

Long-term Recovery and Disaster Case Management

Christy Smith
 csmith@umcor.org
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Goals for this workshop

- To invest communities in robust long-term recovery development
- To coordinate disaster case management the LTRG structure

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FACT OR FICTION

TRUE OR FALSE

- Recovery groups historically emerged from faith-based initiatives

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LTRG: Tenets

- Mission driven
- Cohesive and cooperative
- Aimed at synergizing recovery resources
- Non-duplicative of resources / effort
- Focused on unmet **RECOVERY** needs
- Accountable
- Guided by National VOAD consensus and best practices

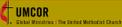
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GUIDING VALUES: 4 Cs



National
Voluntary Organizations
Active in Disaster
COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

- Communication
- Cooperation
- Coordination
- Collaboration

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LTRG: Values

- National VOAD 4 Cs
- Non-discriminatory and inclusive
- Empowerment of local leaders
- Self-designed and self-regulated
- Fair, unbiased and *needs-based* distribution of resources
- Financially-accountable, responsible, confidential, transparent
- Expediting client and community recovery

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LTRG: Challenge

Needs-driven **OR** resource-driven?

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LTRG: Challenge

How do you identify a successful leader?

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LTRG: Leadership

- Getting off to a good start is critically important and dependent upon quality *leadership*.
- A successful leader is...
 1. Ethical, community-supported, unbiased with civic, faith-based, charitable or business experience
 2. **NOT** local government's choice
 3. **NOT** one charitable agency's choice

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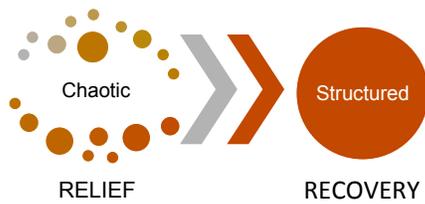
LTRG: Challenge

How to share confidential data gathered by:

- Local agencies
- American Red Cross
- FEMA
- Multi-agency resource centers (MARC)s
- Faith-based outreach
- Web-based data system

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LTRG: Challenge

Anything that gets in the way of survivor recovery is a bad thing:

- Turf issues
- Power struggles
- Mistrust
- Systems
- Authority and control

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Recovery Function Categories

- What we do to **SERVE** survivors
 - **Program Services** / Direct Services / Direct Assistance
- What we do to **SUPPORT** program
 - **Program Support** / Administration / Operational Support

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Recovery functions of the various organizations are coordinated by the LTRG



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LTRG: DCM Coordination Models

A coordinating structure must be in place to support disaster case management as part of successful long term recovery.

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LTRG: DCM Coordination Models

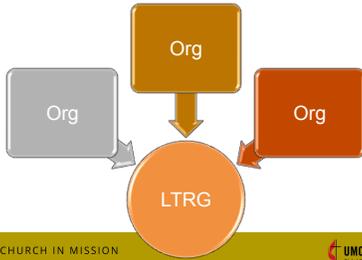
When more than one organization is providing disaster case management, a coordinating structure should be in place

- Autonomous
- Seconded (shared)
- Cooperative / Consortium
- LTRG managed
- Eclectic

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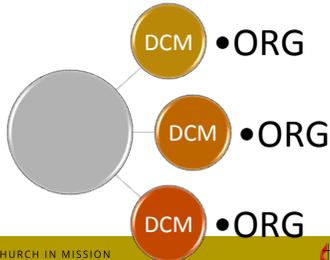
DCM Autonomous Model



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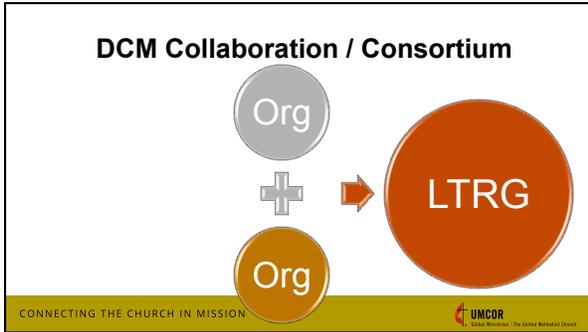


