

Risk Management Procedures

1. Solicit any additional information needed from the person who reported the incident.
2. If appropriate, make collateral contacts.
3. Ensure contact is made with the alleged victim.
4. Assess the Risk Level and necessary Responsive Actions. See Risk Level and Actions below.
5. If provider has questions or requires technical assistance to determine Risk Level or Actions, contact P&A, or DD Case Management.

Immediately assess the risk level of the alleged victim and, as necessary, develop the appropriate responsive actions.

Risk Levels:

- 1) Emergency - there is a current and immediate threat to the safety of the consumer; e.g., the alleged victim is currently being threatened; there is a medical emergency;
- 2) Imminent danger - there is reason to believe there is impending risk of harm to the alleged victim, e.g., alleged victim is receiving services/care from the alleged perpetrator; the alleged perpetrator has access to the alleged victim;
- 3) Non-emergency - the alleged victim is not in need of emergency services and imminent danger is not present.

Responsive Actions:

- 1) Emergency intervention - priority focus is on the life/safety of the alleged victim; involve necessary services to accomplish this such as law enforcement, medical/mental health, case management, individual's guardian, Protection & Advocacy, etc. (Provider may remove alleged perpetrator from direct client care; access medical/emergency room services; rape/crisis intervention);
- 2) Imminent danger - priority focus is on the protection of the alleged victim, and other potential victims, through the involvement of services such as those mentioned above, as well as through the implementation of protections within the providers authority (e.g., removal of the alleged perpetrator from direct client care, increase staff to client ratio, increase supervision, etc.);
- 3) Non-emergency - priority is to focus on remedying any abuse/neglect/exploitation and to prevent any further occurrences. Once Emergency and Imminent Danger situations have been resolved, those cases may then be re-assessed under this level. Determine responsibilities and cooperative efforts between P&A and the Provider (and any other entities) in conducting the investigation.

In determining Responsive Actions, one must take into account the alleged victims ability to consent, their right to self-determination, their right to refuse services and their right to risk.