

Disaster Case Management Process Flow

Intake completed through client contact with 211



Completed intake screening form sent from 211 to Catholic Social services LTR Program Assistant



LTR Program assistant verifies disaster impacted address utilizing the damage assessment GIS map



Program assistant calls client to obtain CAN verbal consent and enter information to CAN database.



Case is assigned to a DCM (Disaster Case Navigator/Disaster Case Manager)



Disaster Case Manager makes initial contact with client and to complete required documentation, including: signed CAN Consent, Client Rights & Responsibilities, Homeowner Repair Agreement, Homeowner Liability Release, proof of insurance, FEMA verified loss, proof of home ownership, income verification, photo ID, and proof of residency (utility bill dated during time of tornado)



For homeowners requesting repair/ rebuild assister Disaster Case Manager submits for property damage assessment. DCM serves as point of contact for all service referrals, access to disaster recovery resources and acts as advocate for client with third parties and partnering agencies.



DCM works with client to create a recovery plan based on disaster impacted needs identified



Case manager will monitor case with updated notes in CAN and follow up with all parties involved until unmet needs are resolved



Once all disaster caused needs are met within scope of work, the case is marked for closure. The client is contacted to discuss recovery plan and plan for closure



Case closure letter and survey is mailed to the client



Case closure documentation updated in CAN.