

AGENDA

- Report from the National Hurricane Conference: Week 2
- Hurricane Michael Update: Disaster Case Management Program (DCMP)



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<https://hurricanemeeting.com/>

SEE VIRTUAL AGENDA-

<https://hurricanemeeting.com/virtual-session-agenda/>

- Opening Session Recording

<https://register.gotowebinar.com/register/5275337350381272848>

- Updated 2020 Forecast

- <https://tropical.colostate.edu/Forecast/2020-06.pdf>



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Hurricane Michael Update: Disaster Case Management Assistance

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Disaster Services Programs and Partnerships

Elizabeth Disco-Shearer CEO
Disaster Services Corp SVDP-USA

Anthony Pluchino
National Director of Programs

Kevin Peach COO



History of SVDP in Disaster Services

- One of the earliest Charities in the United States to assist with disaster relief
- Founding member of NVOAD
- Divided in eight region in the United States (This Region is called the Southeast Region)
- DSC is the corporation of St. Vincent de Paul that does Disaster Services
- Regional Volunteer Leadership coordinates the SVDP Councils- DSC oversees
- US branch covers the United States and American Territories
- International branch out of Paris, France
- Participation in NVOAD, State VOADS, county COADS

www.svdpcdisaster.org



Map of Disaster Coverage





Lower Lake and Sonoma County CA Fires

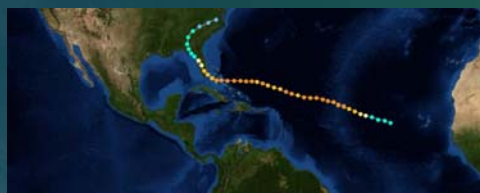


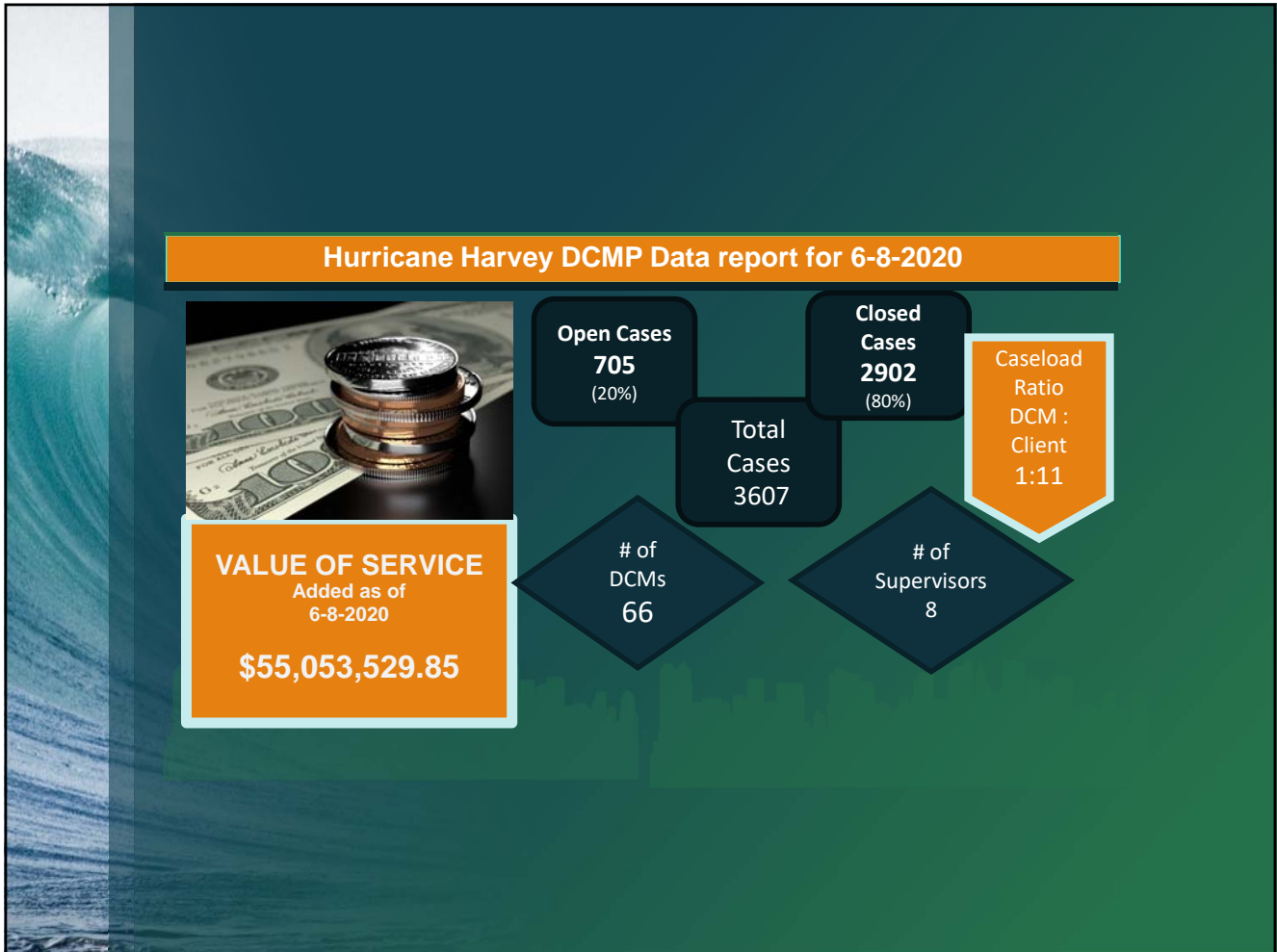
The faces of Disaster Services



Ongoing Major Disaster Recovery since 2013

- SANDY - IDCMP, HIB, financial assistance
