The background of the slide is a photograph of a mountain range, likely in Maui, with a vibrant rainbow arching across the sky. The mountains are covered in green vegetation, and the sky is filled with soft, white clouds. In the top right corner, there is a solid red rectangular graphic element.

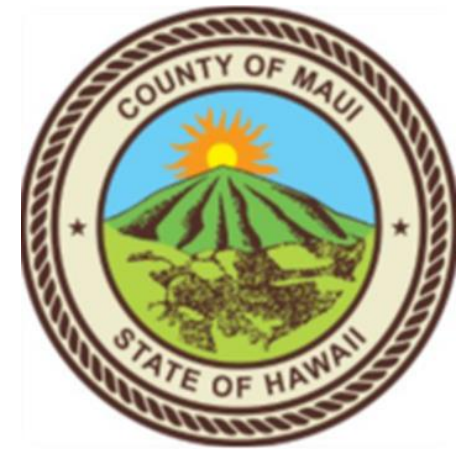
# Maui Wildfires Disaster Case Management Program (DCMP)

INFORMATION OVERVIEW

# What is the Disaster Case Management Program (DCMP)?

The Disaster Case Management Program pairs fire survivors with a case manager to help address their unmet needs through developing a personalized recovery plan. Case managers provide ongoing support and advocacy as the survivor works through their plan.

- ▶ Information is collected, immediate needs are identified, and a relationship is established during intake
  - ▶ Trauma Informed Approach of working collaboratively together so that we are not asking the survivor the same questions they have been asked
- ▶ Create a long-term recovery plan in collaboration with the survivor for their unmet needs (housing, mental health, transportation, childcare)
- ▶ Provide ongoing wrap around support and services, advocacy, and referrals as survivors navigate their plan



# The Disaster Case Management Program (DCMP) takes a trauma informed community approach to empower survivors and build local capacity for recovery.



## Effective Delivery Service

Case managers provide direct support to disaster survivors through assessment, referral, and advocacy



## Partner Integration

Program coordinates across government, nonprofits, faith groups, and others to streamline assistance



## Capacity Building

Program provides funding, training, and tools to enable local providers to deliver effective services



## Program Development

State level program development and technical assistance

# Community Based Organizations (CBO) Involvement

- ▶ CBOs are well-equipped to provide effective disaster case management services thanks to their community connections, adaptability, and commitment to long-term support
  - ▶ Serving the most vulnerable people
    - ▶ CBOs serve wildfire survivors and those that are low-income, the elderly, and people with disabilities who are disproportionately impacted by disasters
  - ▶ Providing culturally sensitive services
    - ▶ CBOs have a deep understanding of specific needs of local communities
  - ▶ Trusted by the community
    - ▶ People feel comfortable getting help from known, trusted CBOs
  - ▶ Have established partnerships + networking in the community
    - ▶ CBOs can connect survivors to resources through existing networks and help to identify new referrals of other CBO partners

# Resources for Survivors

- Long term housing support
  - Transportation
  - Vital document replacement
  - Mental health & substance abuse support
  - Replacement of tools and supplies for livelihood
  - Financial literacy education
- Help navigating government assistance programs
  - Basic needs
  - Food assistance
  - Employment assistance
  - Debris cleanup
  - Legal assistance



# Interim Disaster Case Management Program (DCMP) (launched services November 20th)



- ▶ Privately funded grant by the American Red Cross (ARC) Long Term Recovery Group (LTRG) with funds allocated to St. Vincent De Paul (SVDP), a national SVDP is a leading national organization that has extensive experience implementing, managing, and administering disaster case management programs nationwide.
  - ▶ The grant including additional funds for SVDP to train local CBOs to build capacity so that we may rely on local CBOs when there is another disaster, rather than relying on national organizations (just finished week one of training today!)
- ▶ Funds Phase I: Disaster Case Management Program (DCMP) for 90 days pursuant to a Memorandum of Understanding to the State of Hawai'i, Department of Human Services (DHS)
  - ▶ This phase was created to fill the gap with private funds while we await the FEMA grant approval + funds

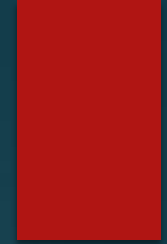
# Interim Disaster Case Management Program (DCMP) (launched services November 20th)



- ▶ Funds 20 Disaster Case Managers (DCMS) hired by 3 designated Community Based Organizations (CBOs) approved by the American Red Cross (ARC)
  - ▶ Catholic Charities Hawai'i
  - ▶ Family Life Center
  - ▶ Family Promise Hawai'i
- ▶ These 20 DCMs, at full capacity, will be assigned 35 families to assist **700 survivors**
- ▶ ARC clarified that their grant funds will enable DCM services to those FEMA ineligible households who were part of the Airbnb 30-day extension program, and those FEMA ineligible households who are in NCS hotels. (This is because those in the hotels are receiving SRT services from ARC)
  - ▶ IF there is capacity within that 700 individual total for us to provide DCM services to other FEMA ineligible households, we will begin to look households otherwise housed in the community who fit the above criteria.

