

DISASTER CREATES UNMET NEEDS FOR HOUSEHOLD (HH)

SDS Staff Verifies HH's Program Eligibility

PROGRAM REGISTRATION

ODHS, SDS & Marion County staff interview HH: sign ROIs, gather pertinent information, assess needs & create recovery action plan.

SDS, ODHS, & CSC assist HH with immediate needs

DCM ASSIGNED HH

Program Director assigns DCM (Disaster Case Manager) to HH. DCM & HH sign case management agreement & create long-term recovery goals.

DCM meets w/ HH as required by needs

ACTIVE RECOVERY

DCM works with recovery network (above) to help HH achieve recovery goals & meet needs that arise. Provides resource navigation, advocates to funding sources, and supports basic needs.

HH's recovery grows through work of many

Program furthers community education, preparedness & resilience

CASE CLOSURE

HH reaches a stable recovery, or has needs that cannot be currently met by program network. DCM is unassigned from HH and case is closed. If additional disaster needs arise or new resources become available, case may be reopened.