- LA Spring Floods of 2016
- WV June Floods of 2016
- LA August Floods of 2016
- Northern CA Wildfires of 2016, 2017, 2019.
- Hurricane Matthew in October 2016
- Northern IL Floods from 2017 and 2018
- Ongoing TX Floods from 2015, 2016 and 2017
- Hurricane Harvey, Texas Recovery 2017
- Hurricane Irma and Maria Relief and Recovery 2017
- Florida DCMP 2018
- Puerto Rico Cooperative DCMP 2018
- Hurricane Michael DCMP 2019





Key Programs



Disaster Case Management



Council Support for Disaster Preparedness and Recovery



Rapid Response Teams



Parish Recovery Assistance Centers P-RACs



House in a Box ®



Economic Recovery Programs



Consulting and Training on Federal Programs

House in a Box ®

- Lower Lake County, CA
- Stockton, CA
- Mullins, SC
- Houston, TX
- Dallas, TX
- Victoria, TX
- San Antonio, TX
- Beaumont, TX
- Santa Rosa, CA



Key Areas of Focus

- Rapid Response Teams
- Disaster Case Management
- Council Support during Recovery Phase
- Parish Recovery Assistance Centers P-RACs
- Disaster Case Management Programs
- House in a Box® Programs
- Household goods
- Lowes \$25 k construction grant
- Economic Recovery Programs

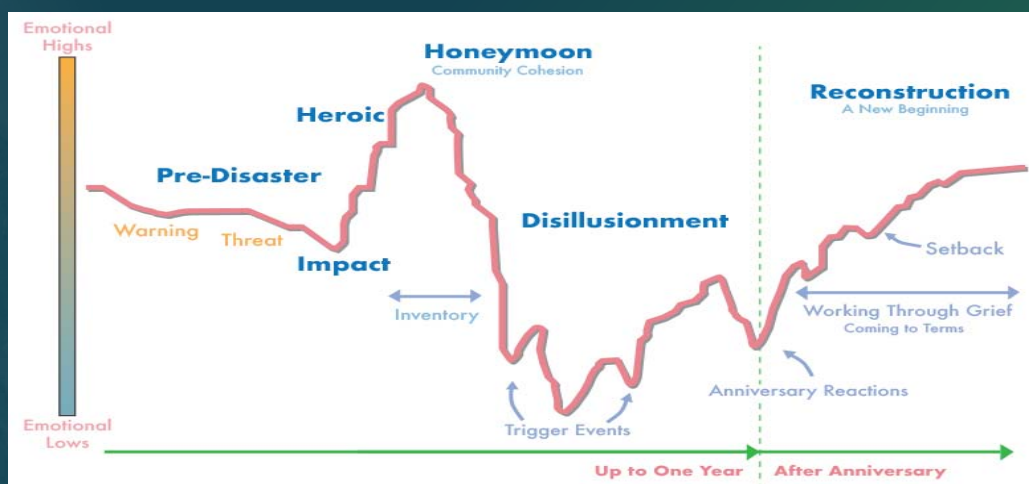


Economic Recovery Summits

- West Chamber of Commerce, West, TX 5/2014
- Marshall University, Huntington, WV 1/2017
- University of Lincoln, Lincoln, NE 5/2017

A whole community approach to systemic change.





Disaster from a Survivor/Community View



What is DCM?

- Disaster Case Management (DCM): is a time-limited process by which a skilled helper (Disaster Case Manager) partners with a disaster affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster.



