkbox"/> Other Equipment/Supplies Recommendations	Desks, chairs, clipboards, folders, clips, signboards, camera/charger, caution tape, markers,	

Initial Planning Actions

- Plan for a regional shelter Case Management operation with the Regional Shelter Branch Manager or Incident Command/EOC
- Review shelter Case Management Policies, Plans and FORMS
- Contact Partner Agencies to assist with Case Management
- Determine Staffing and Supply needs, complete Resource Request Form (ICS 308) and send to Logistics
- Establish Staffing Policies and Procedures: (General policies listed on the Common Required Response Actions JAS
 - o Schedule Staff breaks every 3-4 hours
 - o All Staff must have current CORI/SORI
 - o Non-affiliated or credentialed staff will be paired with a Mentor at all times
 - o Maximum 12 hour shifts, 7 days in a row; with minimum 1 day break
- Case Management Policies:
 - o Everyone is entitled to confidentiality
 - o Everyone is entitled to respect
 - o All Clients are expected to work individually towards self-reliance and self-advocacy
 - o Client needs may be triaged based on risk factors and wait time
 - o Duplication of benefits/services will be avoided
 - o Peer supervision and assistance will be used to ensure quality assurance
 - o Shelter Case Management/Information Release FORMS must be used/signed for each Client seeking other services
 - o Clients may have to meet eligibility requirements to qualify for some services
 - o Any ineligible Client will be referred to local non-profit agencies as available
 - o All relevant laws and ethical practices will be adhered to

Initial Response

- Work with Shelter Manager to establish a private Client interview center in with secure file storage

- Designate Case Management Staff (Volunteers) as needed
 - o Staff and volunteers with mental health and social service experience/training preferred.
 - o Staff training in Behavioral First Aid

- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Shelter Information and Rules List

- Confirm Staffing and Resource Requests with Logistics

- Confirm Set-up with Shelter Branch Manager or Regional Shelter Supervisor/IC/EOC

Daily Shelter Operations

- Determine staffing schedule with Planning Manager and Shelter Branch Manager

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit

- Hold shift change briefings with Staff and collect Activity Logs:
 - o Situational updates
 - o Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - o Emphasize the importance of documenting everything, especially injuries and complaints
 - o Sign in/out Staff
 - o Discuss needs or concerns for the next shift
 - o Create update for the Supervisor/IC

- Case Management Procedures:
 - o Establish strict confidentiality systems for all Client files and information
 - o Establish a Client Case Management File
 - o Register the Client in the Case Management Tracking System
 - o Document all services for possible reimbursement and follow-up
 - o Create a goal-oriented, self-sufficiency, individual Client Disaster Recovery Plan with specific steps and time frames
 - o Ensure that each Client receiving services signs appropriate Release FORMS if other agencies share information
 - o Complete a Client Case Management Assessment and Tracking FORM for each Client
 - o Make daily reports to Shelter Manager/IC on caseloads and outcomes.
 - o Conduct outreach to inform potential Clients of Case Management Services
 - o Document all actions
 - o Accept shelter Client referrals from registration, medical, walk-ins, Boards of Health, EMD, etc.
 - o Contact relevant service agencies to coordinate services
 - o Maintain contact with the Client to ensure the he/she completes his/her recover steps in a timely manner
 - o Advocate for Clients and direct assistance as appropriate
 - o Ensure that Clients are discharge to a safe environment
 - o Ensure the Clients are connected to Recovery resources and Agencies
 - o Complete Case Management File and transfer to next relevant agency or close file.

Shelter Closing

- Coordinate with Shelter Branch Manager on shelter closing
- Hold shelter closing briefing with Dormitory and Childcare Staff
- Assist with transition of Shelter clients to their new normal as needed
- Transfer Client Case files to ongoing Case Workers as appropriate

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment);
 - Replace;
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement