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September 25, 2020

To: ODDS Staff and Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

Subject: Case Management and Provider Work During Wildfires

The past few weeks have brought challenges that we never imagined possible. As wildfires spread across Oregon, case management entities, providers and staff worked quickly to help people evacuate, as well as check in with individuals and families in services.

I wanted to share just a few examples of the efforts made to keep people safe during this emergency.

- From Independence NW: “INW had a total of about 800 customer contacts in Clackamas County. Our staff monitored the wildfire maps and tracked customer status by home addresses, alerting Personal Agents when a Level changed so a new check-in would occur. Many people didn’t have emergency notices turned on their phones and our staff quickly worked to explain how emergency notifications worked, supported them in accessing online maps and content, and helped them create evacuation and safety plans.”
- From a Personal Agent in Clackamas County area: “We had a nice team effort with a family who lost their home. The dad, customer, the Personal Support Worker and I worked together. I have been able to connect the family to Snow Cap and the Clackamas Service Center for emergency food, customizing and delivering a food box based on their current status living in a hotel.”
- From Ashland Supportive Housing: “All our homes are in the neighborhood near the Alameda fire. Our staff had people out the door within 15 minutes with everything they needed for an extended

time away from home and before the official 'go' command. They were leaving due to seeing smoke and flames. Staff packed and loaded and then let me know. Just like they were trained. They all stayed calm and professional - even those who did not know what was happening at their own homes.”

- Services Coordinator in Multnomah County who volunteered to help evacuees at the Convention Center. “Today was such a great reminder about how important it is to show compassion to others during this time. People are leaving their homes who have already been through so much with COVID-19 and other crises and are trying to hold onto any hope they can find. We, walking along side of each other in this journey, can make a difference.”
- Children’s Intensive In-Home Services (CIIS) coordinated with community partners across the state. Teams helped develop appropriate backup plans for medically-fragile children who needed to evacuate their family homes due to wildfires and air quality. These children often use ventilators or other respiratory equipment and are high-risk for COVID-19, so community-based shelters were sometimes not the best fit. For example, CIIS worked with OHSU Doernbecher to arrange for hotel stays for some families.

I know there are hundreds more stories like these, of people going above and beyond to support one another. It is an understatement to say I am proud of our service system. A crisis like this shows the strength of our system is in the people – our Services Coordinators, Personal Agents, providers, staff and people with I/DD and their families.

I also want to share some [Wildfire Resources](#) that people may find helpful.

We appreciate everything you are doing to keep people safe and healthy during these challenging times.

Sincerely,



Lilia Teninty
Director
Office of Developmental Disabilities Services

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