



Frequently Asked Questions

Disaster Case Management Program

1. What is Disaster Case Management?

Disaster Case Management (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.

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

2. How does the State indicate they want to apply for the DCMP?

The Governor or the Governor’s Authorized Representative (GAR) may include a request for the DCMP in a Request for Declaration that includes Individual Assistance, or

- A Letter of Intent must be submitted by the Governor or the GAR within 15 days from the date of the Presidential Declaration.

3. What is the process and what options are available when applying for DCMP funding?

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

- Funding to Administration of Children and Families (ACF) for administration of Phase I only
- Phase I may last up to 180 days from date of Declaration
- State must either request the DCMP in the original 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.

- Funding to the State to administer and implement the DCMP
- Phase II may last up to 24 months from date of Declaration
- State must either request the DCMP in the original 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 from date of Declaration
- Phase II may last up to an additional 18 months but not to exceed a total of 24 months from date of Declaration including both Phase I and II
- State must either request the DCMP in the original 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 funding if the internal/existing resources are sufficient to meet the needs of affected disaster survivors.

4. When does DCMP funding become available and who can apply for it?

Depending on the option chosen by the State, funding to support ACF activation (option 1) may be available immediately upon FEMA’s approval of the State’s request. If the State chooses to request a State administered grant (option 2), then the State must apply within 60-days from the



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date of Declaration. State, Tribal, local governments, and private organizations are eligible to apply for DCM funding.

5. What happens after the State submits a DCMP application for Option II?

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 a final approval. A determination will be made by FEMA HQ within 15 days of receipt of the DCMP application from the Regional Office or the Joint Field Office. In addition, FEMA HQ will provide the documents to the Senate Appropriations Committee for the statutorily required notification process. Once the notification is complete and if the application is approved by FEMA, a grant award will be provided to the State.

6. Is there a State Cost Share requirement?

No. DCMP does not require a cost share. 100% of the funding is provided by FEMA.

7. Who is eligible for DCM services?

The target population for DCM services is individuals and families whose primary residence was in the impacted area at the time of the disaster and have a verifiable disaster caused unmet need that cannot be met through Federal, State or local disaster assistance. Households that have relocated due to the disaster may be eligible for services.

Undocumented disaster survivors are not eligible for DCM services but they will be referred to local voluntary organizations for continuing assistance. However, if an undocumented household has a legal resident or a U.S. citizen, that household is eligible to receive DCM services.

8. What is a disaster caused unmet need?

A disaster caused unmet need is any un-resourced item, support, or assistance that is necessary for the client to recover from the disaster. Client resources may include insurance payments, Federal disaster assistance (i.e. FEMA Individuals and Households Program grants, Small Business Administration (SBA) Disaster Loans), State assistance, and personal resources. Unmet needs could include basic, immediate emergency needs such as food, clothing, shelter, or first aid, and long term needs such as financial, physical, emotional, or spiritual well-being.

9. What services are offered with DCM?

DCM services may include organizing, tracking, and providing referrals for services such as: locating and securing housing, basic furniture and/or appliances, financial counseling, utility deposit or installation fees, social service benefit restoration or application, employment assistance, assistance with mental and physical health resources, interpretation services and coordinating transportation services when necessary.

10. Why is there no direct financial assistance money available through DCMP for clients?

The Robert T. Stafford Act does not authorize FEMA to provide direct financial assistance through DCMP.

11. How can I get more information on Disaster Case Management?

For information on DCM Phase I contact Stacey.Bishop@acf.hhs.gov or 202- 401-9331.

For information on DCM Phase II send inquiries to FEMA-DCMP@dhs.gov