

Immediate Disaster Case Management (IDCM)

- **What is IDCM?**

IDCM provides short-term, limited services to address immediate disaster caused unmet needs and make referrals to survivors. IDCM may have a period of performance of 90-180 days, at which time cases will be transferred to the longer-term Disaster Case Management (DCM) to local service provider organizations. The size of the impacted population and the scope of the disaster, as well as the ability of local resources to adequately meet the immediate disaster-caused unmet needs of survivors, may be factors in determining whether the State will request IDCM services. IDCM is not a prerequisite of the DCM program. A State, Local, Tribal, and Territorial (SLTT) government or qualified non-Federal entity may apply for DCM even if no IDCM is implemented.

- **What services are provided under IDCM?**

Under IDCM, FEMA contracted staff provide the same case management services as the DCMP Federal award but are generally focused on the early steps in the DCM process – outreach, triage, information and referral, and development of an individual recovery plan.

The goal of IDCM is to address the immediate unmet needs of disaster survivors and prepare their cases to be transferred to long-term case management services if additional support is needed.

- **Does CDSS staff provide the case management under the IDCM?**

No.

- **What are the options for IDCM delivery?**

IDCM funding is not awarded to the SLTT; it is directly implemented, administered, and overseen by FEMA, in coordination with the State, Tribal, Territorial (STT) government. IDCM may be implemented through:

- a mission assignment to other Federal agencies to provide case management services
- an interagency agreement with national-level partners experienced in case management
- direct hiring of case managers to work with FEMA personnel
- an existing FEMA contract with an experienced case management entity

FEMA will assess the alternatives, in coordination with the impacted STT government and determine the best approach to implementing IDCM based on the needs of the impacted community.

Since implementation of IDCM is solely the responsibility of FEMA, in coordination with the SLTTs, FEMA is responsible for the creation of an Information Sharing and Access

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Frequently Asked Questions

Agreement (ISAA) with the contracted entity chosen to implement IDCM. The state does not play a role in the development or implementation of the ISAA for IDCM.

- **What is the IDCM Period of Assistance?**

Implementation of IDCM typically begins within 14-30 days of the declaration date. The period of assistance for IDCM will not exceed 180 days. In extraordinary circumstances, such as catastrophic events, the program may be extended by the Federal Coordinating Officer (FCO).

- **What does the transition from the IDCM to the DCMP (Federal Award Program) or County Government look like?**

At the conclusion of IDCM, cases will be transitioned either to the

- DCM program administered by the State or,
- Local providers (i.e., County government agencies, nonprofits) if the SLTT government elects not to participate in a DCM Program or if the DCM Program is not approved.

Planning for the transition, particularly of survivor data should begin early to ensure smooth and efficient transition of information and to streamline the access to services for survivors.

Transition from IDCM will require collaboration between the SLTT, FEMA, and IDCM program or technical staff to identify the most effective approach to transfer files, including a process both for information sharing and the actual transfer of cases. The timing of actual transition may be fluid due to the STT DCM program Federal award application and award process.

Disaster Case Management Program (DCMP)

- **What is DCMP?**

Disaster Case Management Program (DCMP) is a limited-term, holistic partnership between a case manager and an individual survivor or household to identify and address unmet needs caused by the declared disaster. The case manager assists with issues, referrals and obtaining resources such as housing, transportation, clothing, food assistance, or spiritual care. Through this partnership, the case manager works with the survivor to develop a comprehensive recovery plan to address these identified needs, aids in identifying the resources available, and assists in navigating these resources.

- **Does CDSS staff provide the case management?**

No. CDSS serves as the lead agency for the DCMP. CDSS contracts with, and provides oversight, over a management agency that provides DCMP services through local service providers, including well-qualified, experienced case managers.

- **Do survivors have to apply or qualify for FEMA assistance in order to receive DCMP support?**

No. DCMP support is provided regardless of the survivor's FEMA program status or eligibility. The primary criterion for DCMP support is that the recovery need was caused by the Presidentially declared disaster.

- **How soon after a disaster is declared will the DCMP start?**

DCMP is a longer-term recovery program, so while developing the framework for it to become operational starts as soon as a disaster is Presidentially declared, it generally takes 5-7 months for the program to become fully operational. During this time, the impacted county, FEMA, and non-profit organizations will be working to identify and address the immediate needs of survivors.

- **What is the role of the impacted county?**

While the impacted county does have a role in ensuring the success of the IDCM and the DCMP, the IDCM and/or DCMP does not impose a workload or financial burden on the impacted county. The role of the county is:

- Approve the formation of an IDCM and/or DCMP or both for their county
- Facilitate caseworkers in connecting with survivors who have unmet needs
- Make caseworkers aware of local programs and/or organizations that are available to support the recovery needs of disaster survivors
- Support the development of a locally led Long-Term Recovery Group



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Frequently Asked Questions



If you have any questions regarding the IDCM or DCMP please contact CDSS DCMP staff through to DCMP@dss.ca.gov or contact Renee A. Mota-Jackson, DCMP Program Manager at (916) 224-6061.

Please send your County's decision in participating in the IDCM and/or DCMP or both to DCMP@dss.ca.gov no later than Tuesday, August 31, 2021.