


Procedural Standard 00-7

August 8, 2000

TO: All DES Staff
FR: Susan West Levine, Associate Director 
BY: Susan Fitzpatrick, Director Provider Relations
RE: **Threats of violence to self or others**

Purpose: The purpose of this memorandum is to state the procedures to follow when a client makes a threat of violence toward self or others. Evidence/threat may be made in a telephone call, in the written supplement, or in the CE report. All threats of violence must be addressed for the safety of the client and others.

- Guideline:** **A. Threat of violence received at DES via telephone call from a client:**
1. The person at DES receiving the telephone call should stay calm, speak slowly, ask the caller what we can do to help him, and attempt to keep the caller on the line for as long as possible.
 2. During general conversation, DES staff member should attempt to identify the caller:
 - Name, address, telephone #, SS#,
 - Where the caller is calling from (actual location)
 3. A second DES staff person should call UMass Police at extension 63296 to give the identifying information as soon as that information is obtained.
 4. UMass Police will notify the local police who will go to the caller's location. DES staff should stay on the telephone line until the police arrive or the caller disconnects.
 5. Document telephone call and actions taken in the progress note.
 6. Notify the contract manager of the appropriate agency (DMA or DTA) about the incident and actions taken.

B. Threat of violence received at DES in the written supplement

1. DES Assistant Director will notify the contract manager of the appropriate agency (DMA or DTA) about the statements in the supplement and discuss follow-up, to include:
 - Determining what action was taken, if any, at the MEC/TAO.
 - Determining if the applicant had contact with a medical/psychiatric provider after the supplement was completed, eg. EAEDC medical report post-dates the supplement.
 - Determining action to be taken. Consider the following:
 - Calling the client, urging medical/psychiatric attention. Call should be made by DES Medical Director or designee.
 - Notifying local police department.
 - Calling identified treating sources, as appropriate, reporting the applicant's statements in the supplement. Call should be made by DES Medical Director or designee.
 - For EAEDC: If the provider completing the EAEDC medical report has seen the client previously and is listed in supplement, that provider should be contacted.
 - If there is an identified primary care or mental health provider on supplement, that individual should be contacted.
2. DES Assistant Director will document in progress note the statements made on the supplement, discussion with agency, actions planned and actions taken by DES staff.

C. Threat of violence received at DES in the report from the consultative examination

1. Determine what action was taken, if any, by the CE provider. Reviewer, Team Leader, Medical Director, or Director of Provider Relations should call the CE provider to discuss the report findings.
2. DES Assistant Director will notify the contract manager of the appropriate agency (DMA or DTA) about the statements in the report and discuss follow-up, to include:
 - Determining action to be taken. Consider the following:

- Calling the client, urging medical/psychiatric attention. Call should be made by DES Medical Director or designee.
 - Notifying the local police department.
 - Calling identified treating sources, as appropriate, reporting the applicant's statements in the supplement. Call should be made by DES Medical Director or designee.
 - For EAEDC: If the provider completing the EAEDC medical report has seen the client previously and is listed in supplement, that provider should be contacted.
 - If there is an identified primary care or mental health provider on supplement, that individual should be contacted.
3. DES Assistant Director will document in progress note the statements made in the CE report, discussion with CE provider and agency, actions planned, and actions taken by DES staff.

D. Abuse/Neglect:

1. DES staff who are concerned about potential child abuse or neglect, based on evidence found in the supplement, additional information, or a CE report, should discuss the case with the supervisor and Assistant Director of DES to determine what action, if any, is appropriate.

Summary: All threats of violence to self or others made by applicants verbally or in writing or evident in the records related to disability evaluation must be addressed immediately.