# DHS DCMP

(FEMA funded program with projected launch of end of January/early February )

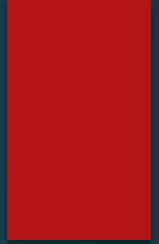


- ▶ Federally funded Federal Emergency Management Agency (FEMA) grant with funds allocated to State of Hawai'i, Department of Human Services (DHS)
  - ▶ This FEMA grant will scale up the Interim DCMP already in progress and be able to provide wrap around services to more survivors
  - ▶ NOTE: *all survivors* of the wildfires, regardless of FEMA eligibility or housing locations/programs are eligible for wrap around services with the federally funded DHS DCMP.



# DHS DCMP

(FEMA funded program with projected launch of end of January/early February )



- ▶ Total FEMA grant was for \$60M, but it will be allocated into 3 parts and increase as necessary with the first increment being \$17.2M for 35 DCMs and additional DCMP staffing, training, rental assistance for CBOs
  - ▶ Among the fastest states to apply for FEMA grant, which was just approved on November 8<sup>th</sup>
  - ▶ Even though it is approved, it will still take some time to get procurement back-end piece complete
  - ▶ Hoping to have the FEMA funded DCMP kicked off by the end of January to early February with procurement, hiring, training, etc.
  - ▶ Working side by side with Long Term Recovery Group (LTRG) & Unmet Needs Board as it gets stood up

# Available Funding

- ▶ Program staffing
  - ▶ Funding can be used to pay salaries for program staff such as case managers
- ▶ Case management training
  - ▶ Funding covers the cost of initial and ongoing training for case managers
- ▶ Database software
  - ▶ Funding pays for case management software such as VisionLink or ORION
- ▶ Case management activities
  - ▶ Funding covers all components of case management including outreach, assessment, recovery planning, referral, and advocacy



**American  
Red Cross**



**FEMA**

# St. Vincent De Paul (SVDP) + Community Based Organizations (CBO)s Next Steps



## OVERVIEW OF REQUEST FOR PROPOSALS For

**DR 4724 Hawaii Wildfires - Subcontractors for the FEMA funded Disaster Case Management Program under the Disaster Services Corporation Society of St Vincent de Paul USA**

**RFP #: H12152023**

**Proposal Due Date/Time: Friday, January 5, 2024, at 2:00 PM HST**

**Release Date: December 15, 2023**

**Release Time: 2:00 PM HST**

**Questions Due: December 20, 2023, HST**

### IMPORTANT DISCLAIMERS

This Request for Proposals is authorized by Disaster Services Corporation in their role as primary contractor for the Hawaii Disaster Case Management Program with the Hawaii Department of Human Services.

This Request for Proposals ("RFP") is to obtain information and costs for planning purposes and does not guarantee an award. This information will be reviewed and discussed by a contract committee of Disaster Services Corporation and may or may not result in an award of a contract.

The Disaster Services Corporation will contract with six Community Based Organizations to provide Disaster Case Management Services for the Maui Wildfires. The organizations will be chosen by a point grading system and a review panel will grade the RFPs. A summary of the grading and ranking available to all who apply for this RFP. The specifics of the point system will be defined in the RFP, but organizations must at a minimum meet the following:

1. Registered as a 501 (C) 3 organization with the IRS.
2. Registered to do business in the State of Hawaii for at least three years and have a local presence in the State.
3. Have sufficient experience in federal and state contracts.
4. Have the depth of management for the necessary oversight of the program and necessary internal controls.
5. Have experience in working with diverse populations.
6. Have access to direct services resources.
7. Have sufficient insurance to meet the RFP requirements.
8. Adhere to both state and federal privacy act requirements.

The period of performance for the award is August 10, 2023, through August 10, 2025. The subcontractor must follow all applicable federal regulations including the FEMA-State Agreement and the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards under Title 2 of the Code of Federal Regulations, Part 200 (2 C.F.R. Part 200).

An entire RFP packet will be released on 12/15/23 to a listserv of the Hawaii Department of Health and Human Services.



# How can your organization get involved?

Jennifer Monaghan

*Administrator*

*Maui Wildfires Disaster Case Management Program  
(DCMP)*

State of Hawai'i

Department of Human Services

(808) 437-1012

[jmonaghan@dhs.hawaii.gov](mailto:jmonaghan@dhs.hawaii.gov)





**THOUGHTS  
OR  
QUESTIONS?**

## DRIP Committee

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**From:** Monaghan, Jennifer <jmonaghan@dhs.hawaii.gov>  
**Sent:** Tuesday, December 12, 2023 7:54 AM  
**To:** DRIP Committee  
**Subject:** UPDATED DCMP PPT for tomorrow's council meeting  
**Attachments:** Maui Wildfires Disaster Case Management Program (DCMP)\_UPDATED\_Monaghan (002).pptx

You don't often get email from jmonaghan@dhs.hawaii.gov. [Learn why this is important](#)

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To report suspected Child Abuse and or Neglect: 1-888-380-3088  
Available 24 hours a day, 7 days a week

To report suspected Human Trafficking of Children: 1-888-398-1188  
Available 24 hours a day, 7 days a week

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