



## **City of Lynchburg Disaster Recovery Group Case Management Processes & Procedures**

### Purpose:

The purpose of the following document is to establish uniform guidelines for the City of Lynchburg Disaster Recovery Group (CLDRG) case management processes.

### Procedures:

#### **1. Local Emergency Declaration**

The purpose of CLDRG is to assist with a disaster household's unmet needs that are serious, essential and necessary. These unmet needs must have arisen from a disaster/emergency declared by the local government, the Governor of the Commonwealth of Virginia, and/or the President of the United States of America. When the City of Lynchburg declares a local emergency, the CLDRG is able to begin the case management process.

#### **2. Damage Assessments**

The responsibility for Rapid Needs Assessments and Initial Damage Assessment (IDA) reports lies with the local government. Rapid Needs Assessments and IDA surveys will be conducted by task forces comprised of members of various City departments. The Director of Community Development for the City of Lynchburg will coordinate the compilation of damage survey data, prepare damage assessment reports for the City's Emergency Operations Center (EOC) Director and plot damaged areas on local maps. A Rapid Needs Assessment should be submitted to the EOC Director within 48 hours of the disaster and the IDA report within 72 hours of the disaster, with appropriate discretion based on the scope of the event. This information will then be forwarded to the Virginia Department of Emergency Management.

Concurrent with City-led assessments, a multitude of independent damage assessment activities will be conducted by a variety of organizations including insurance, utility, and disaster assistance organizations. The American Red Cross is one such organization that performs damage assessments and case management independent of the City's operations. The need for CLDRG activation will be determined based on the results of

the City's assessments and in coordination with the American Red Cross damage assessment process.

Once City-led IDA reports are completed and results are compared with the American Red Cross assessment information, the resulting list of affected properties/individuals will be shared with CLDRG case management.

### **3. Recovery Resource Center**

At such time that the need for CLDRG case management has been determined, a representative from the Lynchburg Department of Emergency Services will notify the Chair of the CLDRG to begin coordinating a Recovery Resource Center. The Recovery Resource Center will be a readily accessible facility or office where disaster-affected individuals or families may go for information about programs and to ask questions about their case.

Case managers from CLDRG, representatives from the American Red Cross, community volunteer groups, and other agencies may be present to begin case management (initial assessments), to offer disaster assistance and to provide information about community resources available to them. The CLDRG will ensure that intake forms are available in alternate languages.

### **4. CLDRG Executive Committee Meeting**

Following the case management assessments at the Recovery Resource Center, a meeting of the CLDRG Executive Committee will be called to report the initial case management results and begin the long-term recovery process.

Any potential clients that were unable to attend the Recovery Resource Center hours should be directed to contact the lead case management agency for the CLDRG.

### **5. 48-hour Case Review**

Within 48 hours of initial case management assessments, the CLDRG Case Management Coordinator will review each case to determine the level of need and assign each case a case manager. Individuals with case management responsibilities for CLDRG will only complete CLDRG case management after being assigned a case by the Case Management Coordinator. All case files will be housed at the lead case management agency for CLDRG.

### **6. Client Meetings**

Assigned case managers will attempt to hold one-on-one meetings with each of their clients to obtain more in-depth information about the clients' specific needs. Housing counselors will coordinate to determine what resources are available to meet their clients' needs (living arrangements, clothing, furniture, etc.).

When all personal and community resources have been exhausted, the Case Managers will rank the clients' remaining unmet needs based on the criteria set forth in the CLDRG Selection Criteria for Clients document. The Case Management Lead will distribute this information to the CLDRG in the form of a spreadsheet.

## **7. Monetary Requests**

When all personal and community resources have been exhausted for a client, CLDRG case management may request monetary resources from the CLDRG Executive Committee. The client's case manager will complete the Eligibility and Determination Form and provide any necessary documentation to verify the need for the funds (estimate, bid, etc.).

The Case Management Lead will reach out to the Chair of CLDRG with these requests. The CLDRG Chair will reach out to the Executive Committee to take a vote on releasing CLDRG funds for the requested purposes. If the committee is able, it will convene in person within 48 hours of the request to vote on the issue. If the committee is not able to convene in person, the Chair will call for an electronic vote. The vote must result in a simple majority to release funds from the CLDRG account.

***APPROVED: September 4, 2018***

***AMENDED:***