



**National
Voluntary Organizations
Active in Disaster**

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

DISASTER CASE MANAGEMENT

Ratified by NVOAD
Board Feb 2020

Recovery Tools Workshop

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Workshop Purpose

- To provide a high-level overview of Disaster Case Management to local community members in order to assist community leaders in developing a functional long-term recovery structure
- This is NOT a training on how to be a Disaster Case Manager



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Workshop Learning Objectives

- After this workshop, participants will be able
 - To understand and describe the basic purpose, function, and process of Disaster Case Management (DCM);
 - To understand and describe how DCM fits into the Long-Term Recovery process.



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Workshop Overview

- Establishing Context – “Disaster 101”
 - Phases of Disaster
 - Federal/State/Local disaster systems
 - Disaster declarations and process
- DCM in Long-Term Recovery
 - Definition of DCM
 - Principles of DCM
 - Disaster Casework and Disaster Case Management
 - Defining Unmet Needs



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Workshop Overview

- DCM Support
 - Role and Importance of the DCM Supervisor
 - Program Structures
- Questions and Open Discussion
- Wrap-up



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Establishing Context

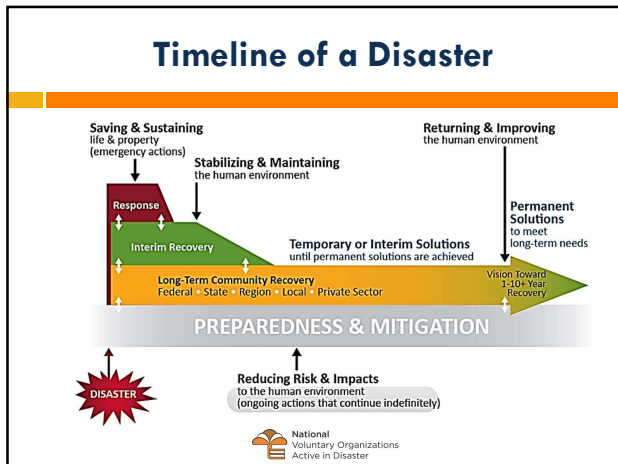
Disaster 101



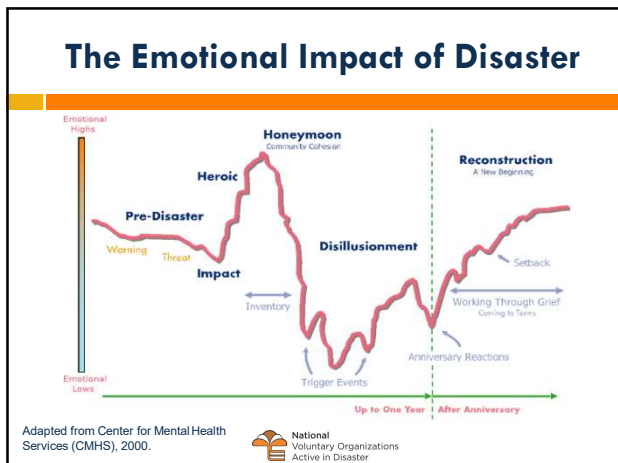
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The Disaster Continuum – Local

- Community Organizations Active in Disaster (COAD)
 - Volunteer Management
 - Mass Care
 - Donations Management
 - Mental Health/Spiritual Care
 - Access and Functional Needs
- Long-Term Recovery Group (LTRG)



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The Disaster Continuum - State

- State Emergency Management Agency
- State Voluntary Organizations Active in Disaster (VOAD)
- State Human Service Commission
- State Voluntary Agency Liaison (where applicable)



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The Disaster Continuum – National

- National Voluntary Organizations Active in Disaster (NVOAD)
 - National member agencies
 - National partner agencies
- Federal Emergency Management Agency (FEMA)
 - Voluntary Agency Liaison role (VAL)



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Disaster Declarations

- ❑ Undeclared
 - ❑ Local and state (if applicable) resources
- ❑ State of Emergency
 - ❑ Additional state resources
- ❑ Declared
 - ❑ State declaration
 - ❑ Federal declaration
 - ❑ USDA
 - ❑ SBA
 - ❑ Presidential
 - ❑ Public Assistance
 - ❑ Individual Assistance



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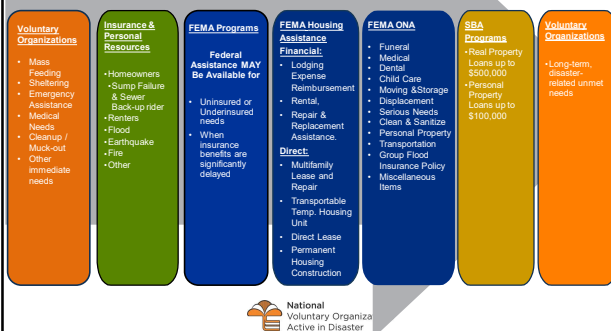
Declaration Process

