

The job of the case manager in long-term recovery after disaster is to identify survivors' needs and connect them to resources, working with long-term recovery committee to do what is necessary to get them back on their feet.

The case manager works over the long-term with survivors to make an in-depth assessment of their needs in order to determine which are disaster-related and then to help the survivors develop a recovery plan.

The case manager's relationship with survivors is as an advocate, and the development of the relationship is as important as the client's need.

### THE CASE MANAGER WILL:

- ❖ Attend training sessions.
- ❖ Undertake assignments given by the Case Manager Supervisor; prioritize cases and set objectives in consultation with Supervisor.
- ❖ Visit with survivors as soon as possible, keeping in mind safety factors involved in the disaster area. This usually requires a team approach of pairs traveling together for all client interviews outside the office.
- ❖ Help clients work through urgent needs first. Know where they can obtain cleanup supplies, fresh water, and fuel for heating. Furnish forms and information to start recovery. Enable clients to take responsibility for their recovery, acting as an advocate and facilitator. Our work is in partnership with survivors.
- ❖ Keep detailed records of every case, every home visit, every referral and every contact with stores or agencies on the client's behalf.
- ❖ Complete application and obtain client signatures on agency forms, including release of confidential information.
- ❖ Verify information provided by the client, including FEMA and other agency assistance, income and other assets, insurance, mortgage and other loans.
- ❖ Help clients develop a recovery plan by jointly reviewing the assistance they have received, identifying any unmet needs and determining possible sources for gaps in resources.
- ❖ Relay all information to Case Manager Supervisor at scheduled briefings. Keep detailed records of all meetings.
- ❖ Network with other agencies to stay informed about services and resources. Refer client to another program or agency when appropriate.
- ❖ Follow up with other agencies that have made assistance commitments to the client.

Disaster case management personnel are qualified as determined by the organization by...

- ❖ Life experience
- ❖ Skills
- ❖ Education
- ❖ Training

...to access and coordinate services for the populations served.

Disaster Case Managers may be employees or volunteers.

**Disaster Case Managers are able to:**

- ❖ Serve as primary point of contact, assisting the client in coordinating necessary services and resources to address the client's complex disaster recovery needs.
- ❖ Provide caring and compassionate services for ALL people.
- ❖ Respect clients and the communities they represent.
- ❖ Work in partnership with communities and organizations.
- ❖ Provide continuity of the client's case management services.
- ❖ Follow the sequence of delivery for disaster assistance.
- ❖ Restore – or help preserve – dignity of survivors as they plan for recovery.
- ❖ Empower people to move on.
- ❖ Protect rights of all clients by:
  - Informing client of their rights and responsibilities
  - Providing fair and equitable treatment
  - Providing clients with sufficient information to make informed choices
  - Protect the confidentiality of information about clients and assumes a protective role regarding the disclosure of confidential information.

**Disaster Case Managers demonstrate:**

- ❖ Genuine care and respect for individuals, families and communities served;
- ❖ Effective listening skills;
- ❖ Cultural and linguistic competence relative to the population served;
- ❖ Ability to document, or to access an alternate method for documenting, in the client's record;
- ❖ Ability to recognize and draw upon client strengths;
- ❖ Sensitivity to the needs of individuals and families in crisis;
- ❖ Awareness of the impact of the disaster on the community, the family and the individual;
- ❖ Interest in exploring options with clients, with respect for their autonomy;
- ❖ Ability to maintain appropriate services boundaries;
- ❖ Exercises self-awareness.