



## Disaster Case Management

FEMA's Disaster Case Management (DCM) program supplements state, local, territorial, or tribal (SLTT) governments' capacity to provide support services to survivors after a disaster. Section 426 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, (P.L. 93-288; 42 U.S.C. 5189d, as amended), authorizes FEMA to provide funding to SLTT governments or qualified private organizations to provide disaster case management services in the event of a Presidential major disaster declaration which includes Individual Assistance (IA).

DCM is a time-limited program that involves a partnership between a disaster case manager and a disaster survivor (also known as "client") to develop and carry out an individual Disaster Recovery Plan. The Disaster Recovery Plan includes resources, decision-making priorities, guidance, and tools to assist disaster survivors. This partnership provides the survivor with a single point of contact to facilitate access to a broad range of resources.

The DCM program is a Stafford Act funded program promoting: (a) effective delivery of post-disaster case management services, (b) partner integration, (c) provider capacity building, and (d) state-level program development. The program provides funding and technical assistance to ensure a whole community approach to providing or connecting local services to disaster survivors.

Services are provided at no cost and are available to any survivor that has been impacted by the disaster, regardless of eligibility for FEMA IHP or other Federal assistance. Individuals and Households do not need to be registered with FEMA to receive Federal Disaster Case Management assistance.

### DCM Program Services

- **Client Outreach.** In coordination with FEMA, other federal partners, non-federal entities, and local community organizations, providers perform outreach to connect with clients who could benefit from DCM.
- **Triage Needs.** After initial intake, case managers assign a priority level to cases based on the client's severity of need and ability to recover; this is regularly reassessed throughout the program.
- **Assessment.** Case managers collect information to assess disaster-caused unmet needs and resources already provided.
- **Information and Referral.** Case managers provide information and referrals to short term, immediately available resources and work with survivors to identify next steps and recovery goals.
- **Development of a Recovery plan.** Case managers work with clients to develop a preliminary recovery plan based on the identified disaster-caused unmet needs.

- **Advocacy and Referral.** Case managers and clients work together to advocate for resources to address the unmet needs and move towards achieving the goals outlined in the disaster recovery plan.
- **Monitor Recovery Plan.** Case Managers monitor client progress as defined in their disaster recovery plan through regular client contact and case file reviews.

A disaster-caused unmet need is defined as an un-resourced item, support, or assistance that has been assessed and verified as necessary for a survivor to recover from a disaster. This may include food, clothing, shelter, first aid, emotional and spiritual care, household items, home repair, or rebuilding.

DCM services, provided through a federal DCM grant, are available to any survivor impacted by the declared disaster. This allows individuals who may have suffered losses not covered by state, territory, or tribal government assistance programs, as well as those whose homes are damaged by the disaster, to benefit from DCM services.

### **DCM Program Types:**

- ***Immediate Disaster Case Management.*** The IDCM is a FEMA managed program that provides short-term, limited services to address immediate disaster caused needs and make referrals for disaster survivors. Implementation of IDCM typically begins within 14-30 days of the declaration date. The period of IDCM assistance will not exceed 180 days. IDCM is not a Federal award. It is implemented, administered, and overseen by FEMA, in coordination with state, territory, tribe, and local governments.
- ***Disaster Case Management Program.*** The DCM program is a FEMA-funded federal award to SLTTs or qualified private organizations to implement a supplemental DCM program to supply services to survivors with long-term disaster-caused unmet needs. The DCM grant application must be submitted within 90 days from the date of the Presidential major disaster declaration or IA designation, and the period of performance shall not exceed 24 months from the date of declaration.

Additional information about applying to or implementing a DCM program can be found at <https://www.fema.gov/individual-assistance-program-and-policy-guide>.

*FEMA's Mission: "Helping people before, during, and after disasters."*

**April 2019**



# Disaster Relief

## What We Do:

Our Local Catholic Charities Organizations help disaster survivors and their families return to safe, sanitary, and secure housing. We also provide assistance with:

- Connecting survivors to available community financial resources
- Identifying household needs and program eligibility
- Assisting with advocacy and appeals (including FEMA appeals)
- Creating attainable recovery plans for disaster recovery
- Arranging construction resources and repair for property damaged by natural disasters

## About Our Program:

With funding and support provided by FEMA, CalOES, and CDSS, the Disaster Case Management Program assists survivors of federally declared disasters to achieve sustainable long-term recovery results through dedicated case management services.



