

**The webinar
will begin in a
few moments...**

**Please
answer the
poll while
you wait for
the webinar
to begin.**



Photo: [Flickr](#)

**The webinar
will begin in a
few moments...**

**Please
answer the
poll while
you wait for
the webinar
to begin.**

Disaster case management: Navigating recovery one person at a time



Photo: Welcome home ribbon cutting for an SBP client. Credit: [SBP](#)

August 10, 2023

CENTER FOR DISASTER PHILANTHROPY

CDP



HOW TO PARTICIPATE

Submit questions:

Use the Q & A box at the bottom of your screen.

Use #CDP4Recovery to tweet along.

Follow CDP: @funds4disaster

Complete the survey.

The link will open as you exit the webinar.

Look for the fully captioned webinar recording and summary at disasterphilanthropy.org.

Live captioning is available now via Zoom. Click on Closed Caption/Live Transcript to access it.

Photo credit: [Catholic Charities of Central and Northern Missouri](#) (CCNMO)

Thank you to our co-sponsors



Land Acknowledgment

“Acknowledgment is a simple, powerful way of showing respect and a step toward correcting the stories and practices that erase Indigenous people’s history and culture and toward inviting and honoring the truth.”

<https://usdac.us/nativeland>

CDP’s Land Acknowledgment is inspired by Dawn Knickerbocker, Native Americans in Philanthropy.



AT THE END OF THE WEBINAR, GRANTMAKERS WILL:

1. Understand the principles and importance of disaster case management (DCM).
2. Be aware of how community DCM programs intersect with government-sponsored case management programs.
3. Learn from specific, real-life examples of successful DCM programs.

Photo credit: [Lutheran Family Services of Nebraska](#)

Speakers

Thank you to our guests for joining us today.

#CDP4Recovery



Maria Gonzales

Director of Disaster Case
Management, South
Carolina

SBP USA



Kristin Kelley Monahan

Owner

Kelley Nonprofit Consulting



Family at new home after receiving DCM services.
Photo credit: [CCCNMO](https://www.cccnmo.org/)

Disaster Case Management (DCM)

- Time-limited process
- Partnership between a skilled helper (Disaster Case Manager) and a disaster-affected individual or family
- Plan for and achieve realistic goals for recovery following a disaster.
- Disaster case managers rely on the client to play an active or lead role in their own recovery.

❑ [Based on National VOAD definition.](#)

**Advocates. Navigators. Partners.
Connectors. Conduits.**

Essential to the recovery process

Individual & household level

Enables & empowers local communities to work with disaster-affected families & individuals to determine specific needs.

Beyond relief and basic needs

Provides the tools and a vetted process to work with disaster survivors on their unique path to recovery.

Supports equitable, community recovery

Timely & essential information on individual, household & broader needs.

Informs the community on which resources are needed & ensures distribution in a timely & transparent process.



House repair after the 2020 Iowa Derecho.
Photo credit: [Habitat for Humanity of Iowa](#)

Levels of DCM

Disaster casework versus DCM ~ Timing, duration and services.

Casework: early interventions to address immediate needs.

DCM: Longer-term assistance that extends beyond relief, referrals and urgent needs.

Locally defined. Communities are responsible for developing and implementing their own DCM processes, especially in low-attention disasters. While this case management can take various forms and names, it is important that the process follow a set of agreed-upon guidelines that promote equity.

State defined. In some locations, there is a state-defined process for DCM, and a designated organization is tasked with implementing state programs.

Federally defined. FEMA may fund a supplemental program, sometimes called Disaster Case Management Program (DCMP). This program provides assistance through a federal award to fund and implement disaster case management. Must adhere to all [federal guidelines](#).



Implementing DCM

The process of DCM typically includes **outreach and screening, intake, assessment, recovery planning, advocacy, monitoring progress** and **closure**. To successfully implement a DCM process, we suggest four key components:

- 1. Coordination**
- 2. Training & Coaching**
- 3. Resources**
- 4. Support**

DCM Toolkit

Recommendations for funders

Examples of CDP DCM grants

Job description and resources



Photo Credit: [United Community Action Partners](#), Minnesota



NEXT STEPS AND ACTIONS

- 1. Fund for the long-term.**
- 2. Get out of the office.**
- 3. Help fund the solutions.**

Photo credit: [Felix E. Martin Jr. Foundation](#)

Expert Resources



Disaster Philanthropy Playbook



Website

- Blogs, Issue Insights, Disaster Profiles, Weekly Disaster Updates



Webinars



Special Reports

- Measuring the State of Disaster Philanthropy
- COVID-19 and Philanthropy
- U.S. Household Disaster Giving Report



CDP Staff

- Speaking engagements, Analyses, Opinion Pieces, Consulting Services



disasterphilanthropy.org



OUR UPCOMING WEBINARS

Funding low-attention disasters: From preparedness to long-term recovery

October 12 at 2 p.m. ET

disasterphilanthropy.org/events

Photo credit: [Gyan Shahane on Unsplash](#)

Thank You

For additional information, contact:

Tanya Gulliver-Garcia

Tanya.Gulliver-Garcia@disasterphilanthropy.org

CONNECT WITH US

DISASTERPHILANTHROPY.ORG

@FUNDS4DISASTER

