



## Disaster Case Management Frequently Asked Questions

### 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 develop and carry 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 unmet needs and the monitoring of progress toward reaching the recovery plan goals, and, when necessary, client advocacy.

### 2. What is Disaster Casework?

A short-term recovery process by which multiple disaster relief organizations work directly with an individual or family to identify initial and transitional disaster-related needs to provide early intervention, advocacy, guidance and immediate assistance.

### 3. What is difference between Disaster Casework and Disaster Case Management?

Disaster Casework is distinct from Disaster Case Management in that disaster caseworkers have short term relationships with disaster survivors; the casework process does not require continuity of care from the same caseworker; disaster casework is often initiated in the relief phase of disaster response and assessments and interventions typically focus on immediate, urgent and transitional needs.

### 4. What is the Disaster Case Management Program?

The Disaster Case Management Program (DCMP), in partnership with the affected State, enables a whole community approach through funding support to voluntary, faith-based and nonprofit organizations. The DCMP 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, when requested, to ensure holistic services to disaster survivors.

### 5. Who can apply for a DCMP Grant?

Once an IA declaration has been granted, State, Tribal, local governments and private organizations are eligible to apply for DCMP funding. The State Governor’s Office should designate an agency to be responsible for DCMP oversight and monitoring of local service providers. Local service providers must have 501(C) 3 status and have prior experience in providing disaster case management.

### 6. What are the options available when applying for DCMP funding?

Option 1: Immediate Federal DCM Services only

Option 2: State DCMP Grant only

Option 3: Combined Immediate Federal DCM Services and State Grant

### 7. What is the DCMP Grant Application Process?

A State must include the DCMP in the original request for an Individual Assistance declaration or submit a letter of intent within 15 days of an Individual Assistance declaration. The DCMP application must be submitted within 60 days from the date of declaration. States should complete the application based on the guidance in the FEMA DCMP Manual.



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### 8. What programs and/or services can the DCMP provide?

**Disaster Case Management Assessment Team (A-Team)** - The DCM A-team is a rapid deployment assessment team comprised primarily of FEMA and ACF staff. The purpose of the team is to conduct a quick and comprehensive assessment of the State's capacity and resources available to implement DCM while also identifying the gaps in service that exists due to the disaster.

**Immediate DCM Services** – Immediate Federal DCM Services is a rapid response component of DCMP. The Immediate DCM (IDCM) team will deploy/activate based on the State's request and estimated number of DCM clients and begin services within 5 days of notification. The IDCM Team has responsibility for providing technical assistance, outreach, initial triage, and DCM services. In addition, the IDCM Team supports State, local and non-profit capacity for disaster case management, augmenting and building capacity where none exists. Immediate Federal DCM Services may last up to 90 days; however, FEMA may terminate Immediate DCM services earlier if the mission is determined to be complete.

**State DCMP Grant** – The State DCMP grant is a Federal grant that makes funds available to the State to implement a DCMP, by utilizing contractual providers to provide DCM for long-term disaster caused unmet needs. Long term DCMP shall not exceed 24 months from the date of the Individual Assistance declaration.

### 9. What happens after the State submits a DCMP application for State DCM Grant?

The State must submit the application packet to the FEMA Joint Field Office (JFO). The FCO will provide a recommendation to the FEMA Regional Office and Headquarters (HQ). Once the application is approved, HQ will notify the Senate Appropriations Committee for the statutorily required notification process. A notice of grant award is then provided to the State.

### 10. Is there a State Cost Share?

There is no State Cost Share. DCMP is 100% funded by FEMA.

### 11. Who is eligible for DCM services?

DCM services, whether provided through Immediate Federal DCM Services or a State DCM Grant, are available to any disaster survivor impacted by the declared disaster. The primary criteria for eligibility are that the unmet need was caused by the declared disaster.

### 12. Why is there no direct financial assistance money available through DCMP for survivors?

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

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For additional information on DCM Immediate Federal DCM Services please contact [hswatchofficer@acf.hhs.gov](mailto:hswatchofficer@acf.hhs.gov)  
For additional information on DCM State DCM Grant please send inquiries to [FEMA-DCMP@dhs.gov](mailto:FEMA-DCMP@dhs.gov)