**Contact Us Today!**

**Statewide Phone:**  
(833) 775-DCMP  
- or -  
(833) 775-3267

- In Partnership With -



FEMA



Cal OES  
GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES



CDSS CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES



Catholic Charities  
of Los Angeles, Inc.



Catholic Charities  
Diocese of Stockton



Diocese of  
ST. VINCENT DE PAUL  
SACRAMENTO  
DIOCESAN COUNCIL  
U.S.A.



Catholic Charities  
East Bay



Catholic Charities  
MARIN • SAN FRANCISCO • SAN MATEO



Catholic Charities  
of Santa Clara County



CATHOLIC CHARITIES  
DIOCESE OF FRESNO



Catholic Charities  
OF THE DIOCESE OF SANTA ROSA

## FACT SHEET

# Crisis Counseling Assistance & Training Program

---

FEMA implements the Crisis Counseling Assistance and Training Program (CCP) to fund mental health assistance and training activities in areas that have received a Presidential major disaster declaration for Individual Assistance upon request by a state, tribal or territorial government. Funding is through a federal grant award application. Within the application, the requestor must identify a non-federal entity to administer CCP.

The U.S. Department of Health and Human Services' (HHS) Center for Mental Health Services, within Substance Abuse and Mental Health Services Administration (SAMHSA), works in partnership with FEMA to provide technical assistance, consultation, grant administration, program oversight, and training for state and tribal designated mental health authorities.

## Program Overview

The mission of the program is to assist individuals and communities in recovering from the psychological effects of disasters through the provision of community-based outreach and educational services. It supports short-term interventions to assist disaster survivors in understanding their current situation and reactions, mitigating stress, promoting the use or development of coping strategies, providing emotional support, and encouraging links with other individuals and agencies who may help survivors in their recovery process.

Services are provided at no cost and are available to any survivor who has been impacted by the disaster. These services are delivered in accessible locations, including survivors' homes, shelters, temporary living sites, and places of worship. Services can be provided in a group setting or one-on-one.

## Disaster Crisis Counseling vs. Mental Health Treatment

The key difference between traditional mental health services and crisis counseling is the way services are provided. Mental health treatment, as typically defined within the mental health community, implies assistance to individuals for a diagnosable disorder. Typically, the mental health professional and client will discuss various treatment options and agree to certain interventions and treatment goals.

In contrast, crisis counseling seeks to help survivors understand that they are experiencing common reactions to extraordinary occurrences. Crisis counselors treat each individual and group they encounter as if it were the only one, keep no formal individual records or case files. They also find opportunities to engage survivors, encouraging them to talk about their experiences and teaching ways to manage stress. Counselors help enhance social and emotional connections to others in the community and promote effective coping strategies and resilience. Crisis counselors work closely with community organizations to familiarize themselves with available resources so they can refer survivors to behavioral health treatment and other services.

## Programs Available

Supplemental funding for crisis counseling is available to state, territorial, and designated tribal authorities through two separate federal grant programs.



# FEMA

### **Immediate Services Program (ISP)**

- Application is due 14 days after a Presidential major disaster declaration that includes Individual Assistance.
- FEMA provides funds for up to 60 days of services immediately following the approval of IA for a disaster.
- FEMA awards and monitors the ISP federal award in coordination with SAMHSA.

### **Regular Services Program (RSP)**

- The application is due 60 days after a Presidential major disaster declaration that includes IA.
- FEMA provides funds for up to nine months from the date of the notice of award.
- SAMHSA awards and monitors the RSP federal award in coordination with FEMA.

These are separate programs that require separate applications. ISP is not a prerequisite for RSP, nor is RSP required automatically when ISP has been approved.

## **Key Principles**

The Crisis Counseling and Training Program is guided by key principles:

- **Strengths Based:** Services promote resilience, empowerment and recovery.
- **Diagnosis Free:** Crisis counselors do not classify, label, or diagnose people, nor keep records or case files.
- **Outreach Oriented:** Crisis counselors deliver services in affected communities proactively rather than waiting for survivors to seek their assistance.
- **Culturally Sensitive:** The model embraces cultural and spiritual diversity, as reflected in culturally-relevant outreach activities that represent the communities served.
- **Flexible:** Services are conducted in nontraditional settings, not clinical or office settings.
- **Capacity Building:** Services are designed to strengthen existing community support systems.
- **Practical More than Psychological:** Crisis counselors help survivors develop a plan to address self-identified needs and suggest connections with other individuals or organizations who can assist them.
- **One Identity:** While delivered by various agencies, the CCP strives to be a single, identifiable program.

