



Disaster Case Management

According to National VOAD (Voluntary Organizations Active in Disaster), disaster case management (DCM) is:

a time-limited process by which a skilled helper (disaster case manager) partners with a disaster affected individual or family (client) in order to achieve realistic goals for recovery following a disaster. This comprehensive and holistic approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs. The DCM process includes outreach and screening, intake for case management services, assessment, recovery planning, advocacy, monitoring progress, and closure.

The concept is predicated on the idea that the process is one of equal partnership between the disaster survivor and the DCM provider to assist in accessing services and resources, advocate for the client's needs, connect them to available resources if possible, and empower the client to determine their own path forward to post-disaster recovery that reflects their unique, specific needs. DCMs typically work with the community-led Long Term Recovery collaboration (LTR), identifying de-identified aggregated client needs and service delivery gaps that the LTR can find resource providers or develop resources to meet those needs. In addition, as part of the recovery plan process, the DCMs work with clients on their disaster-related needs, vetting their financial resources and stability to ensure the client does not have the resources to handle this need themselves, and prepares a presentation for this unmet need for identified members of the LTR to provide money, materials, and/or volunteers to help meet this need.

Sometimes DCM services are funded through a FEMA-funded program called the Disaster Case Management Program (DCMP), which could become available if a FEMA Individual Assistance (IA) Major Disaster is declared. This Program complements the FEMA IA financial assistance disaster survivors may be eligible for after registering with FEMA and minimizes duplication of benefits (something FEMA is required to do under the Stafford Act). The DCMP does not provide adequate disaster case management to support all impacted households needs throughout the very long recovery process, rather the program will provide assistance to those most vulnerable for up to two years. It is a cost-reimbursement grant that only provides the DCM and related services, no administrative dollars, and limited equipment with which to provide services.

In addition, partner nonprofits (either from the community who provide normal social services or disaster relief agencies who respond locally or nationally) may provide the same services if funded, or if they have trained volunteers with supervision. These agencies may serve alongside the DCMP, in communities without

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After the Fire USA is an initiative of Rebuild Northbay Foundation, a registered nonprofit (501c3 & 501c4). We help communities navigate wildfires across the American West. We collaborate with public officials (regional, state and federal), private sector, nonprofit community, and support community led and designed recovery.

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DCMP, or even after DCMP has ended to provide support through the long recovery process. DCM services promote timely and equitable service delivery to individuals and families.

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