



DISASTER CASE MANAGEMENT FAQ

1. What is a disaster case manager?

Disaster case managers work with partner organizations to address unmet needs through volunteer assistance, in-kind donations, and accessing all available sources of potential funding including FEMA and SBA appeals and as well as, in some cases, financial support to fund unmet needs not covered by insurance or other avenues of support. A disaster case manager works with each case to create a realistic recovery plan and discusses the types of assistance available based on the client's individual situation and needs. Clients working with disaster case managers will need to provide documentation of insurance, FEMA, SBA and other disaster financial assistance received to date. Programs offering disaster recovery assistance vary in their focus and participation requirements with household income being only one consideration.

2. What does a disaster case manager do?

A disaster case manager helps survivors to develop a realistic long term recovery plan for recovering from the disaster. The disaster case manager also helps identify and facilitate access to appropriate community resources that will support the plan.

3. What is a Long Term Recovery Plan?

A Long Term Recovery Plan:

- *Identifies disaster-related need(s) to be addressed.*

- *Identifies the resources (personal, family and program assistance) available to meet the needs.*
- *Determines steps needed to obtain support for these aspects of the Long Term Recovery Plan.*

4. What can a disaster case manager help me with?

- *Support your FEMA/SBA appeals*
- *Develop a realistic disaster recovery plan*
- *Identify steps toward completing disaster recovery goals*
- *Advocate for your disaster recovery goals*
- *Access available resources*

5. What can a disaster case manager NOT help me with?

You should not expect your case manager to offer:

- *Help with all challenges from before the fire*
- *Direct mental health services*
- *Legal advice*
- *Personal errands*
- *Cosign*
- *Personal transportation*

There is no guarantee of:

- *Housing*
- *Financial assistance*

6. If I have special/priority needs, can I get help quickly?

Currently, survivors are referred from the Community Queue (waiting list) in the order in which they submitted their request. Reviewing survivors' cases with a standardized assessment process, agencies may prioritize those with medical needs, disabilities, and those not housed or at risk of losing their current housing

7. Do I need to re-submit my request if I haven't heard from a disaster case management agency?

No. Once you have submitted a request, you are included in the waiting list.

8. How do I update my contact information?

If you need to update your phone number or email address, please use the intake form at bit.ly/CampFireDCMIntake

People living in FEMA housing should update their contact information by calling Northern Valley Catholic Social Service Disaster Case Management Program at 1-844-556-6272.

9. How do I get on the list for a disaster case manager?

For now, please complete the online intake form at bit.ly/CampFireDCMIntake. There is no guarantee of receiving immediate contact or services.

10. How long will it take to get a disaster case manager?

Currently there is no immediate access to a disaster case manager because there are not enough case managers available at the eight case management agencies. A Community Queue waitlist was established in July 2019 and many survivors on that list have been waiting for months to be assigned to a case manager. The Camp Fire Collaborative and local partner organizations are working very hard to get additional resources from local, state and federal government to meet this need. Community partners collaboratively respond to the changing needs of the community, and disaster case managers are working at capacity with maximum caseloads.

11. When did disaster case management begin?

Federal disaster case managers known as IDCM (Immediate Disaster Case Management) were in Butte County responding to the Camp Fire February-June 2019. Northern Valley Catholic Social Service began providing disaster case management for FEMA housed survivors in July 2019. Local agencies began providing disaster case management services to survivors in May 2019.

12. Why is it that some fire survivors who signed up for assistance after me received aid before me?

From the Community Queue wait list, survivors are referred to a disaster case manager in the order in which their intake was received. However, survivors may be on multiple intake lists, some of which were established in the early months after the fire and before the Community Queue wait list. For example, some agencies completed intakes with survivors in the DRC (Disaster Recovery Center), and they opened cases from those agency-based lists. Some disaster case management agencies opened cases with clients they were working with before the fire. Additionally, there are agencies serving only certain geographic areas- survivors in those areas may gain access before others. And finally, once

a survivor has been connected to a case management agency, agencies review survivors' cases to determine the urgent needs of each household requesting services. Those with medical needs, disabilities, and not housed or at risk of losing their current housing are sometimes prioritized by case management agencies.

13. Can I choose my DCM agency or worker?

No. When you are referred to a disaster case management agency from the Community Queue, it is because there is an opening for a new case at that agency. Therefore, you will be assigned by the agency handling your case to the appropriate case manager.

14. How are fire survivors referred to DCM agencies?

Since June 2019, Butte-Glenn 211 has been referring survivors from the Community Queue wait list to eight local agencies that provide disaster case management. Survivors are referred in the order in which their intake and assessment was received when there is an opening at one of the disaster case management agencies. See question #12 for additional explanation on how disaster case management agencies connect with survivors.

15. If I have relocated outside of Butte County or outside of California, can I get a disaster case manager?

Yes, you are eligible for disaster case management services if you have relocated outside of Butte County or outside of California.

16. My case was closed by my DCM, but I have more disaster related needs. Can my case be reopened?

You can contact your disaster case manager, and this decision would be made on a case by case basis.

17. Is there a date that the Community Queue wait list for disaster case management will close?

No, a closure date of the wait list has not yet been determined.