

Disaster Case Management

Assisting One Client At A Time



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Disaster Case Management

PKEMRA:

Congress passed the Post-Katrina Emergency Reform Act of 2006 (PKEMRA) Section 689f (Section 426, Stafford Act) Case Management Services:

"...that the President may provide case management services, including financial assistance, to State or Local government agencies or qualified private organizations to provide such services to victims of major disasters to identify and address unmet needs."



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FEMA's PURPOSE:

To develop a two phase DCM process that provides for rapid deployment and implementation while assisting the State in building capacity for a longer term program for up to 18 months following an IA declaration.



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WHAT IS DISASTER CASE MANAGEMENT?

FEMA Definition:

Disaster Case Management (DCM) is a partnership between the provider and the client who together develop a comprehensive Disaster Recovery Plan. Through this partnership, disaster case managers assist clients in connecting with the resources necessary to accomplish their recovery plan. DCM includes Intake and Screening, Assessment, Recovery Planning, Action and Advocacy, Monitoring, and Case Closure.



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DCM identifies resources that address disaster-caused unmet needs* and outlines the steps necessary for the client to begin their recovery from the disaster.

*When the total of verified disaster-caused damages minus applicable insurance payments, Federal disaster assistance, State assistance and personal resources results in a positive number, the term "unmet needs" is used to describe the remaining deficit.



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WHAT IS DISASTER CASE MANAGEMENT?

ACF Definition:

Disaster Case Management is the process of organizing and providing a timely and coordinated approach to assess disaster related needs including healthcare, mental health and human services that were caused or exacerbated by the event and may adversely impact an individual's recovery if not addressed. Disaster Case Management facilitates the delivery of appropriate resources and services, works with a client to implement a recovery plan, and advocates for a client's needs to assist him/her in returning to a pre-disaster status while respecting human dignity.

(From the ACF DCM Implementation Guide, 2010)



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States will have three options:

- Voluntary Agency's coordinated program without Federal funding
- Federally-funded Program in Two Phases
- Federally-funded State only program



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Volag Coordinated Program

- Disaster Case Management is not a new concept. For over 15 years voluntary agencies have been **organizing, training, and implementing** a system to provide this service.
- Case Managers traditionally have been unpaid volunteers who give their time to assist others that have been impacted by the disaster.
- Long Term Recovery Group formation is an integral part of the voluntary agency participation



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Federally-funded Two Phase Program

Phase One – Rapid Deployment

- Governor Or Designee requests DCM
- After approval, FEMA will activate and fund ACF to implement the DCM Program
- Rapid deployment of ACF National Team within 72 hours of notification to begin the DCM Program
- Lasts 30 to 180 days, depending on State's capacity for DCM



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Phase One – Rapid Deployment (Continued)

- National Team will set up logistics, coordination with FEMA, State EMA, FEMA DCM Coordinator & VAL (24 hours)
- ACF and FEMA provide technical assistance to State regarding transition plan and development of DCMP proposal, if requested
- ACF and FEMA support transition of DCMP services to State, as requested



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Phase Two – Longer Term State Run Program

- State to submit a DCMP application within 60 days of declaration to FEMA
- FEMA replies within 45 days
- Grant funding will be given to the designated State agency
- State will sub-grant funds to DCMP providers
- State has fiscal and programmatic oversight responsibilities



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Federally-funded State only Program

- States may opt for a State only Program that will be funded by FEMA
- Requires robust VOAD coordination and planning, in collaboration with the State EMA
- DCM proposal must be approved by FEMA
- States will need to consider their internal contracting requirements



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Suggested Preparedness Activities

- States and VOADs to identify potential organizations and service providers with capacity to carryout DCMP
- Identify special needs groups (Elderly, Disabled, LEP and Children)
- Define geographic boundaries, available services and resources
- Standardize client information capturing and tracking technology
- Determine provision of DCMP trainings and plans



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Suggested Preparedness Activities Programmatic Plan

- Begin conversations between the Governor's office, EMA and VOAD groups.
- Will State require contracts with providers? What is the timeline for contract approval?
- Does State require an RFP for DCM contracts? Is it possible to have a contract "ready to go" with pre-identified providers?



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DCM Evaluation

- IAA with Veterans Affairs expected to begin April 1, 2010
- Will analyze third party evaluations from each DCM-Pilot Program
- Document best practices and lessons learned
- Goal is to create tools to capture standardize measures for all future DCM Programs



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Disaster Case Management Model

Current DCM Activities

- *Interagency Agreement Signed:* ACF and FEMA together support the two phase DCM Program
- *ACF DCM Implementation Guide:* Reviewed every 6 months- Next review June, 2010: Look for Federal Register solicitation of public comment
- *FEMA DCM Program Guidance:* In revision to include lessons learned and best practices from multiple pilot programs



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Current DCM Activities

- *ACF Lessons Learned & Best Practices*: process currently under way-Local, State, Federal and National Partners participating to conduct a comprehensive review of program effectiveness focused on client outcomes
- *FEMA DCM Summit*: Planning with Federal, State and Volag participants for June 2010
- *CFDA (Catalogue of Domestic Assistance)* application is in review by FEMA Grants Management



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Current DCM Activities

- *Outreach to States:* ACF-OHSEPR staff added to reach out to Regions and States to educate and enhance collaboration. FEMA will participate in outreach activities.
- *DCM IT Platform:* SBIR contract to evaluate needs for DCM and to further interagency communication and effectiveness
- *DCM Federal Regulations* are in development as we continue to gather best practices from the four piloted models



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ACF and FEMA Challenges:

- Working together with local, State and National partners to define Self Sufficiency and Economic Integration related to disaster impact
- Determining level of initial assessment needed for clients vs information and referral to community services (mental health, health services assessments)
- Outlining the transition from Phase I – Rapid Deployment to Phase II – Long Term Programs



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Participants in the current Pilot Programs:

- HHS Administration for Children and Families
- Department of Housing and Urban Development
- Texas' Health and Human Services Commission
- Louisiana Recovery Authority
- Mississippi Commission On Volunteer Service

Together our current DCM network expands to over 30 providers



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http://www.acf.hhs.gov/ohsepr/dcm/docs/Draft_DCM_ImplementationGuide.pdf



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