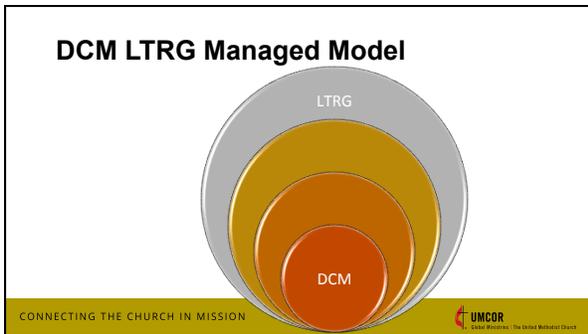
DCM Seconded / Shared Model

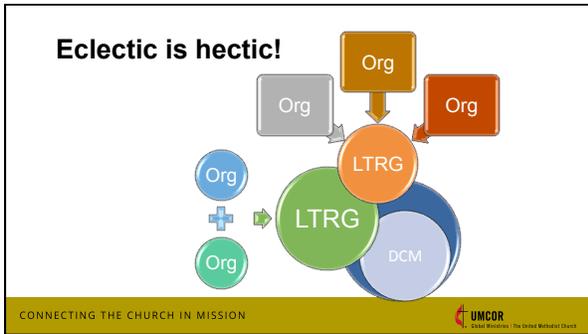


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LTRG: Client Recovery Depends On...

- Confidentiality
- Information sharing
- Unbiased partnership
- Equitable access
- Quality supervision

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LTRG: DCM Committee...

- Coordinates DCM
- Develops service criteria / priorities
- Identifies and develops resources
- Provides opportunities for training and/or assesses quality of DCM agency training
- Provides peer case review

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LTRG: DCM Committee Responsibilities

- Liaises with LTRG committee and other DCM providers
- Develops and approves standardized process
- Assures equitable access
- Manages funder and resource providers' expectations

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Disaster Case Managers are the **LINK** to Resources



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Resources

DCMs seek to identify...

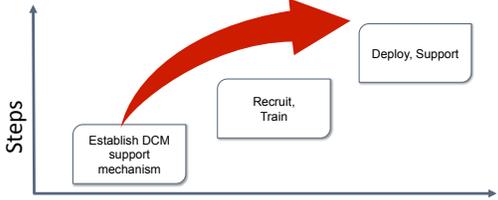
- Funding and resources from unique sources

However...

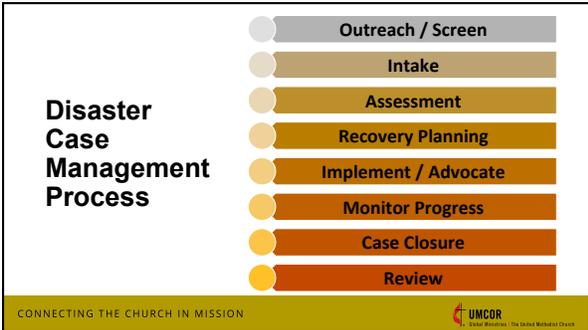
- LTRGs are the ideal place where resources are coordinated and synergized.

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DCM Launch



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Disaster Case Management is...

- A **time-limited** process...
- by which a **skilled helper**...
- **partners** with a disaster-affected individual or family...
- to **achieve realistic** recovery goals

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DCM Supervisors

- Network with LTRG and other agencies to verify services and priorities
- Provide LTRG with broad statistical reports, e.g. open and closed cases, # of repairs, # of rebuilds, etc.
- Support self-care and training needs of disaster case managers
- Provide wisdom, case consultation and resource information
- Help identify hidden vulnerabilities
- Identify areas where advocacy is needed for equitable access
- Monitor caseloads and workloads

