



Program Guidance #2: RISE Intake Procedures

The RISE Disaster Case Management Consortium utilizes a standardized system through which clients enter the program. Hurricane Ike survivors residing in the RISE 16-county service area may enter the program in one of the following manners:

- 1. RISE Centralized Intake (RISE toll free line):**
 - a. Clients call the RISE toll free line at 1-888-IKE-RISE (1-888-453-7473).
 - b. LSSDR RISE Intake Case Managers conduct RISE intakes and determine program eligibility.
 - c. LSSDR RISE Intake Case Managers assign eligible cases to RISE Partner Agencies, based upon RISE Partner Agency capacity.
 - d. The assigned RISE Partner Agency contacts the client for follow-up and Initial Assessment according to tier level guidance and staff availability.
 - e. RISE Partner Agency opens the case on paper and in CAN and proceeds with RISE disaster case management.

- 2. Community/Outreach events (RISE sign up form):**
 - a. LSSDR and/or RISE Partner Agencies conduct/attend community outreach events.
 - b. LSSDR and/or RISE Partner Agencies distribute RISE sign-up forms to Hurricane Ike survivors in attendance at such events.
 - c. Hurricane Ike survivors provide their names and contact information (telephone number) on the forms, requesting to be contacted for RISE disaster case management services.
 - d. RISE Partner Agencies fax the completed RISE sign up forms to the attention of LSSDR RISE Centralized Intake at 512-490-1524.
 - e. LSSDR RISE Intake Case Managers call the Hurricane Ike survivors listed on the forms, to conduct RISE intakes over the phone and determine program eligibility.
 - f. Follow steps 1.c. through 1.e. (see above).

- 3. Intake conducted by RISE Partner Agency staff (for walk-ins, outreach in the field, FEMA list):**
 - a. RISE Partner Agencies encounter walk-in clients, potential clients in the field, and/or clients from the FEMA list.
 - b. RISE Partner Agency staff conducts RISE intake and eligibility determination.
 - c. RISE Partner Agency reports intakes conducted weekly to LSSDR RISE Centralized Intake, utilizing a standardized contact template provided by LSSDR.
 - d. RISE Partner Agency proceeds with RISE disaster case management unless otherwise indicated by LSSDR RISE Centralized Intake.
 - e. RISE Partner Agency opens the case on paper and in CAN and proceeds with RISE disaster case management.