

DISASTER CASE MANAGEMENT FREQUENTLY ASKED QUESTIONS

What is disaster case management?

Disaster case managers work with partner organizations to address unmet needs through volunteer assistance, in-kind donations and accessing all available resources of potential funding, including FEMA appeals. Additionally, in some cases, financial support is provided to fund unmet needs not covered by insurance or other avenues of support. A disaster case manager works with each client to create a realistic recovery plan and discuss 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. Assistance programs vary in their focus and participation requirements, with household income being one consideration.

What is a Long-Term Recovery Plan?

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

What can a disaster case manager help me with?

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

When did disaster case management begin?

Community Action Partnership of San Bernardino County partnered with Catholic Charities of California for the DCMP program, and began providing disaster case management for FEMA survivors in February 2024.

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Can I choose my DCM agency or worker?

No, because there is currently only one agency contracted to work with FEMA in San Bernardino County. Therefore, you will be assigned by the agency handling your case to the appropriate case manager.

How are disaster survivors referred to DCM agencies?

If you applied for FEMA support during the incident period of 2/21/23 to 7/10/23, you were added to the FIDA (FEMA Information Data and Analysis) list. This list was provided to CAPSBC via FEMA.

If I have relocated outside of San Bernardino 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 San Bernardino County or outside of California.

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.

Is there a date that the list for disaster case management will close?

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

What does a disaster case manager NOT help with?

- Help with challenges from before the disaster.
- Direct mental health services.
- Legal advice
- Personal errands
- Co-sign
- Personal transportation

There is no guarantee of:

- Housing
- Financial assistance

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

Our case managers are contacting survivors from the FIDA list provided by FEMA. Utilizing a standardized assessment process, case managers may prioritize those with medical needs, disabilities and those not housed or at risk of losing their current housing.

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

No, if you have submitted a claim to FEMA, you are included in the FIDA list. A case manager will attempt to contact you three times before moving on to the next survivor.

How do I update my contact information?

If you need to update your phone number or email address, please contact Community Action Partnership of San Bernardino County's Disaster Case Management Program at dcmp@capsbc.org or call (909) 723-1654. If you have already been assigned a case manager, contact your case manager directly.

How do I get on the list for disaster case management?

If you initially filed a claim with FEMA during the filing period of 2/21/23 to 7/10/23, you are on the FIDA list and will be contacted by a disaster case manager. If you were approved or denied by FEMA and are still in need of assistance, please fill out the form at the following link. [CLICK HERE](#)