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- Resources for Whole Community Recovery**
- Money
 - Muscle
 - Materials
 - Motivation
 - Management
 - Minds
 - Mentors
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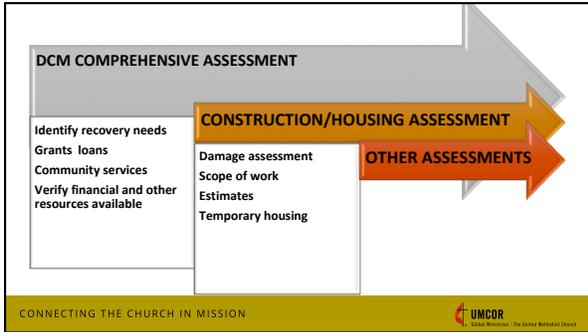
Fact or Fiction

TRUE OR FALSE

- Income is the primary indicator of need

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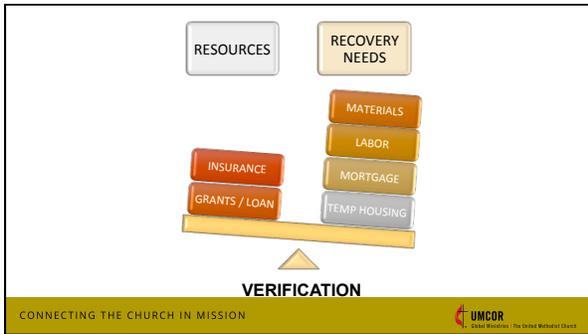


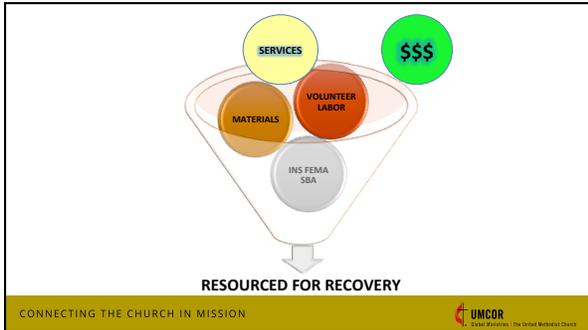
Fact or Fiction

TRUE OR FALSE

- Damage assessment, estimate, and scope of work all refer to the same thing

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Prepared for Case Presentation

- DCM has worked with client to develop recovery plan and assessed client's disaster loss and circumstances
- Verified client's progress through the Sequence of Disaster Assistance
- Assisted client in accessing known services and resources (personal and public)
- Verified client's unmet need and lack of ability to meet need
- Prepared thorough client file using DCM Guidelines
- Strategized with DCM supervisor, who has reviewed case

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Fact or Fiction

TRUE OR FALSE

- DCM supervisors should preview all case presentations

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Developing Trustworthy DCMs

Disaster case managers...

- Understand recovery from client perspective
- Make every effort to empower client
- Prepare thorough client file
- Understand funder priorities
- Verify client resources, needs and damage
- Review case with supervisor

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Fact or Fiction

TRUE OR FALSE

- The list of verification documents should be the same for every case presentation

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Funder Resistance

- Conflicting values
- Service priorities
- Organizational autonomy
- Incomplete case file
- Lack of DCM preparation

LTRG: Resource / Funders Table

- Chaired by capable presider (not funder)
- Works to build trust with DCM process and DCMs
- Ideally agrees to common presentation tool
- Understands the firewall between client identity and funder
- Meets regularly in person or virtually
- Hears cases confidentially from supervisors and DCMs
- Carefully assesses any funder restrictions or priorities.

Fact or Fiction

- TRUE OR FALSE**
- All funders of the LTRG should agree on the same criteria

Fact or Fiction

<p>TRUE OR FALSE</p> <ul style="list-style-type: none"> • Funding decisions are easy 	<p>FALSE</p> <ul style="list-style-type: none"> • Priorities and perspectives differ widely • Competing values • Focus on survivors, not fixing all social ills
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Fact or Fiction

TRUE OR FALSE

- Giving survivors grants is the easiest and most effective means to recovery

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Fact or Fiction

TRUE OR FALSE

- Funders and case managers should cross-train

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Summary

- Preparation aids success
- There are multiple functions of an LTRG
- The DCM committee has a pivotal role in client and community recovery
- Communication and collaboration at the resource table can support client recovery.

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