Types of DCM Programs

Federal DCM Programs

- IDCM: through ACF (up to 180 days from the date of declaration)
- DCM: through a State or through a Cooperative Agreement with FEMA (up to 24 months from the date of declaration)




Case Manager Responsibilities

- Assess unmet recovery needs with the client, through interviewing, making appropriate referrals, and providing advocacy for the client.
- Keep a written narrative of the work done on the case and document every phone call and contact with the client, with any vendors, agencies, and co-workers that are doing anything on behalf of the client or the LTRC. **THIS IS MOST IMPORTANT.**



Case Manager Responsibilities Continued...

- Present the high priority unmet needs cases to the LTRC
- Communicate back to the client the assistance to be provided from the LTRC and any limitations to the assistance available.
- Make any necessary referrals to fill gaps in assistance.
- Verify the results of the assistance provided and document in the file in order to close the case.



DSC Current
DCM Programs

- Hurricane Harvey Texas
- Hurricane Maria Puerto Rico
- Hurricane Michael Florida

DCM vs. DCW

- **Disaster Case Management:**

- Primary point of contact assisting the Client in coordinating necessary services and resources to address the client's complex disaster recovery needs.
- Continuity of care is recommended.
- Part of recovery phase of disaster.
- Long term relationship with disaster survivor

- **Disaster Casework:**

- Early intervention to disaster survivors to address immediate and transitional needs.
- Short term relationship with disaster survivor.
- Continuity of care is not required.
- Initiated in the relief phase of disaster response




Who are Disaster Case Managers?

- Those with specialized knowledge and skills regarding disaster recovery resources, advocacy and case presentation, assessment of the survivors and disaster recovery planning, the potential impact of the disaster on survivor's over-all well-being and ability to cope and the recovery needs of vulnerable populations after a disaster.
- **Qualifications determined by the Voluntary Organization or Funding Entity**



Disaster Case Management Programs

- Sonoma, CA (private funding)
- Sacramento, CA- DSC helping SVDP Sacramento (DCMP with Catholic Charities-federal funding)
- Various locations in IL (private funding)
- Goldsboro, NC (private funding)
- Northern LA DCMP Contract-17 parishes and now Baton Rouge DCMP Contract (federal funding)
- Hurricane Harvey- for 42 counties (federal funding)
- Hurricane Irma-for 15 counties Florida DCMP
- FEMA Cooperative Contract for DCMP in PR – 20 Municipalities
- Michael DCMP 11 counties



Individuals and families informed of how well their recovery needs match the particular organization's services, applicable service criteria, and availability and timing of services.

Referrals conducted when applicant does not meet particular service criteria, or cannot be served within a time period acceptable to the applicant, or needs for services fall outside of an agency's capacity to serve the client.

Intake for Case Management Services

Assessment

- Comprehensive, individualized, strengths-based, and culturally-responsive assessments of disaster recovery needs. Information gathered is specifically targeted to information needed in order to verify and advocate on behalf of the Client in order to plan for recovery and to meet recovery goals.





Advocacy

- Client and DC Manager take action according to the agreed-upon Disaster Recovery Plan.
- During the Initial Phase of Disaster Case Management, the DCM will play the major role in this process.





Monitoring Progress

- Monitoring and periodic reassessment ensure continuity of care. Timely adjustments to service provision can be made, if needed.
- Ensuring that client was able to utilize referral resources.



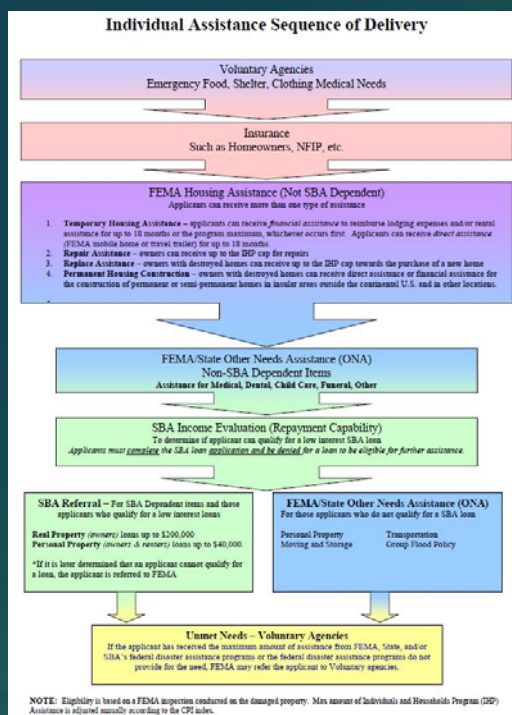
Case Closure

- Closing a Client's case is a planned, orderly process that clearly defines assignment of staff/volunteer responsibility.
- Review/acknowledge progress made or goal achievement and encourage client to seek help in future, if needed.



