



# NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER POINTS OF CONSENSUS

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## DISASTER CASE MANAGEMENT

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1. Disaster Case Managers deployed by voluntary organizations play a unique role in the recovery of individuals and families. Voluntary organizations:
  - complement the services provided by governmental agencies; and
  - deliver Disaster Case Management services in fulfillment of their voluntary missions with respect for and knowledge of the local community.
2. Disaster Case Management Standards provide voluntary organizations with guidance that promotes standardized delivery of Disaster Case Management services. Disaster Case Management Organizations establish policies and practices which reflect the National VOAD Disaster Case Management Values and Standards.
3. Disaster Case Managers embrace the following underlying values for service:
  - Our commitment to caring and compassion for all people is the foundation for all we do.
  - Our work is accomplished in a respectful, non-judgmental, and non-discriminatory manner.
  - Trust, mutual respect, and equal partnerships of survivors and community service providers are essential elements of our work.
  - All people have inherent dignity, worth and autonomy.
  - Human relationships are essential to hope and healing.
  - Integrity is an essential component of our work and service in helping survivors navigate their recovery.
4. Disaster Case Management is a time-limited process<sup>1</sup> by which a skilled helper (Disaster Case Manager) partners with a disaster affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.
5. The Disaster Case Manager serves as a primary point of contact, assisting the Client in planning and coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy. Disaster Case Managers rely on the Client to play an active or lead role in their own recovery.
6. Disaster Case Management Organizations work together with community partners to overcome barriers which may otherwise prevent clients from accessing services and resources necessary for recovery.
7. Disaster Case Management personnel are qualified as determined by the Voluntary Organization by life experience, skills, education, and training to access and coordinate services on behalf of clients. Disaster Case Managers may be Employees or Volunteers.
8. Disaster Case Managers have specialized knowledge and skills regarding disaster recovery resources, advocacy and case presentation, assessment of the survivors and disaster recovery planning, the potential impact of the disaster on survivors' over-all well-being and ability to cope, and the recovery needs of vulnerable populations after a disaster.
9. Disaster Case Managers and Organizations respect the client's right to privacy, protect client's confidential information, and maintain appropriate confidentiality when information about the client is released to others.
10. In communities wherein multiple organizations provide disaster case management and supportive recovery services, technical systems should be used to reduce duplicative case management efforts and to facilitate coordination between organizations and systems across the continuum of care.<sup>2</sup>

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<sup>1</sup> Outreach/Screening, Intake/Engagement, Assessment, Recovery Planning, Action and Advocacy, Monitoring, Closure

<sup>2</sup> <http://www.nydic.org/nassembly/documents/casemanagementbrief.pdf>