



FEMA's Disaster Case Management (DCM) program supplements state, local, territorial, or tribal (SLTT) governments' capacity to provide support services to survivors after a disaster. Section 426 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, (P.L. 93-288; 42 U.S.C. 5189d, as amended), authorizes FEMA to provide funding to SLTT governments or qualified private organizations to provide disaster case management services in the event of a Presidential major disaster declaration which includes Individual Assistance (IA).

DCM is a time-limited program that involves a partnership between a disaster case manager and a disaster survivor (also known as "client") to develop and carry out an individual Disaster Recovery Plan. The Disaster Recovery Plan includes resources, decision-making priorities, guidance, and tools to assist disaster survivors. This partnership provides the survivor with a single point of contact to facilitate access to a broad range of resources.

The DCM program is a Stafford Act funded program promoting: (a) effective delivery of post-disaster case management services, (b) partner integration, (c) provider capacity building, and (d) state-level program development. The program provides funding and technical assistance to ensure a whole community approach to providing or connecting local services to disaster survivors.

Services are provided at no cost and are available to any survivor that has been impacted by the disaster, regardless of eligibility for FEMA IHP or other Federal assistance. Individuals and Households do not need to be registered with FEMA to receive Federal Disaster Case Management assistance.

DCM Program Services

- **Client Outreach.** In coordination with FEMA, other federal partners, non-federal entities, and local community organizations, providers perform outreach to connect with clients who could benefit from DCM.
- **Triage Needs.** After initial intake, case managers assign a priority level to cases based on the client's severity of need and ability to recover; this is regularly reassessed throughout the program.
- **Assessment.** Case managers collect information to assess disaster-caused unmet needs and resources already provided.
- **Information and Referral.** Case managers provide information and referrals to short term, immediately available resources and work with survivors to identify next steps and recovery goals.
- **Development of a Recovery plan.** Case managers work with clients to develop a preliminary recovery plan based on the identified disaster-caused unmet needs.

- **Advocacy and Referral.** Case managers and clients work together to advocate for resources to address the unmet needs and move towards achieving the goals outlined in the disaster recovery plan.
- **Monitor Recovery Plan.** Case Managers monitor client progress as defined in their disaster recovery plan through regular client contact and case file reviews.

A disaster-caused unmet need is defined as an un-resourced item, support, or assistance that has been assessed and verified as necessary for a survivor to recover from a disaster. This may include food, clothing, shelter, first aid, emotional and spiritual care, household items, home repair, or rebuilding.

DCM services, provided through a federal DCM grant, are available to any survivor impacted by the declared disaster. This allows individuals who may have suffered losses not covered by state, territory, or tribal government assistance programs, as well as those whose homes are damaged by the disaster, to benefit from DCM services.

DCM Program Types:

- ***Immediate Disaster Case Management.*** The IDCM is a FEMA managed program that provides short-term, limited services to address immediate disaster caused needs and make referrals for disaster survivors. Implementation of IDCM typically begins within 14-30 days of the declaration date. The period of IDCM assistance will not exceed 180 days. IDCM is not a Federal award. It is implemented, administered, and overseen by FEMA, in coordination with state, territory, tribe, and local governments.
- ***Disaster Case Management Program.*** The DCM program is a FEMA-funded federal award to SLTTs or qualified private organizations to implement a supplemental DCM program to supply services to survivors with long-term disaster-caused unmet needs. The DCM grant application must be submitted within 90 days from the date of the Presidential major disaster declaration or IA designation, and the period of performance shall not exceed 24 months from the date of declaration.

Additional information about applying to or implementing a DCM program can be found at <https://www.fema.gov/individual-assistance-program-and-policy-guide>.

FEMA's Mission: "Helping people before, during, and after disasters."

April 2019