- ❑ All disasters are “owned” by the local impacted community
- ❑ The local community requests assistance from the State, the State requests assistance from FEMA
- ❑ FEMA’s “client” is the State



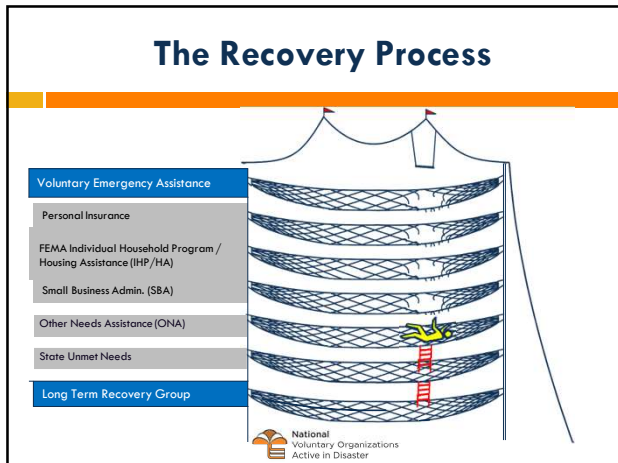
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Sequence of Delivery



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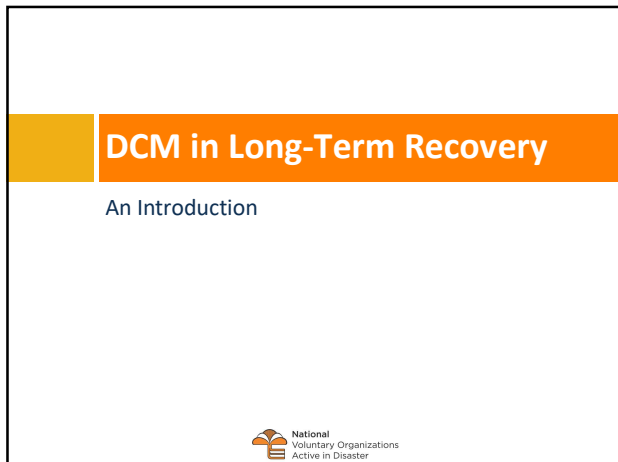
The Recovery Process



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DCM in Long-Term Recovery

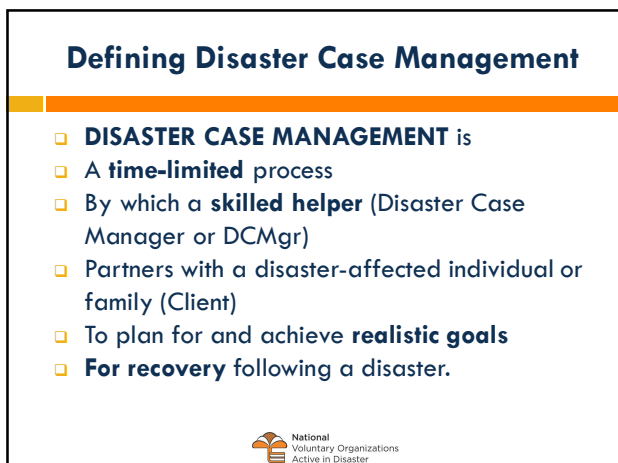
An Introduction



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Defining Disaster Case Management

- ❑ **DISASTER CASE MANAGEMENT** is
- ❑ A **time-limited** process
- ❑ By which a **skilled helper** (Disaster Case Manager or DCMgr)
- ❑ Partners with a disaster-affected individual or family (Client)
- ❑ To plan for and achieve **realistic goals**
- ❑ **For recovery** following a disaster.



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Principles of DCM

- All people have inherent worth, dignity, and autonomy
 - Respect
 - Self-determination
 - Right to privacy
 - Non-judgmental and non-discriminatory



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Principles of DCM

- Human relationships are essential to recovery
 - Equal partnership of survivors and providers
 - Personal and institutional integrity
 - Trust and mutual respect



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Principles of DCM

- Empowerment
- Continuity
- Confidentiality
- Basic Needs
- Mutual Accountability



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Empowerment

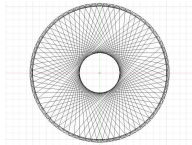
- Helping clients
- Take responsibility and control of their own lives
- Influence the situation in which they find themselves
- Secure the resources they need for disaster recovery.



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Continuity

- The DCM manager is responsible for
 - frequent client contact,
 - coordination of services, and
 - transitioning the client to closure or transfer to another case manager for services.
- This serves to minimize client stress and the duplication of services.



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Confidentiality

- Keeping information given by or about an individual in the course of a professional relationship secure from others, is central to the maintenance of trust between worker and client.
- National VOAD principles:
 - Respect the client's right to privacy
 - Protect the client's confidential information
 - Maintain appropriate confidentiality when releasing information about the client to others



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Basic Needs

- Basic Needs - including food, water, air, warmth, shelter, and safety - must first be met in order for clients to make significant recovery gains and to adjust to the new reality following a disaster.



