

A 4-Tier Pilot Review:

Overview – Jerry R. Alliston, LMSW, CCM, Coordinator

Training – Victoria Murdy, LCSW, Navigator

Implementation - Carol Stachurski, BSW,
Advocate/Investigator

Post Deployment - David Gallegos , Employment/
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DISASTER CASE MANAGEMENT (DCM)

BACKGROUND

- ⊙ Hurricane Katrina
- ⊙ 23% (estimate) of those affected by this disaster were individuals with disabilities – National Organization on Disability 2006
- ⊙ Coordinated Assistance Database
- ⊙ Federally funded DCM - Katrina Aid Today



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IMPACT OF LAW

- ◎ The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288 as amended (the Stafford Act) was enacted to support state and local governments and their citizens following disasters
- ◎ To view or download a PDF version of this Act, go to <http://www.fema.gov/about/stafact.shm>

DCM PILOT PROJECT

- ◎ **Goals**
 - ◎ Design a national DCM model
 - ◎ Test model in an actual disaster or exercise
 - ◎ Revise the model based on lessons learned from the pilot test
- ◎ **Project coordinated by HHS's Administration for Children and Families, Office of Emergency Preparedness and Response**
 - ◎ Additional support from FEMA, HHS Assistant Secretary for Preparedness and Response, and HHS Administration on Developmental Disabilities



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DCM MODEL DEVELOPMENT

- ⊙ Engaged the voluntary agencies in the model development process
- ⊙ Convened key partner meetings with representatives of Federal, state, and voluntary agencies
- ⊙ Conducted in-depth interviews to obtain lessons learned from prior disasters
- ⊙ Reviewed emergency plans, case management guides, and other documents

DCM TEAMS

- ◎ **National DCM Response Team**
 - ◎ Deploys to affected area within 24 hours of notification
 - ◎ Coordinates program implementation
 - ◎ Serves as subject matter experts for disaster case management
- ◎ **Regional DCM Response Teams**
 - ◎ Identified and trained pre-disaster
 - ◎ Deploys to affected area within 24 hours and connects with National team
 - ◎ Ready to provide DCM services within 72 hours of notification
 - ◎ Deactivates once Local teams are identified and trained



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DCM TEAMS

- ◎ **Local DCM Response Teams**
 - ◎ Ideally identified and trained pre-disaster, especially in disaster prone areas
 - ◎ Replaces Regional teams as soon as possible
 - ◎ Has long-term responsibility for providing DCM services

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DCM TRAINING

- ① ACF/ADD invited participants to comment on the draft training module completed by Abt. Associates
- ① Institute for Disability Studies provided comments and as a result was invited to rewrite training module to include persons with disability
- ① Training modules were completed with assistance from ACF and ADD staff
- ① Modules were presented to the ADD and Abt. Associates staff in Washington D.C.
- ① A pilot training was completed in Orlando, Florida with the Regional Disaster Case Management team
- ① IDS staff also completed training for the first case management team to respond to Hurricane Gustav

TRAINING OBJECTIVES INCLUDED

- ① Training Curriculum: Module 1
- ① Discuss the process of disaster and impact on the community
- ① Discuss the emotional response to disaster
- ① Identify the stages of disaster recovery
- ① Discuss the background and origin of the program
- ① Identify laws and procedures related to federally declared emergencies and disasters
- ① Define DCM



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OBJECTIVES CONTINUED

- ③ Identify the five principles and the objectives of federal DCM policy
- ③ Define roles, responsibilities and core competencies of DCM team members
- ③ Identify DCM services

OBJECTIVES CONTINUED

- ① Training Curriculum: Module 2
- ① Discuss outreach strategies
- ① Define key elements of the sequence of delivery
- ① Demonstrate an understanding of long-term recovery committee (LTRC) process
- ① Identify the function and roles of case management
- ① Discuss principles of DCM
- ① Discuss the key elements of DCM



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OBJECTIVES CONTINUED

- ① Training Curriculum: Module 3
- ① Identify elements of triage
- ① Identify elements of intake
- ① Demonstrate an understanding of DCM assessment
- ① Define special needs and disability
- ① Demonstrate an understanding of assessment of persons with a disability, disability etiquette and people first language

OBJECTIVES CONTINUED

- ③ Define universal design
- ③ Identify process of developing disaster recovery plans
- ③ Identify elements of monitoring
- ③ Identify elements of termination
- ③ Identify elements of transfer



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DISASTER CASE MANAGEMENT

- ⊙ Pilot completed following Hurricane Gustav
- ⊙ Deploys to disaster quickly
- ⊙ Provides immediate access to services
- ⊙ Based on principles of self-determination, self-sufficiency, federalism, flexibility, speed and support for states
- ⊙ Utilizes existing resources
- ⊙ Creates an individualized recovery plan

NOTIFICATION AND ACTIVATION

- ⊙ Disaster declared
- ⊙ DCM services requested by Governor
- ⊙ DCM teams deploy within 24 hours
- ⊙ DCM teams begin operations within 72 hour



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INITIAL DCM SERVICES

- ⊙ Triage clients
- ⊙ Screen and enroll clients
- ⊙ Identify existing services and resources
- ⊙ Identify gaps in resources
- ⊙ Conduct outreach
- ⊙ Assessment
- ⊙ Begin recovery plans
- ⊙ Advocate for clients
- ⊙ Referrals
- ⊙ Transition to existing public and private organizations

BENEFITS

- ⊙ Timely identification of vulnerable populations
- ⊙ Early assessment of unmet, disaster-related needs
- ⊙ Address immediate and long-term healthcare, mental health and human service needs
- ⊙ Provides immediate access to case management services



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POST DEPLOYMENT

- ◎ Reassessment
 1. Living situations (shelters, extended families, and ensuring housing is Safe, Secure Sanitary)
 2. Referrals for temporary shelter

POST DEPLOYMENT

⊙ Services

1. Develop recovery plans (considerations) (Mental health/counseling, disability, housing, employment, rebuild).
2. Assess cases to ensure clients are achieving goals and referrals for continued assistance.



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POST DEPLOYMENT

🎯 Closeout

1. Triage of I&R and long-term recovery open cases
2. Final contact with clients regarding program closure and case status.
3. Referral to other agencies for continued case management assistance.

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