



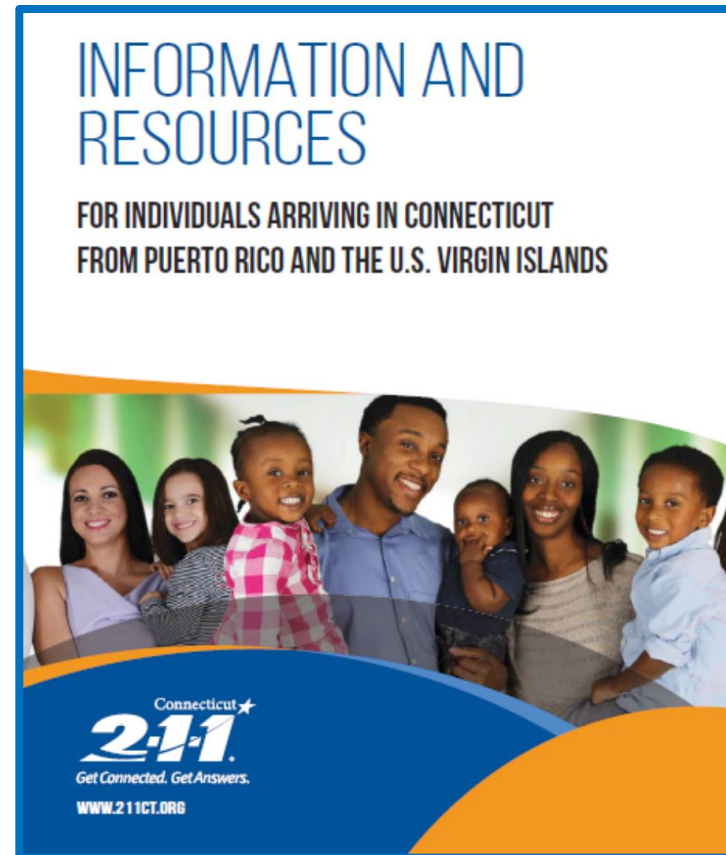
## **A Coordinated Approach to Disaster Case Management**

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# Partner Background: 2-1-1 Connecticut

- 2-1-1 is part of the State Response Framework and is the gateway to services for emergency/disaster response and recovery led by the Governor's office and CT DEMHS
- 2-1-1 is working to provide access to services and community resources to those who have been affected by disasters
- In addition to calling 2-1-1 and visiting 211ct.org, 2-1-1 has created specialized materials for individuals affected



## ➤ Disaster Case Management (DCM) Defined

- A time-limited partnership between a case manager and a disaster survivor focused on addressing disaster-related unmet needs by developing and carrying out an individual disaster recovery plan to meet the needs of the individual survivor.
- Following a major disaster declaration, FEMA may provide Federal financial assistance to States or qualified private organizations to establish or supplement this service or DCM may be provided by local non-governmental organizations, independent of the FEMA funded program.





## 2-1-1 Role in DCM Process

- Front door for access to DCM Support
- Assigns and tracks survivors
- Host weekly DCM meeting
- Training for IDCMs on CT resources
- Participation in state's Unified Command structure
- Donation and Volunteer management
- Weekly reports
- Marketing
- Website self-help tools



Catholic  
Charities

Salvation  
Army

IDCM

Community  
Action  
Agencies

# DCM - Information and Data Sharing

- To obtain FEMA Data Containing Personally Identifiable Information
  - Routine Use Information Sharing Access Agreement FEMA/State (Tribal, Territorial) Agreement
- Verbal Consent to participate in DCM and share information with coordinating agencies.



# DCM Data Collection/Outcome Tracking

- Needs tracking
- Escalation
- Outcome and transition tracking
- Fund tracking
- Systems and databases

## Contact Data

- 5,860 calls, 900 DCM cases
- 1,200 households used flex funds
- 7,000 views of online material
- 2,000 downloads of guide



## Top 5 Call Locations Calls (Starting Sept

Hartford  
Waterbury  
New Britain  
New Haven  
Bridgeport

## Top Relocation Needs

- Housing & Shelter
- Disaster Case Management
- FEMA Registration and Assistance
- Employment
- Food
- Benefits Assistance (SNAP, Medicaid)
- Clothing
- Critical Needs Assistance

- Statewide disaster response framework and unified command structure
  - [http://www.ct.gov/demhs/lib/demhs/srf\\_v3.0.pdf](http://www.ct.gov/demhs/lib/demhs/srf_v3.0.pdf)
- Existing relationships with DCM partners, including key state agencies
- Regular unified command and DCM meetings
- Joint Marketing
  - Red Cross and 211 partnership
  - Governor's Office: Billboards/train stations/airport
- FEMA Support invaluable
  - Case resolution
  - Clarifying policies
  - Regular updates on disaster situation
  - Presenting on FEMA resources
  - Participating on multiple calls per week
  - Provide weekly data on FEMA registrations
- Joint fundraising efforts for diversion assistance (flex funds)