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Mutual Accountability

- Creates a structure for staff to work
- Seeks out the resources needed for the recovery efforts
- Develops policies and procedures that guide the LTRG and give boundaries to staff and clients
- Provides strong staff supervision that helps to integrate
 - case management
 - construction management
 - volunteer management
 - client relationships



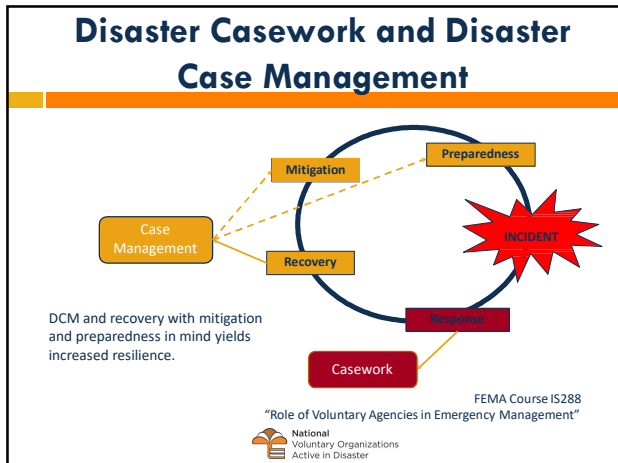
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Mutual Accountability

- Practices good financial stewardship: considers donor intent and encourages client contribution (financial and/or sweat equity)
- Provides a forum at which all partners interact collaboratively on a regular basis



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Disaster Casework and Disaster Case Management

Disaster Casework (DCW)	Disaster Case Management
<ul style="list-style-type: none"> Starts during relief phase Does not require continuity of care Provides information and referral, short term planning, and referrals for basic and immediate needs from existing resources 	<ul style="list-style-type: none"> Follows and builds on DCW Best practice to have continuity of care from the same trained worker More comprehensive – treats the whole person and family

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Role of a Disaster Case Manager

- ❑ Information Resources
- ❑ Referral
- ❑ Screening/Intake
- ❑ Needs Assessment
- ❑ Recovery Planning
- ❑ Advocacy



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Purpose of Disaster Case Managers

Case Managers DO

- ❑ Assist and Advocate.
- ❑ Discuss client options and potential consequences of each.
- ❑ Commit to making every effort to connect clients with available resources.
- ❑ Refer clients for services outside of their role and scope of practice.
- ❑ Assist clients in accessing services and resources as needed.
- ❑ Treat all clients with respect.
- ❑ Seek and accept supervision.
- ❑ Maintain appropriate boundaries.

Case Managers DO NOT

- ❑ Make judgments about client choices.
- ❑ Make promises regarding delivery of services.
- ❑ Provide therapeutic counseling, medical attention, childcare, or cash.
- ❑ Do anything for the client that he or she is capable of doing independently.
- ❑ Act on prejudices or biases so as to impede client access to resources.
- ❑ Work in isolation.



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DCM Managers Relationship to the LTRG

- ❑ DCM Managers help LTRGs understand and verify client trends/needs
- ❑ LTRGs help DCM Managers understand what resource providers need to know about clients and what resources are available
- ❑ LTRGs can help develop resources
- ❑ LTRGs provide DCM Managers with a venue for case presentation



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DCM Managers Relationship to the LTRG

- Confidentiality must be maintained, but aggregate client information is necessary for resources to flow
- If releases are in place, client-level data can be shared



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Sequence of Delivery



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DCM Support

An Introduction



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The Disaster Case Management "Team"

- ❑ Disaster Case Manager
- ❑ Disaster Case Management Supervisor
- ❑ Local Disaster Case Management Committee
 - ❑ Provides support to local Disaster Case Managers
 - ❑ Assists in identifying and documenting available recovery resources
 - ❑ Provides opportunity for peer review of cases prior to presentation to the LTRG



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The DCM Supervisor

- ❑ **Some of the duties of a DCM Supervisor are:**
 - ❑ Orient, train, support, and supervise staff and volunteers
 - ❑ Develop and maintain policies and program standards
 - ❑ Monitor case load and case progress
 - ❑ Audit case files
 - ❑ Approve case transfers and closures
 - ❑ Collaborate with community partners, including LTRGs



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The DCM Supervisor

- ❑ **Some of the duties of a DCM Supervisor are:**
 - ❑ Ensure Client Confidentiality
 - ❑ Identify and Develop Resources
 - ❑ Maintain Accurate and Timely Program Data
 - ❑ Adhere to Program Budget
 - ❑ Complete Necessary Administrative Duties




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Questions and Answers




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Feedback

<http://tiny.cc/nvoadrtweval>




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Thank you for your participation. For more information, contact your state or local leadership or National VOAD at www.nvoad.org.

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