



# Disaster Case Management Training

## Practice Exercise

### The Cases



## Tasks

1. Review Case Notes
2. Prepare for the Interview
3. Interview the Client
4. Develop Plan a for Assistance With Client
5. Prepare Appropriate Paperwork
6. Prepare Presentation for Long Term Recovery Committee (LTRC)



## FAMILY #1

The Browns: Dorothy, Emmett, 74 and 75 respectively.

917 Bear Claw Ave. Kennesaw, GA

Family lived in a single-family home verified major damage. Family owns home has insurance.

Family requesting assistance with hole in roof.

Special Challenge: Family has not contacted insurance, has substantial savings, they do not want to make a claim against insurance fearful rates will increase and savings is for a 'rainy day'.



## FAMILY #2

The Dunlevys: Bruce 47, Gretchen 45, Bruce Jr 20,  
Rachel 17, Morgan 12  
1795 Éclair Lane, Kennesaw, GA

Family are renters with no insurance. Home suffered major damage. Family needs assistance with home repairs.

Special Challenge: Homeowners live out of state, have been thinking about selling home. Family does not want to move out of home or neighborhood.



### FAMILY #3

The Chestnuts: Robert 36, Ann 39, Twins 18 months old.  
4576 Bear Claw Lane, Kennesaw, GA

Couple's home sustained little to no damage. However; a tree limb burst windows of car. Family requesting assistance with car repairs.



## FAMILY #4

The Bakats: Kharim 35; Pryia 33; Munira 11, Mannie 10  
1955 No Knot Dr. Lilburn, GA

According to damage assessment home destroyed.  
Family requesting help with everything. No insurance  
family renting with option to buy.

Special Challenge: You are Jewish, this family is Muslim.  
They have been slow to return your calls or schedule  
appointment for visit. (this is the season of Ramadan)



## FAMILY #5

The Logan-Smiths: Jessica 40, Patricia 37, Marcia 19,  
Bruce 15, Jason 12  
4597 Éclair Trail, Kennesaw, GA

Family are homeowners, house destroyed. Family has relocated, two of three cars damaged. Family requesting assistance with car repairs or deductible for car insurance.

Special Challenge: You are a fourth generation member of the First Baptist Lutheran Episcopal Presbyterian We All Going to Heaven Church and you WILL NOT work with sinful people?????



## FAMILY #6

The Connors: Alex 59, Barbara 58  
1957 Caramel Lane, Kennesaw, GA

Carriage house destroyed during the storm. Family demands assistance to rebuild carriage house which is used for storage and summer lawn parties. Mr. Connors loves to mention that he is a lodge member with the insurance commissioner.

Special Challenge: Alex loves to talk a lot about his connections, he answers for his wife, cuts her off and frequently refers to women by the term 'the little lady' and what he thinks are cute whimsical food names (sugar pie, cookie, dumpling).





## FAMILY #7

The Carmichaels: Jack 76, Annie 70, Bruce 52, Nell 50,  
Bruce Jr. 29, Carrie 25

17962 Winding Bear Trail, Duluth, GA

Tree roots damaged septic tank family did not have sufficient insurance for home. Family requesting help with septic tank repairs. Jack and Annie are on record as the homeowners. Bruce and Nell are care givers for his parents who are both bedridden.



## FAMILY#8

The Morales: Carlos 36, Laura 33, Juan 17, Ryla 13,  
Carmen 9,  
1826 Bear Claw Cir, Kennesaw, GA

Family is being referred to this agency by community leader. Family's home destroyed not sure if owner or renter. Family is afraid to apply for assistance. Family has been living in their car since the shelters closed. Mother and father are both employed.



## FAMILY #9

The Craigs: David 32, Amanda 29

2020 #5F No Knot Lane Kennesaw, GA

Couple renting apartment did have renter's insurance. Amanda is in her 1<sup>st</sup> trimester and has recently been hospitalized and put on bedrest due to spotting. Couple is requesting assistance maneuvering through the process. They have used some of their insurance money for lodging and car rental for David to travel back and forth to hospital. Their car was damaged by debris but because the distance from home to hospital is over 50 miles public transportation is not available, so David had to rent a car to be with Amanda.



## FAMILY #10

The Byrds: Carole 35, Twins Samantha and Sabrina  
15

5520 Heritage Trail, Duluth, GA

Home suffered major damage unlivable. Family living with friends, in car, wherever they can 'safely' find a place to sleep. Kids are with classmates and even a teacher. Home insured but Mrs. Byrd found out that the insurance is still in the name of her ex-husband and the insurance company issued check to him he has cashed but not given them any money. Mortgage payment was accepted in divorce in lieu of child support. House and insurance still in husband's name. Insurance company said they have done their part.



## FAMILY #11

The Dunns: Benjamin 57, Nancy 50  
8786 Éclair Cir, Kennesaw, GA

Home suffered minor damage. Roof of sunporch was partially ripped off. Family owned home and has insurance. They do not wish to make insurance claim so that their premiums will not increase.

Special Challenge: Both husband and wife and hearing and speech impaired and use American Sign, Nancy however can read lips.