

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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Disaster Case Management

DEFINITION:

Disaster Case Management (DCM) is the process of organizing and providing a timely coordinated approach to assess disaster caused needs including existing healthcare, mental health and human services needs that were caused or exacerbated by the event and therefore may adversely impact an individual's recovery if not addressed.

Disaster Case Management facilitates the delivery of appropriate resources and services, works with a disaster survivor to implement a recovery plan and advocates for the survivors needs to assist with returning to a pre-disaster status while respecting human dignity.

DCM DOES NOT replace an existing State or local program, but rather provides support when requested by the State and approved by FEMA.



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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.

States may opt for this two phase approach or begin with a State run program.



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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 and begin the DCM Program within 72 hours of arrival.
- Lasts 30 to 180 days, depending on State's capacity for DCM



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Disaster Case Management Model

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 agency will sub-grant funds to DCMP providers
- State has fiscal and programmatic oversight responsibilities



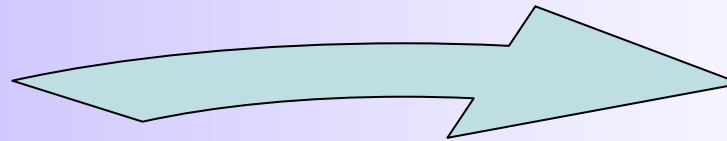
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Disaster Case Management

When is Disaster Case Management Available to States?

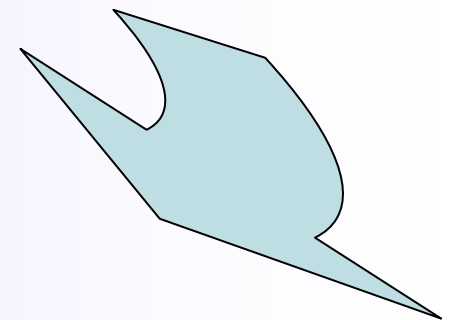
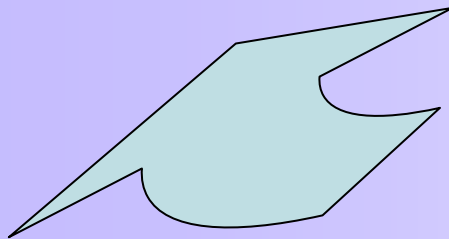
Major Disaster Declared
by the President
IAA authorized



**100% Federally
Funded**

States Request for DCM
Is approved by FEMA

FEMA will activate and fund
ACF to implement the
Federally
Funded DCM Program



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How Does a State Request Disaster Case Management?

If the State determines the need to request DCM, the State must ask for DCM as part of the Request for Declaration signed by the Governor. FEMA will review the request, determine the feasibility and approve, then notify ACF to deploy the DCM Program.



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Many emergency plans assume that human services will be delivered to those adversely impacted by disaster from an existing agency and **DISASTER** case management services will be delivered by those same agencies or supported by voluntary agencies or faith-based groups within the impacted area.

DO YOU KNOW WHO DELIVERS DCM IN YOUR STATE?

PLANNING IS KEY



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How does this really work?

Coordination and Teamwork

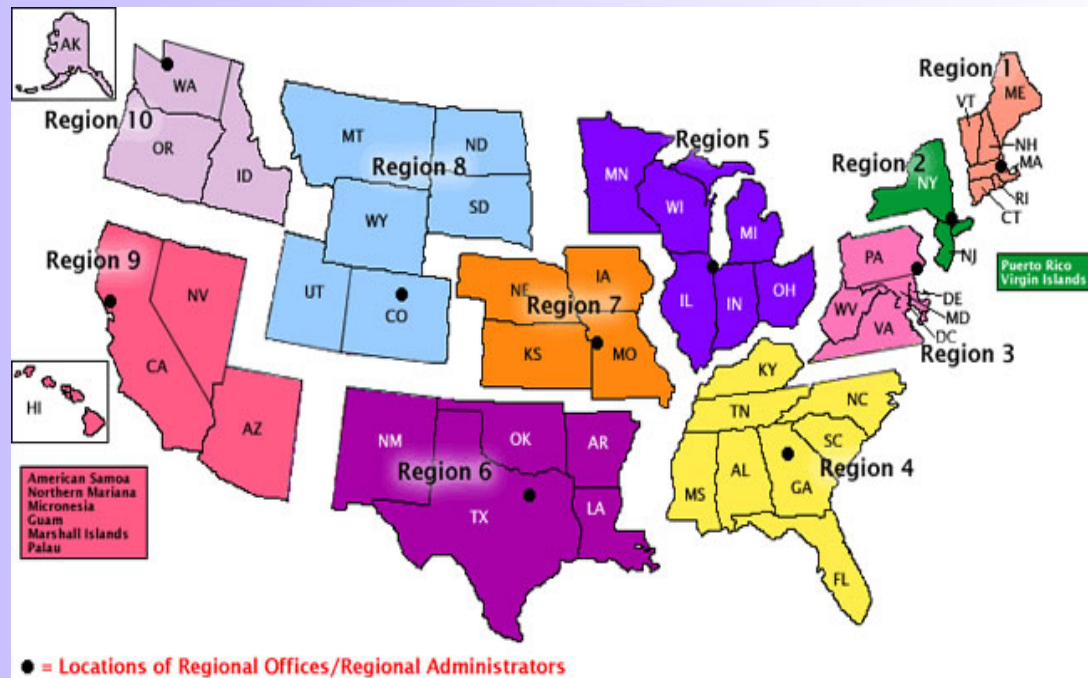


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How does this really work?

Transition



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Suggested Preparedness Activities

Programmatic Plan:

- States should begin conversations between the Governor's office, EMA and other potential participant community 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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Suggested Preparedness Activities

- States and VOADs should 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 capture and tracking technology
- Determine frequency of DCMP planning and training/Cross train traditional case managers



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Disaster Case Management Model

Current DCM Activities

- *Outreach to States:* ACF-OHSEPR staff added to reach out to Regions and States to educate, provide technical assistance and enhance collaboration. FEMA and ACF have agreed to conduct outreach activities together
- *ACF DCM Implementation Guide:* Reviewed every 6 months-
Next review December, 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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2010 Completed DCM Activities

- *ACF Lessons Learned & Best Practices Roundtable* with local, State, Federal and National Partners was April 2010, in New Orleans
- ACF comprehensive review of program effectiveness focused on client outcomes- results pending
- *FEMA DCM Summit* with Federal, State and Volag participants was held June 2010 in New Orleans
- *CFDA (Catalogue of Domestic Assistance)* application is in review by FEMA Grants Management



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2010 Completed DCM Activities

- *Interagency Agreement Signed: ACF and FEMA together support the two phase DCM Program*
- *DCM Federal Regulations are in development*



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ACF and FEMA Challenges:

- Working together with local, State and National partners to define client 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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A full description of how the ACF program is implemented is available online at:

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



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THE ADMINISTRATION FOR CHILDREN AND FAMILIES

Disaster Case Management

For additional information please contact:

Liz Gibson

Program Manager

Disaster Case Management (DCM)

FEMA Headquarters

liz.gibson@dhs.gov

(202) 212-1122

LCDR Stacey Bishop

DCM Program Analyst

Administration for Children and Families

Disaster Case Management (DCM)

Stacey.bishop@acf.hhs.gov

(202)401-9931



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