

Disaster Case Management

Program - Illinois

Frequently Asked Questions for Emergency Managers



August 2013

Background

On May 10, 2013, in the aftermath of the severe storms and flooding April 16 - May 5, the President declared a major disaster in the State of Illinois (FEMA-4116-DR-IL). Following that declaration a FEMA Disaster Case Management Program (DCMP) Assessment Team was deployed to conduct an in-depth evaluation of the impacted communities to determine if or where supplemental DCMP support may be warranted.

The DCMP Assessment Team concluded that resources existed to address longer term disaster case management (DCM), but recommended federal support for immediate disaster casework (DCW) be made available for nine Illinois counties (Cook, DuPage, Grundy, Lake, LaSalle, Peoria, Rock Island, Tazewell, and Woodford) through activation of an Interagency Agreement (IAA) between FEMA and the American Red Cross (ARC). On July 2, 2013, after reviewing this assessment and recommendation, the State of Illinois requested that FEMA provide immediate DCW support through the DCMP in the nine identified counties.

Frequently Asked Questions

1. What is the FEMA Disaster Case Management Program (DCMP)?

The DCMP is a federally funded supplemental program administered by FEMA. In accordance with Section 426 of the Robert T. Stafford Disaster Relief and Emergency Act (Stafford Act), *“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”* (42 U.S.C. § 5189d).

2. Does FEMA make additional financial assistance available to survivors through the Disaster Case Management Program (DCMP)?

The Robert T. Stafford Act does not authorize FEMA to provide direct financial assistance to survivors through the DCMP. Any financial support provided to survivors by DCMP caseworkers is made available through referrals to agencies, organizations, and disaster Long-Term Recovery Groups.

3. How was the need for Disaster Case Management Program (DCMP) support evaluated?

To evaluate the need for supplemental DCMP support in Illinois, the DCMP Assessment Team collected quantitative and qualitative information related to disaster impact, existing disaster case work (DCW)/disaster case management (DCM) capability, and the vulnerability of the impacted population, and weighed it against historic data. Assessments revealed that adequate State and local capacity exists to address long-term DCM requirements, given the impact of the event and vulnerability of the affected population, but supplemental federal support for immediate short-term DCW was warranted in nine counties.

4. How will disaster casework (DCW)/disaster case management (DCM) be provided in counties that do not receive Disaster Case Management Program (DCMP) support?

It is important to note that the DCMP, including the short-term DCW being implemented in Illinois, is supplemental in nature. DCW and DCM support is regularly provided at a local level by voluntary faith-based and community-based organizations to survivors following locally significant disasters. This program is intended to support – not supplant – the local capacity to deliver DCW/DCM. Emergency managers in jurisdictions not identified for DCMP support are encouraged to coordinate with local voluntary faith-based and community-based organizations to support DCW and DCM needs in their county or municipality.

5. What is disaster casework (DCW)?

Disaster casework (DCW) is an early intervention conducted on a one-to-one basis by a disaster caseworker who works with the survivor to meet immediate disaster related needs through information and referral, short-term planning and/or referrals to available disaster resources.

6. What is the difference between Disaster Casework (DCW) and Disaster Case Management (DCM)?

Disaster casework (DCW) is distinct from DCM in that disaster caseworkers have short-term relationships with disaster survivors. The DCW process does not require continuity of care from the same caseworker, DCW is often initiated in the relief phase of disaster response, and assessments and interventions typically focus on immediate, urgent and transitional needs. DCM is a longer term process through which a single case manager facilitates ongoing holistic recovery support and assistance from various sources according to a regularly updated individual recovery plan.

7. Do survivors need to apply or qualify for FEMA assistance to receive disaster casework (DCW) support?

No, survivors do not have to apply or qualify for FEMA assistance to be eligible to receive DCW support. DCW support provided through the Disaster Case Management Program (DCMP) is available regardless of a survivor's FEMA program status or eligibility. The primary criterion for DCW support is that the recovery need was caused by the declared disaster.

8. Why is the American Red Cross (ARC) involved in providing Disaster Case Management Program (DCMP) disaster casework (DCW)?

The ARC is chartered by Congress to provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies. Because of this relationship and its long history of providing assistance, the ARC plays a unique leadership role in major disasters. Recognizing this, the ARC supports programs like the immediate DCW phase of the DCMP, where it can promote the convening of other relief organizations to support the needs of disaster survivors.

9. Why does FEMA have an Interagency Agreement (IAA) with the American Red Cross (ARC) and what does it cover?

In order to facilitate the coordinated use of specific expertise and resources during times of extraordinary need, federal law allows for the development of IAAs between departments, agencies, or instrumentalities of the U.S. government. Because of the special legal relationship that exists between the federal government and the ARC, a formal IAA was established to leverage the strengths of both parties to support common goals in mass care, emergency assistance, temporary housing, and human services. It is important to note that the ARC relies on the generosity of the American public to support nearly 100 percent of its disaster relief activities. The IAA provides increased flexibility and allows the ARC to serve the country in ways that extend disaster support beyond that which is normally available.

10. What is the program timeline?

Disaster Case Management Program (DCMP) support for disaster casework (DCW) in Illinois is built around a 90-day timeline outlined in the program’s guidance and the American Red Cross (ARC)/FEMA Interagency Agreement (IAA). This period has been broken into four phases: 1) training for caseworkers; 2) client outreach and intake; 3) unmet needs assessments and referrals to governmental and nongovernmental assistance programs; and 4) the transition of remaining cases to organizations providing long-term disaster case management (DCM) support.



11. What is the role of county and municipal emergency management in supporting this program?

- Help ensure caseworkers are able to connect with survivors that have unmet needs
- Help ensure caseworkers are aware of local programs and/or organizations able to support recovery needs of disaster survivors
- Provide continued support for the development of locally led disaster Long-Term Recovery Groups.

12. How will progress on the program be shared with emergency management?

Periodic summaries and narrative reports will be developed by the American Red Cross (ARC) and provided through the State to county and municipal emergency managers.

13. What happens after the 90-day Disaster Case Management Program (DCMP) immediate disaster casework (DCW) timeline?

The DCMP immediate DCW program administered by the American Red Cross (ARC) was developed with an understanding that a significant percentage of clients will require disaster case management (DCM) support for months and possibly years in order to fully recover. Thus, the ARC has partnered from the outset with other voluntary, faith-based and community-based organizations to enhance local capacity and ensure that a long-term strategy is in place to support the recovery needs of survivors.

14. Is there a State or local cost share?

There is no cost share associated with this program. All of the FEMA Disaster Case Management Program (DCMP) components, including those supported through the activation of the Interagency Agreement (IAA) between FEMA and the American Red Cross (ARC), are 100 percent federally funded.