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## DISASTER CASE MANAGEMENT

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1. **DISASTER CASEWORK** is early intervention provided by skilled helpers who aid survivors in taking next steps in their recovery. This vital support helps some survivors to achieve recovery, or to be better positioned to manage their own recovery from that point forward. Disaster caseworkers provide accurate and timely information and referral, link survivors with services and resources to address immediate and anticipated recovery needs, and screen for disaster program eligibility, including long-term disaster case management.
2. **DISASTER CASE MANAGEMENT** is one of the critical functions in long-term recovery. It is a time-limited process<sup>1</sup> by which a skilled helper (Disaster Case Manager) partners with a disaster-affected individual or family (Client) to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service or resource, or meeting urgent needs.
3. **DISASTER CASE MANAGERS** play a unique role in the recovery of individuals and families. They serve as a client's primary point of contact to access and coordinate services on behalf of clients. Disaster Case Managers assist the client with assessing and verifying complex recovery needs, and in planning and coordinating necessary services and available resources to re-establish normalcy. Disaster Case Managers rely on each client to play an active or lead role in his or her own recovery.
4. **DISASTER CASE MANAGERS** have specialized knowledge and skills regarding: disaster recovery resources, advocacy and case presentation; assessment of clients' disaster recovery planning and progress; the potential impact of the disaster on clients' over-all well-being and ability to cope; and the recovery needs of vulnerable populations after a disaster.
5. **DISASTER CASE MANAGEMENT PERSONNEL** are determined as qualified by the Voluntary Organization with consideration for life experience, skills, education, and training. Disaster Case Managers may be employees or volunteers.
6. **DISASTER CASE MANAGERS AND ORGANIZATIONS** embrace the following foundational values for service:
  - Commitment to caring and compassion for all people.
  - A respectful, non-judgmental, and non-discriminatory interaction with survivors, community groups and partner organizations.
  - Trust, mutual respect, and equal partnerships of survivors and community service providers.
  - All people have inherent dignity, worth and autonomy.
  - Human relationships are essential to hope and healing.
  - Integrity is an essential component in helping survivors navigate their recovery.
7. **DISASTER CASE MANAGERS AND ORGANIZATIONS** respect clients' right to privacy, protect clients' confidential information, and maintain appropriate confidentiality when information about clients is released to others.

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<sup>1</sup> Outreach/Screening, Intake/Engagement, Assessment, Recovery Planning, Action and Advocacy, Monitoring, Closure

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### **8. DISASTER CASE MANAGEMENT ORGANIZATIONS:**

- deliver Disaster Case Management services in fulfillment of their voluntary missions, with respect for and knowledge of the local community;
- coordinate efforts so as not to duplicate case management services;
- coordinate appropriate information sharing, including the use of technical systems, to reduce duplicative case management efforts and facilitate coordination between organizations and systems across the continuum of care;
- complement services provided by government agencies and community-based social services;
- work together with community partners to overcome barriers that may otherwise prevent clients from accessing services and resources necessary for recovery; and
- implement case management services in a manner consistent with National VOAD Disaster Case Management Points of Consensus and Guidance, which promote equitable access to and standardized delivery of Disaster Case Management services.

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