Long Term Recovery

- The beginning of long-term recovery is typified by...
- The completion of many or all the emergency and relief programs.
- The gradual reduction of the presence of outside organizational representatives, staffs, and resource persons.
- The casework, and recovery initiatives being administered by the long-term recovery committee and other voluntary groups.
- The initiation of government recovery and/or mitigation programs.



Michael Declared Disaster Counties Served

Group 2

- Calhoun
- Holmes
- Jackson
- Washington

Group 3

- Franklin
- Gadsden
- Gulf
- Liberty
- Leon
- Taylor
- Wakalla

DCM Staffing Overview

Group 2 counties: Calhoun, Holmes, Jackson, Washington

Sarah Finley, Disaster Case Manager Supervisor

- 8 DCMS
- 1 Cost Construction Analyst
- 1 Data Analyst
- 1 Admin

Main office: Marianna, Blountstown

DCM Staffing Overview

Group 3 counties: Franklin, Gadsden, Gulf, Leon, Liberty, Taylor, Wakulla

Shanon Granado, Disaster Case Manager Supervisor

- 7 DCMS
- 1 Cost Construction Analyst
- 1 Data Manager
- 1 Admin

Main office: Port St. Joe, Tallahassee, Carrabelle

Direct Housing Needs

Group 2

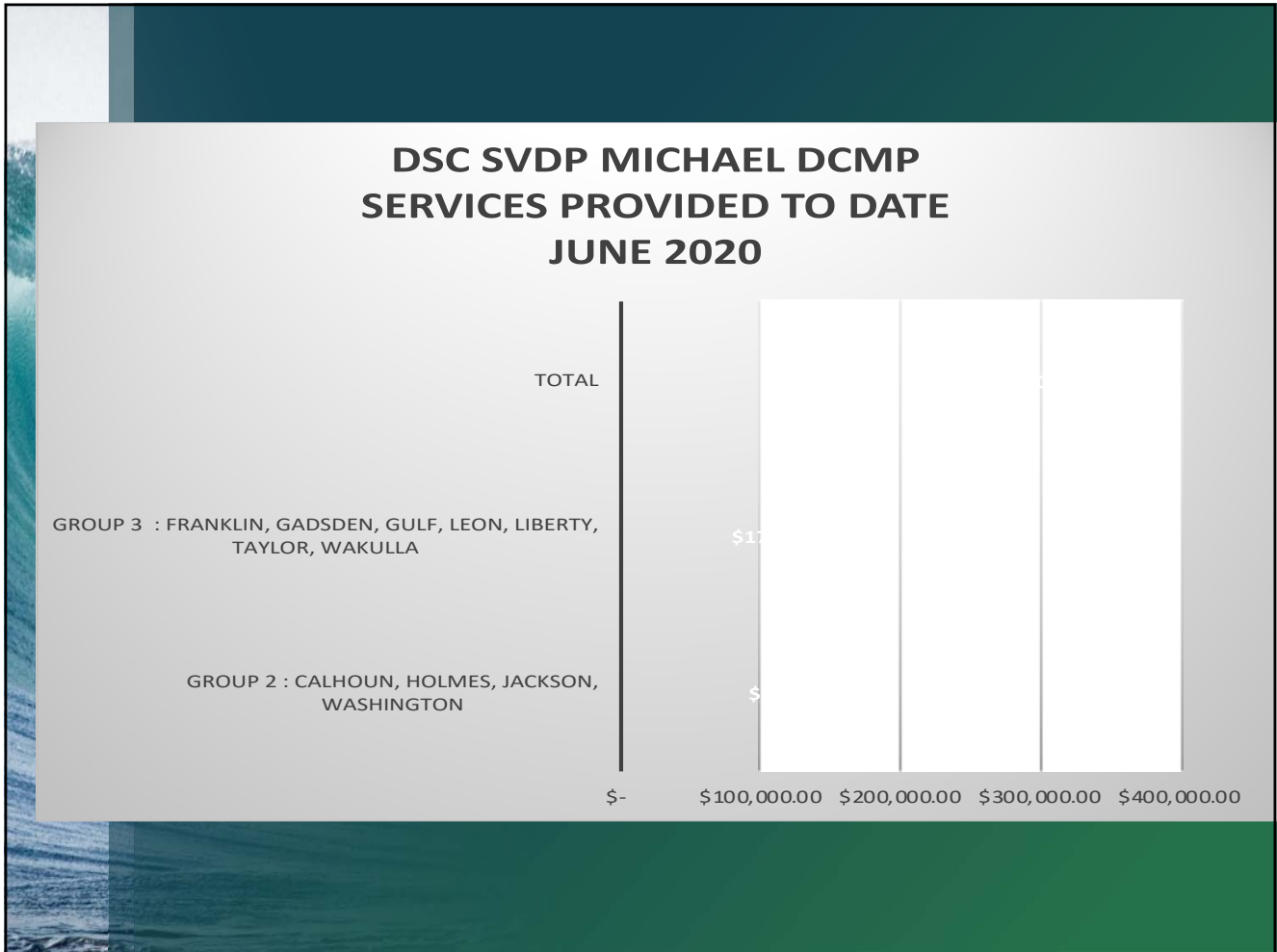
- Initial housing 126
- Current housing 22
- 8 projected move out
- 5 search permanent housing
- 4 to purchase FEMA unit
- 5 repair/rebuild
- 4 approved for HHRP

