

Disaster Case Management Frequently Asked Questions

DCM Overview

What is Disaster Case Management?

Disaster Case Management (DCM) is a time-limited, scope-limited intervention that provides disaster survivors with a single point of contact to access a broad range of programs, services, and resources to address disaster-caused unmet needs. **If you were impacted by the 2025 Los Angeles Wildfires, you may be eligible for DCM services.**

What is a disaster case manager?

Disaster case managers work with partner organizations to address unmet needs through volunteer assistance, in-kind donations, and accessing all available sources of potential funding including FEMA and SBA appeals. In some cases, financial support to fund unmet needs not covered by insurance or other avenues of support is provided as well. 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 does a disaster case manager do?

A disaster case manager helps survivors develop a realistic long-term recovery plan. The disaster case manager helps identify and facilitate access to appropriate community resources that will support the plan.

How do I know if I am eligible?

If you have a disaster-related need and resided in one of the following declare counties, please contact us at (833)-775-3267 today! We may be able to help.

- Los Angeles County

What is a Long-Term Recovery Plan?

- Identifies disaster-related unmet 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/SBA appeals
- Develop a realistic disaster recovery plan
- Identify steps toward completing disaster recovery goals
- Advocate for your disaster recovery goals
- Access and Functional Needs-Related resources

What can a disaster case manager NOT help me with?

You should not expect your case manager to offer:

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

There is no guarantee of:

- Housing
- Financial assistance

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

Please contact us today to discuss your needs. We may be able to prioritize those with Access and Functional Needs (AFN), medical needs, and those at risk of losing their current housing. We might also be able to provide services in other (non-English) languages to assist you.

How do I update my contact information?

It is possible that someone has been trying to contact you to provide DCM services. Please call us as soon as possible so we can get you in touch with services.

How do I get on the list for a disaster case manager? For now, please call us directly at (833)-775-3267 to find a service provider near you so we can discuss your needs. If you are determined to be eligible for services, we will discuss the next steps with you.

Why is it that some disaster survivors who signed up for assistance after me received aid before me? Once a survivor has been connected to a case management agency, the survivor's case is reviewed to determine the urgent needs of each household requesting services. Those with AFN, medical needs, and those not housed or at risk of losing their current housing are sometimes prioritized by case management agencies.

If I have relocated outside of my affected county, or outside of California, can I get a disaster case manager?

Yes, you may still be eligible. Please contact us as soon as possible to discuss your needs.

My case was closed by my DCM, but I have more disaster-caused unmet needs. Can my case be reopened?

This decision is made on a case-by-case basis. Please contact us as soon as possible to discuss your options.

Apply for DCM Assistance today!
(scan below)

