

## URGENT INTERVENTION SERVICES POLICY

- I. **Purpose:** It is the intent of San Andreas Regional Center to have a mechanism, in compliance with all state and federal laws, regulations, and court decisions, to address the urgent needs of individuals in order for individuals to maintain a safe and healthy living arrangement. Emergency needs are the responsibility of generic municipal, county, state, and federal services and supports.
- II. **Definitions:**
- **Consumer, individual, and person served are used interchangeably in regional center policy and the Lanterman Developmental Disabilities Services Act, and mean a person who has been found eligible and receives services from the regional center.**
  - An *emergency* is a need requiring immediate response by emergency services.
  - *Emergency services* are those services which are required to immediately protect the life, health and safety of the individual and/or others. This includes services by municipal, county, state, and/or federal law enforcement, emergency medical or psychiatric services, adult or child protective services, or other emergency management systems and services (e.g. Federal Emergency Management Agency).
  - *Urgent needs* are non-emergency threats to an individual's health or safety requiring an expedited response by generic /non regional center or other supports.
  - *Urgent intervention services* are those services necessary to maintain the individual safely in his or her live at home or the community. *Urgent relocation services* are those services necessary to move an individual from his or her current living arrangement to a safe, temporary alternative until the individual's long term needs can be addressed.
- III. **Policy:** All individuals, families, care givers and program staff shall use the generic emergency services available to the community, e.g., police, fire, medical services, as warranted by the situation.

San Andreas Regional Center maintains a twenty four-hour response system that individuals, families, service providers, and the public can access by calling the main phone number at the office from which the individual normally receives service (San Jose, Salinas or Watsonville). The San Andreas on-call managers shall respond within 30 minutes to an emergency call.

The regional center provides urgent intervention services. When available, regional center staff or appropriate vendor may be sent to the site of the incident or concern (e.g. residence, day program/work site, and emergency psychiatric center) to:

- Assess the situation
- Identify the support necessary to ensure the health and safety of the individual and others
- Maintain the individual in the community

The regional center provides urgent relocation services. In response to an urgent need, an individual may be placed in an available alternative environment until a safe and appropriate living arrangement can be located.

IV. **Purchase of Service Standard:** Authorization for urgent services is available twenty-four hours a day. Purchases of the required service to address the urgent need will conform to the existing purchase of service policy for that service.

V. **Exception Process:** The exception process is not pertinent/relevant to this policy.

VI. **Notice of Action:** A Notice of Action is not pertinent/relevant to this policy.

**DDS Approved May 17, 2017**  
**Adopted June 19, 2017**