Group 3

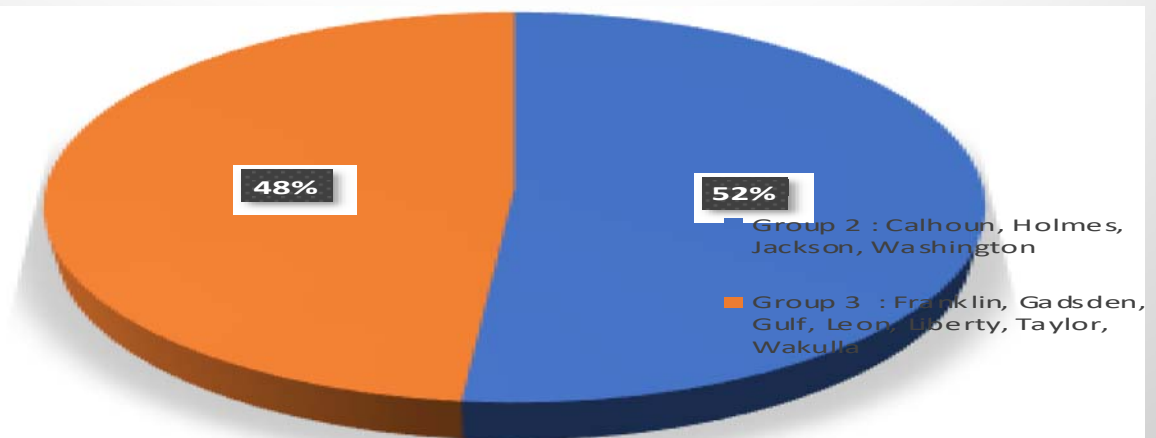
- Initial housing 75
- Current housing 16
- 2 buying FEMA unit
- 9 projected to move out

Total Clients in DCMP

	Group 2	Group 3	Total
• Clients in program	184	164	348
• Tier 1	3	11	14
• Tier 2	137	75	212
• Tier 3	35	66	101
• Tier 4	7	12	19
• Not Assessed	2		2



**DSC SVDP
MICHAEL DCMP
SERVICES PROVIDED TO DATE
JUNE 2020**



Dealing with COVID-19

- Shelter in place restrictions
- DCMs communicate with Clients virtually
- Create virtual files and workspaces
- Use of current technology and applications
- Teams use ZOOM, Facetime, SKYPE, Microsoft teams
- Digital signatures
- Request for resources online

Current Unmet Needs

- Repair and Rebuild
- Housing
- Household furniture
- Household goods
- Advocacy
- Mold Remediation

Questions?



Upcoming Training

June 19 Hurricane Member Update

**Hurricane Irma Update from
Rebuilding Together of Central Florida**

<https://attendee.gotowebinar.com/register/6287774251755562763>



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Webinars In June

Affordable Housing Funding Sources Part 1

June 2 recording at <https://vimeo.com/425297641>

Affordable Housing Funding Sources Part 2

June 15, 2020 at 2:00 pm

<https://register.gotowebinar.com/register/4783488409207371522>

<https://attendee.gotowebinar.com/register/7811313641020253963>



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Omnibus Housing Bill 1339 and How It Affects Your Programs

June 29, 2020 at 2:00 pm

<https://attendee.gotowebinar.com/register/7811313641020253963>

- SHIP annual reporting
- Affordable Housing Advisory Committees (AHACs)
- Accessory dwelling units
- Linkage fees
- and more



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Thank you!



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