



## DISASTER CASE MANAGEMENT FACT SHEET

The Disaster Case Management Program (DCMP) is a federally funded program administered by the Department of Homeland Security's Federal Emergency Management Agency (FEMA) in partnership with the U.S. Department of Health and Human Services Administration for Children and Families (ACF). In the event of a Presidentially declared disaster that includes Individual Assistance, the Governor of the impacted state may request the Disaster Case Management Program (DCMP) through immediate federal services and/or a federal grant.

**Definition:** *Disaster Case Management (DCM) is a time-limited process that involves a partnership between a case manager and a disaster survivor to develop and carry out a Disaster Recovery Plan. This partnership provides the survivor with a single point of contact to facilitate access to a broad range of resources. The process involves an assessment of the survivor's verified disaster caused unmet needs, development of a goal-oriented plan that outlines the steps necessary to achieve recovery, organization and coordination of information on available resources that match the disaster-caused need, and the monitoring of progress toward reaching the recovery plan goals, and, when necessary client advocacy.*

**Purpose:** DCMP augments State and local capacity to provide DCM services in the event of a major disaster declaration which includes Individual Assistance.

DCM services, whether provided through Immediate Federal DCM Services or a State DCM Grant, are available to any disaster survivor impacted by the declared disaster, i.e., their residency in the area is not the only criterion. This will allow individuals who may have suffered an economic, medical, or other life-altering loss to benefit from DCM services, as well as those whose homes damaged by the declared disaster. The primary criterion is whether the need was caused by the declared disaster.

Disaster Case Managers will work with survivors to address their unmet needs that were caused by the disaster. An unmet need is any un-resourced item, support, or assistance that is necessary for the survivor to recover from the disaster. Unmet needs may include basic needs such as food, shelter, and first aid, as well as financial, physical, emotional, or spiritual well-being, and needs that were exacerbated by the disaster.

### DCM Programs and Services:

- **Disaster Case Management Assessment Team (A-Team)** - The Disaster Case Management A-Team is a rapid deployment assessment team comprised primarily of FEMA and ACF staff. The purpose of the team is to conduct a quick and comprehensive assessment of the States capacity and resources available to implement Disaster Case Management while also identifying the gaps in service that exist due to the disaster
- **Immediate Federal DCM Services** – Immediate Federal DCM Services is a rapid response component of DCMP. The IDCM team will deploy/activate based on the State's request and estimated number of IDCM clients and begin services within 5 days of notification. The IDCM Team has responsibility for providing technical assistance, outreach, initial triage, and DCM services. In addition, the IDCM Team supports State, local and non-profit capacity for disaster case management, augmenting and building capacity where none exists. Immediate Federal DCM Services may last up to 90 days; however, FEMA may terminate Immediate DCM services earlier if the mission is determined to be complete. Additionally, the IDCM Team Coordinator will collaborate with the assigned FEMA IDCM Coordinator in the JFO to:
  - Establish a timeframe for the duration of Immediate Federal DCM Services (up to 90 days).



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- Work with State/Local agencies to identify existing resources, identify gaps in resources for survivors' disaster-related response and recovery needs and provide technical assistance to the State in matching client needs with resources.
- Conduct outreach to identify vulnerable and other special needs populations impacted by the disaster including but not limited to, individuals with disabilities, children, elderly, individuals with limited English proficiency, and people who have unmet disaster-caused needs. Outreach to these populations should be conducted through local Disaster Recovery Centers (DRCs), VOADs, faith-based organizations, LTRGs, shelters and other congregate facilities.
- Assess survivor's unmet disaster-caused needs to identify immediate basic needs (e.g., food, clothing, shelter, first aid), and provide information and referral for individuals with urgent needs (e.g., emergency healthcare, mental health issues, benefits restoration, post-disaster child care, housing, financial assistance, transportation, household pets and service animals, medication management).
- Screen applicants with unmet disaster-caused needs to identify who could benefit from long-term disaster case management services (e.g., permanent housing, major home repair or rebuilding).
- Coordinate appropriate DCM personnel and utilize a client data collection system specific to the assigned disaster.
- At the end of Immediate Federal DCM Services, transfer remaining open cases to the Federal DCM State grant program, if applicable.
- Implement close out process for Federal Immediate DCM Services.
- Provide after action reports within 90 days of closeout process.

**State DCMP Grant** – The State DCMP grant is a Federal grant that makes funds available to the State to implement a DCMP, by utilizing contractual providers to provide DCM for long-term disaster caused unmet needs. Long term DCMP shall not exceed 24 months from the date of the Individual Assistance declaration. The DCMP application must be submitted within 60 days from the date of declaration. States should complete the application based on the guidance in the FEMA DCMP Manual.

- Eligible Funding under the State DCMP Grant may include:
  1. Salary & Fringe Benefits for DCMP staff
  2. Supplies & Equipment required for the DCMP to operate fully
  3. DCMP Training costs incurred by the State, its management agency, and its local providers
  4. Transportation and mileage for case managers to visit survivors, attend meetings, off-site trainings and perform DCM services
- DCM Options: DCMP allows the State options for implementation:
  - Option 1: Immediate Federal DCM Services only.
  - Option 2: State DCM Grant only.
  - Option 3: Immediate Federal DCM Services and State DCMP Grant.

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For additional information on DCM Immediate Federal DCM Services please contact [hswatchofficer@acf.hhs.gov](mailto:hswatchofficer@acf.hhs.gov)  
 For additional information on DCM State DCM Grant please send inquiries to [FEMA-DCMP@dhs.gov](mailto:FEMA-DCMP@dhs.gov)