
BALDWIN MOVING FORWARD CASE MANAGEMENT SUB-COMMITTEE PROPOSAL

DISASTER CASE MANAGEMENT DESCRIPTION

(Adapted from Guidance developed by National VOAD)

DEFINITION:

Disaster Case Management is a process by which a skilled helper (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.

ROLE OF THE CASE MANAGER:

The Case Manager serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy. Case Managers rely on the Client to play an active or lead role in their own recovery.

PROCESS OF DISASTER CASE MANAGEMENT

The DCM process involves:

- a) Outreach and Screening
- b) Intake for Case Management Services
- c) Assessment
- d) Recovery Planning
- e) Advocacy
- f) Monitoring Progress
- g) Closure

DCM is initiated when the client seeks or accepts Disaster Case Management Services.

Providing Information and Referral (I & R) is an activity performed throughout this process.

SPECIFIC RECOMMENDATIONS FOR BTRC CASE MANAGEMENT

It is the recommendation of the Case Management Sub-Committee that funding be provided to Community Action Agency to hire Case Manager(s) and we proceed with Case Management with a 3 Phase approach. Case Manger(s) will be contract employee(s) with an hourly wage of \$17.

Phase 1-Initial Intake and Needs Assessment

Before direct assistance funding is available, the Case Manager(s) can track needs, make referrals to existing programs, and provide guidance in applying for state and federal assistance. All client information will be maintained confidentially and clients' cases can be revisited and needs re-assessed once funding or other resources become available.

Phase 2-Case Management and Resource Allocation-Internal

Once assistance funding become available, Case Manager(s) will assess unmet needs, confirm prior assistance received from governmental agencies and community social services, and work with the client to develop a plan to address resource gaps. Using Long Term Recovery Case Management practices, he/she will build a case and present to the Baldwin Together committee for resource allocation. If caseload becomes too great for one Case Manager, Baldwin Together will have the data to show that there is a need for a second Case Manager and with supporting documentation, there is high confidence that additional funding for Case Management can be sought.

Phase 3-Case Management and Resource Allocation-External (if necessary)

If caseload becomes too great to be handled effectively by two Case Managers, the established Social Service Agencies (Catholic Social Services, Christian Service Center, Ecumenical Ministries etc.) will assist with coordinated efforts. All intake will be done by BTRC Case Managers, and referrals will be made to the appropriate Social Service Agency for casework. Once casework is completed, Cases would be sent back to BTRC Case Managers for assistance allocation and, data coordination and follow up.

BTRC CASE MANAGER JOB DESCRIPTION

The Baldwin Together Recovery Center is seeking COVID-19 Disaster Recovery Case Managers.

The Case Manager is responsible for providing a wide variety of disaster recovery client services, including intake, assessments, supportive services, information and referral, financial assistance, advocacy, and the development of long-term disaster recovery plans.

The Case Manager is also responsible for maintaining case files in accordance with agency policies and gathering and reporting program statistical and outcome data.

PRINCIPAL DUTIES

- Provides direct Disaster Recovery client case management services including, but not limited to: rapport building, client intake and eligibility determination, assessment, individualized long term recovery planning.
- Provides disaster recovery information and referral, advocacy, case monitoring and aftercare services. Provides direct assistance, as available.
- Participates in regular team recovery plan consultation sessions.
- Presents case files to Allocation Committee.
- Maintains accurate and timely documentation in client files in compliance with established policies and guidelines, including: intake and assessment, service plans, case notes, review and revision of service plans and other documents as required by funding sources and BTRC policy.
- Ensures the proper security of client records and confidentiality in compliance with agency policy.
- Collaborates with other social service agencies to coordinate client services.
- Completes mandatory database entry into CAN and other funder databases as required.

QUALIFICATIONS

MINIMUM EDUCATION:

- High School diploma with some college preferred. Case management experience preferred.

MINIMUM SKILLS AND EXPERIENCE:

- Ability to respond compassionately to persons who are in crisis while maintaining appropriate and professional boundaries.
- Knowledge of general disaster recovery or social work practice.

- Knowledge of community resources within Baldwin County.
- Strong interviewing and assessment skills.
- Competence in using web based communications and completing digital data entry.
- Must be able to practice and maintain client/program confidentiality, while at the same time function as a collaborating staff/team player.
- Ability to work with diverse populations in crisis situations.

OTHER REQUIREMENTS:

- Must have reliable transportation, valid driver license, and evidence of insurability.
- Must be able to coordinate a variety of activities.
- Must be able to follow directions and work independently.
- Must be able to think creatively to find solutions to complex problems.
- Must be able to work on a flexible schedule.