## **Services Funded**

The following services may be funded under the Crisis Counseling and Training Program:

- **Individual Crisis Counseling:** Helps survivors understand their reactions, improve coping strategies, review their options, and connect with other individuals and agencies who may assist them.
- **Basic Supportive or Educational Contact:** Provides general support and information on resources and services available to disaster survivors.
- **Group Crisis Counseling:** Hosts group sessions led by crisis counselors offering skills to help survivors.
- **Public Education:** Offers information about reactions, coping strategies, and available resources.
- **Community Networking and Support:** Builds relationships among community resource organizations, faith-based groups, and local agencies.
- **Assessment, Referral, and Resource Linkage:** Assesses needs of adults and children and provides referral to additional disaster relief services, mental health or substance abuse treatment.
- **Development and Distribution of Educational Materials:** Produces and distributes flyers, brochures, tip sheets, educational materials, and website information developed by CCP staff.
- **Media and Public Service Announcements:** Works in partnership with local media outlets, governments, charitable organizations, and/or other community brokers to develop and share public messaging.



California  
**HOPE**

**HOPE  
LIVES  
HERE**



Call the CalHOPE Warm Line:  
**(833) 317-4673**

or to chat, visit  
**[calhopecconnect.org](https://calhopecconnect.org)**

CalHOPE offers crisis counseling after a federal declaration of emergency. It offers resources and information to help people find their way during these difficult times.

# Tips to Manage Stress:



Take a break from the news if it's causing you to feel overwhelmed.



Maintain social contact by phone, text, or email with those who support you.



Treat your body kindly—eat healthy foods, avoid excessive alcohol, and exercise as you are able.



Focus on what you can control, and let go of the rest.





## Disaster Legal Services

FEMA, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal help to disaster survivors through the request of the state, local, tribal or territorial governments. The Disaster Legal Services (DLS) program is authorized under section 415 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, 42 U.S.C. 5182, as amended, when the President declares a major disaster that includes Individual Assistance (IA).

DLS provides confidential free legal assistance to low-income survivors who were directly affected by the Presidentially declared major disaster, meet the definition of low-income, and do not have the means to hire an attorney. Low-income refers to survivors who have insufficient resources to secure adequate legal services, whether the insufficiency existed prior to or resulted from the major disaster.

DLS attorneys are volunteers who provide survivors with legal counseling and advice, and when appropriate legal representation for non-fee generating cases; they are not FEMA employees. Any services or conversations that occur between a survivor and one of the attorneys are confidential and will not be shared with FEMA. If volunteer attorneys are unable to assist survivors with their legal needs due to topic and/or time that would generate a fee, survivors will be referred to independent attorneys who can provide pro-bono or low cost services through the lawyer referral network in the impacted area.

Services typically provided include:

- Help with insurance claims for doctor and hospital bills, loss of property, loss of life, etc.
- Drawing up new wills and other legal papers lost in the disaster.
- Help with home repair contracts and contractors.
- Advice on problems with landlords.
- Estate administration, including guardianships and conservatorships.
- Consumer protection matters, remedies, and procedures.
- Preparing powers of attorney and guardianship materials.
- FEMA appeals and other disaster-related actions against the government.

*FEMA's Mission: Helping people before, during, and after disasters.*

**April 2019**



# Disaster Legal Assistance Collaborative

Do you need help after the recent floods?

Disaster Legal Assistance Collaborative is here to help!

*Have you been affected by a disaster, or are you worried that you will be? We offer free legal help with disaster-related problems, including landlord-tenant, employment, insurance, and FEMA. We help everyone!*

## Our Services



### Free Legal Answers

[ca.freelegalanswers.org](http://ca.freelegalanswers.org)

FLA provides free, online legal help for legal matters related to COVID-19 or disasters



### Disaster Helpline

(888) 382-3406

The helpline provides free legal advice to people experiencing legal issues due to a disaster



### Proving Ownership

Does your house deed say clearly that you own your home?  
If not, we can help!



### Disaster Preparedness Education

How to protect your legal rights, before and after a disaster



### Educational Website

Website provides information and resources about common legal issues that occur after a disaster.

For more information please visit us at: <https://disasterlegalservicesca.org/>



# Disaster Unemployment Assistance

---

FEMA's Disaster Unemployment Assistance (DUA) program is available to state, tribal, and territorial governments to provide unemployment benefits and reemployment services to individuals who have become unemployed as a direct result of an incident that resulted in a Presidential major disaster declaration for Individual Assistance and who are not eligible for regular state unemployment insurance.

