



FEMA



FACT SHEET

Disaster Case Management Program

The Disaster Case Management Program (DCMP) is a federally funded program administrated 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 direct federal services and/or a federal grant.

DCM is a time- limited process that involves a partnership between a case manager and a disaster survivor (also known as a "client") to assist the survivor with developing and carrying out a Disaster Recovery Plan. This partnership provides the client with a single point of contact to facilitate access to a broad range of resources. The process involves an assessment of the client'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 needs and the monitoring of progress toward reaching the recovery plan goals, and, when necessary, client advocacy.

Program Overview: The program provides disaster case management services to clients.

Purpose: The Disaster Case Management Program (DCMP) augments State and local capacity to provide disaster case management services in the event of a major disaster declaration which includes Individual Assistance.

The State may exercise the following options in implementing the DCMP:

Option 1: The State may choose to initiate Phase I only.

- Funding to ACF to administer and implement the DCMP
- Phase I may last up to 180 Days from date of Declaration
- State must either request the DCMP in the Request for Declaration or provide a Letter of Intent within 15 days of the Declaration

Option 2: The State may choose to initiate Phase II only.

- Grant funding to the state to administer and implement the DCMP
- Phase II may last up to 24 months from date of Declaration
- State must request the DCMP in the Request for Declaration or provide a Letter of Intent within 15 days of the Declaration and an application within 60 days of the Declaration

Option 3: The State may choose to initiate both Phase I and II.

- Phase I may last up to 180 days
- Phase II may last up to an additional 18 months not to exceed a total of 24 months from date of declaration when both programs are initiated.
- State must either request the DCMP in the Request for Declaration or provide a Letter of Intent within 15 days of the Declaration

Option 4: The State may choose not to request DCMP if internal/existing resources are sufficient to meet the needs of affected disaster survivors.



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Phase I Direct Federal DCM Services – A rapid response element of DCM, led by the U.S. Department of Health and Human Services, Administration for Children and Families (ACF). This phase includes the deployment of ACF’s National DCM Team to begin immediate outreach and assessment with eligible clients impacted by the disaster within 72 hours of deployment. Phase I may last 30 to 180 days, depending on the State’s capacity and their need to initiate Phase II. A State must either provide a request for Phase I in the original Request for Declaration or a Letter of Intent within 15 days of the Declaration.

Prior to the transition from Phase I to Phase II, FEMA and ACF may provide technical assistance to the State in the preparation of their grant application for the Phase II DCMP. The application, based on FEMA DCM Program Guidance, must be submitted within 60 days from the date of declaration.

Phase II DCM Grant – A federal grant for long term DCMP up to 24 months from the date of the Declaration with Individual Assistance, or if Phase I was implemented, an additional 18 months not to exceed a total of 24 months. The grant will make funds available to the State for disaster case managers to work directly with clients. Disaster case managers will assist in the development of a disaster recovery plan that may include referrals, monitoring of services and advocacy, when needed.

Once the DCMP application has been submitted by the State, FEMA Regional staff will review the request and make a recommendation to FEMA Headquarters (HQ) for final review. FEMA HQ will make a determination within 15 days of receipt of the DCMP application. In addition, FEMA HQ will provide the statutorily required notification to the Senate Appropriations Committee. If approved, a grant award will be provided by FEMA to the State.

Services Provided Under Phase I Direct Federal DCMP Services

- Deployment of trained National DCM teams through standing ACF contracts;
- Assessment of the community’s disaster-related needs by the National team, in coordination with Federal, State and local government agencies;
- Outreach in the impacted community to assure clients have access to DCM services and other recovery resources;
- National DCM teams that provide a full range of DCM services to clients – Intake, Assessment, Information and Referral, Recovery Plan Development and Resource Monitoring;
- Collaboration with local agencies that are providing disaster-related services to the clients
- Use of DCM client tracking software to avoid duplication of services; and
Transition the DCMP to existing agencies within the State or to a Phase II DCMP.



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Eligible Funding Under the Phase II DCMP may include:

- Salary & Fringe Benefits for DCMP staff
- Supplies & Equipment required for the DCMP to operate fully
- DCMP Training costs incurred by the State, its management agency, and its local providers
- Transportation and mileage for case managers to visit clients, attend meetings, off-site trainings and perform DCM services

Program Evaluation and Accountability

Phase II DCMP Grant awards are contingent upon the State meeting the following conditions:

- The State is required to submit monthly progress updates and quarterly reports on program activities
- The State is required to submit a Financial Federal Report (FFR) or SF-425 every quarter of the performance period
- The State must conduct a comprehensive evaluation of the program and submit final results to FEMA within 90 days from the program closure date

Key Principles of the DCMP

- **Eligible Clients:** Clients whose primary residence was located in a disaster declared area designated for Individual Assistance at the time of the incident.
- **Disaster-Caused Unmet Needs:** Disaster Case Managers will work with clients 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 client 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.

For additional information on DCM Phase I please contact Stacey.Bishop@acf.hhs.gov or 202- 401-9331).
For additional information on DCM Phase II please send inquiries to FEMA-DCMP@dhs.gov