The Department of Labor oversees the DUA program in coordination with FEMA. Following a Presidentially declared major disaster, FEMA provides funds to the Department of Labor for payment of DUA benefits and reimburses the state for administrative costs associated with DUA benefits. The Secretary of the Department of Labor is responsible for administering the DUA program and payment of DUA benefits.

DUA is administered by the state, tribal or territory<sup>1</sup> unemployment insurance agency. Once funding is in place, the unemployment insurance agency will issue public announcements throughout the declared disaster area announcing availability, and will issue payments to eligible applicants for up to 26 weeks after the declaration date, as long as the individuals' unemployment was, and continues to be, a direct result of the declared disaster event.

## General Requirements

To be eligible for DUA, individuals must:

- Provide proof of identity
- Be a U.S. citizen, non-citizen national, or qualified alien
- File an application for DUA with local unemployment insurance agency within 30 days of the date of the public announcement of availability of DUA<sup>2</sup>
- Not be eligible for regular unemployment insurance
- Be unemployed or partially unemployed as a direct result of the major disaster
- Be able and available for work, unless injured as a direct result of the disaster (see conditions below)
- Have not refused an offer of employment in a suitable position.

---

<sup>1</sup> If a tribe receives a Presidential major disaster declaration with IA, requests DUA, and is approved, the DUA program is administered through the state in which the tribal headquarters is located. Any approved funding is processed through the same state or territorial workforce agency that processes regular unemployment insurance claims.

<sup>2</sup> While 30 days is the standard deadline, under extenuating circumstances unique to the disaster, the U.S. Department of Labor may extend the deadline. Survivors should consult with their local unemployment or workforce agency to confirm deadlines for applying.



## Conditions of Unemployment

Applicants must meet one of the following conditions of unemployment or inability to perform services in self-employment as a direct result of the disaster:

- The individual has had a week of unemployment following the date the major disaster began
- The individual is unable to reach his/her place of employment
- The individual was scheduled to start work and the job no longer exists due to the major disaster, or the individual was unable to reach the job
- The individual became the major support of the household because the head of the household died as a direct result of the disaster
- The individual cannot work because of an injury caused as a direct result of the major disaster
- The individual experienced lack of work or loss of revenues when the employer (or the self-employed individual's business) lost a majority of income or revenue from an entity in the major disaster area that was damaged, destroyed, or closed by the federal, state or local government as a direct result of the major disaster.

Suffering a monetary loss due to damage of property or crops does not automatically entitle an individual to DUA. Applicants must follow the instructions in the public announcements and file for DUA based on the filing method used by the applicable unemployment insurance agency (i.e., in-person, mail, telephone or internet).

Individuals who moved or evacuated to another state, tribe, or territory should contact the unemployment insurance agency for the affected area or the state in which they are currently residing for claim filing instructions and assistance.

For additional information concerning the DUA program, contact the DOL at **1-866-487-2365** or your state or territory unemployment insurance agency.

## Rules and Responsibilities

### Non-Discrimination

All forms of FEMA disaster assistance are available to any affected household that meets the eligibility requirements. No federal entity or official (or their agent) may discriminate against any individual on the basis of race, color, religion, age, nationality, sex, disability, English proficiency, or economic status.

### Documentation

Individuals are required to substantiate employment or self-employment or to substantiate work that was to begin on or after the date of the disaster. If proof of employment cannot be provided at the time the claim is filed, individuals have 21 calendar days from that time to meet this requirement. Failure to submit this documentation within 21 days will result in a denial of DUA, and any benefits already paid will be considered overpaid. Individuals are required to repay any benefits overpaid.

### Residency Status in the United States and its Territories

To be considered for DUA, individuals must provide proof of identity and citizenship (U.S. citizen, U.S. national, or qualified alien).

# Disaster Unemployment Assistance now extended to workers impacted by winter storms in Santa Clara County

Published: May 31, 2023

NR No. 23-23

Contact: Loree Levy/Aubrey Henry

916-654-9029

[mediainquiries@edd.ca.gov](mailto:mediainquiries@edd.ca.gov)

## The One-Week Waiting Period is waived for regular unemployment claims impacted by the Atmospheric River events

SACRAMENTO – Individuals in Santa Clara County who have been impacted by the severe winter storms, flooding, landslides, and mudslides that started on December 27, 2022, are now eligible to file for federal Disaster Unemployment Assistance (DUA) benefits, joining workers [in 14 previously-announced California counties](#).

The California Employment Development Department (EDD) administers these benefits, which are available to workers, business owners, and self-employed individuals who lost their jobs or businesses, or had their work hours reduced due to impacts brought about by the severe storms.

The Federal Emergency Management Agency (FEMA) has determined that individuals who lost work or self-employment as a direct result of impacts caused by ongoing severe storms in the identified counties are now eligible to apply for federal DUA benefits. The FEMA approval is for FEMA designated disaster area 4683-DR.

EDD is required to first check to see if the applicant is eligible for regular state provided Unemployment Insurance (UI) benefits before processing the claim for DUA benefits. For those who do qualify for regular UI benefits, the usual one-week waiting period has been waived for those impacted by the Atmospheric River events. The new waiver dates back to December 24, 2022 for those who previously for benefits. For those who were approved for a regular UI claim before the approval on the waiver, the EDD will issue payment for the one-week waiting period previously served. A waiting week is already not required on DUA claims.

DUA applies to losses beginning the week of January 1, 2023 for claimants impacted by the storms. Eligible full-time workers can receive between \$166 and \$450 a week in benefits for a maximum period of 28 weeks. Part-time workers may also be eligible for benefits. The last payable week of this emergency benefit ends July 15, 2023.

DUA benefits are offered to victims of a federally-declared disaster and are available to individuals who meet any of the following criteria:

- Worked or were a business owner or self-employed, or were scheduled to begin work or self-employment, in the disaster area. This includes, and is not limited to, those in the agricultural and fishing industries.
- Cannot reach work because of the disaster or can no longer work or perform services because of physical damage or destruction to the place of employment as a direct result of the disaster.
- Cannot perform work or self-employment because of an injury as a direct result of the disaster.
- Became the head of their household because of a death caused by the disaster.

Individuals must have applied for and used all regular unemployment benefits, or do not qualify for regular unemployment benefits and remain unemployed as a direct result of the disaster. Also, the work or self-employment they can no longer perform must have been their primary source of income.

**Applications filed by individuals in Santa Clara County for DUA benefits must be filed by June 30**, unless the individual has good cause to file a late application. Claimants in **Amador County should have filed by March 29, 2023**. Claimants in **Alameda, Contra Costa, Mendocino, and Ventura counties needed to file by March 9, 2023**. Individuals filing claims from **San Mateo County had to file**

**by March 2, 2023.** Claimants in **Calaveras County needed to file by February 27, 2023**, and individuals who file claims from **Sacramento, Merced, Santa Cruz, Monterey, San Luis Obispo, Santa Barbara, and San Joaquin counties should have filed their DUA applications by February 22, 2023.**

County	DUA Filing Deadline
Sacramento, Merced, Santa Cruz, Monterey, San Luis Obispo, Santa Barbara, and San Joaquin	February 22, 2023
Calaveras	February 27, 2023
San Mateo	March 2, 2023
Alameda, Contra Costa, Mendocino, and Ventura	March 9, 2023
Amador	March 29, 2023
Santa Clara	June 30, 2023

In addition, to receive DUA benefits, all required documentation must be submitted within 21 days from the day the DUA application is filed. Required documentation includes the most recent federal income tax form or check stubs, or other documentation to support that the individuals were working or self-employed when the disaster occurred.

Documentation for the self-employed can be obtained from banks, government entities, or affidavits from individuals having knowledge of their business.

The fastest and easiest way for new claimants to apply for DUA is to use EDD's [UI Online application](#), which is available in both English and Spanish. Applicants can also get assistance at local job centers and Local Assistance Centers or Disaster Recovery Centers.

In addition, claimants can apply for DUA by phone between 8 a.m. and 5:00 p.m., Monday through Friday, except holidays:

- English: 1-800-300-5616
- Spanish: 1-800-326-8937
- Armenian: 1-855-528-1518
- Chinese (Cantonese): 1-800-547-3506
- Chinese (Mandarin): 1-866-303-0706
- Korean: 1-844-660-0877
- Tagalog: 1-866-395-1513
- Vietnamese: 1-800-547-2058

EDD's [Disaster-Related Services](#) webpage includes more information for individuals and businesses impacted by disasters, including tax filing extensions for affected employers. EDD also encourages individuals to visit the [Governor's Office of Emergency Services](#) website for the latest information on Local Assistance Centers where individuals, families and businesses can access disaster assistance programs and services.

The EDD administers the federal disaster-benefits program in California for the U.S. Department of Labor, Employment & Training Administration, on behalf of the Federal Emergency Management Agency.