

**2023** **DISASTER CASE  
MANAGEMENT  
PROGRAM**  
**ANNUAL REPORT**



**IOWA DEPARTMENT OF  
HOMELAND SECURITY AND  
EMERGENCY MANAGEMENT**

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Director**



# 2023 IOWA DCM PROGRAM ANNUAL REPORT

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## Introduction

The Iowa Department of Homeland Security and Emergency Management (HSEMD) submits this annual report for the Disaster Case Management (DCM) program to the Legislative Fiscal Committee and the Government Oversight Committee. Iowa Code § 29C.20B requires HSEMD to report annually, by January 1 of each year, concerning the activities of the DCM program during the previous fiscal year.

During the entirety of State Fiscal Year 2023, the Iowa Department of Health and Human Services (Iowa HHS) administered the Disaster Case Management program. On July 1, 2023, administration of the Disaster Case Management program moved to HSEMD as part of the State of Iowa's government alignment efforts. (Please note the name of the program was changed to Disaster Case Advocacy on July 1, 2023.)

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## Program Overview

DCM is a supportive program involving a partnership between a disaster-impacted household and a disaster case advocate. Disaster case advocates walk beside households through the disaster recovery process. They serve as a primary point of contact assisting households in coordinating necessary services and resources to address the household's complex disaster recovery needs. In this partnership, advocates and households assess the family's disaster-related unmet needs, build a recovery plan, and access available resources.

Disaster-impacted households play a lead role in their recovery and drive the level of assistance they receive. Households seeking one-time information and referral guidance receive Information and Referral assistance. Households looking for support to work through long-term recovery assistance sign up for Disaster Case Management.

Disaster-related unmet needs are those things households need to recover from the disaster. Examples may include navigating through insurance, financial resources, and application processes; and locating housing options, advocating, and supporting through the rebuild process. Unmet needs may also include basic and immediate needs such as food, clothing, shelter or first aid, and long-term needs such as financial, physical, emotional or spiritual well-being.

During SFY 2023, Iowa HHS contracted with the Iowa Community Action Association (ICAA) to implement the DCM program. The ICAA subcontracted with 16 community action agencies across the state to implement the program at the local level.

Iowa Code § 29C.20B authorizes funding to the DCM program for no more than \$1 million dollars during a fiscal year. An additional \$100,000 may be available for contracted staff support and case management training. ICAA and the subcontracted community action agencies are compensated based on pre-approved submitted workplans for each disaster declaration.

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## Disaster Events

In State Fiscal Year 2023, Iowa experienced nine disaster events that activated the DCM program.

- July 6, 2022 – Severe Weather
- July 25, 2022 – Severe Weather
- April 1, 2023 – Severe Weather
- April 4, 2023 – Severe Weather
- April 25, 2023, and April 28, 2023 – Flooding
- May 9, 2023, and May 10, 2023 – Severe Weather
- May 16, 2023 – Severe Weather
- May 29, 2023 – Partial Building Collapse
- June 30, 2023 – Severe Weather

For the above nine disaster events, the following 41 counties received governor’s proclamations of disaster emergency activating the DCM program:

County	Number of DCM activations	County	Number of DCM activations	County	Number of DCM activations	County	Number of DCM activations
Allamakee	2	Harrison	1	Monroe	2	Winnebago	1
Appanoose	2	Iowa	1	Muscatine	2	Winneshiek	1
Benton	1	Jackson	2	O'Brien	1		
Cedar	1	Jasper	1	Pocahontas	1		
Clayton	2	Jefferson	1	Poweshiek	1		
Clinton	1	Johnson	1	Ringgold	1		
Davis	2	Keokuk	1	Scott	2		
Delaware	1	Lee	1	Shelby	1		
Des Moines	1	Linn	1	Story	1		
Dubuque	2	Lucas	2	Union	1		
Emmet	1	Mahaska	1	Wapello	2		
Grundy	1	Marion	1	Warren	1		
Hancock	1	Marshall	1	Washington	1		

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## Program Outcomes

### ***Households Served***

During SFY 2023, 156 disaster-impacted households received immediate Information and Referral assistance for their disaster-related needs.

Application support was provided for 453 households who applied for the Iowa Individual Assistance Grant Program (IIAGP) and needed additional assistance with their application. Examples of assistance provided include identifying and referring residents to additional resources in the community for their unmet needs, navigating insurance paperwork, and locating contractors/vendors.

Seven impacted households requested longer-term DCM support as they navigated through their disaster recovery.

### ***Expenditures***

The following expenditure reporting for SFY 2023 is provided by Iowa HHS. This report covers expenditures for:

- Declared disasters from July 1, 2022, through June 30, 2023
- Expenses from SFY 2022 that were expended in SFY 2023 due to late invoices
- Expenses from December 2021 through June 2022 proclaimed disasters that were expended in SFY 2023

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Proclamation Date	Disaster Number	Counties	Total Expenditure
December 16, 2021	6071	Allamakee, Appanoose, Audubon, Bremer, Buena Vista, Butler, Calhoun, Cass, Cerro Gordo, Cherokee, Chickasaw, Davis, Fayette, Floyd, Franklin, Greene, Guthrie, Hamilton, Hancock, Hardin, Harrison, Howard, Humboldt, Ida, Kossuth, Lucas, Madison, Marshall, Mills, Mitchell, Monroe, Montgomery, O'Brien, Page, Pottawattamie, Ringgold, Sac, Shelby, Union, Washington, Webster, Winnebago, Winneshiek, Wright, Woodbury, and Worth	\$2,285.13
March 7, 2022	6073	Adair, Benton, Decatur, Jasper, Lucas, Polk, Madison, Tama, Warren, and Wayne	\$4,224.79
April 13, 2022	6074	Cerro Gordo, Hancock, Humboldt, Mitchell, Pocahontas, Winneshiek, and Worth	\$ 1,526.65
	6076	Statewide DCM Training	\$35,679.95
May 31, 2022	6077	Boone, Des Moines, Hamilton, Ida, Lyon, and Webster	\$3,425.69
June 10, 2022	6078	Union	\$1,374.68
July 6, 2022	6080	Emmet, Hancock, O'Brien, and Winnebago	\$1352.35
July 25, 2022	6081	Allamakee, Clayton, Harrison, Shelby, and Winneshiek	\$3,995.62
April 1, 2023	6082	Appanoose, Cedar, Clinton, Davis, Delaware, Des Moines, Dubuque, Grundy, Jackson, Johnson, Keokuk, Linn, Lucas, Mahaska, Monroe, Wapello, and Washington	\$60,142.39
April 4, 2023	6083	Marion and Warren	\$466.90
April 25, 2023, and April 28, 2023	6084	Allamakee, Clayton, Dubuque, Jackson, Muscatine, and Scott	\$5,770.01
May 9, 2023, and May 10, 2023	6085	Benton, Iowa, Jasper, Marshall, Muscatine, Poweshiek, and Story	\$17,478.12
May 16, 2023	6086	Pocahontas	\$206.32
May 29, 2023	6087	Scott	\$14,519.71
		<b>Total:</b>	<b>\$152,448.31</b>





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## Transition to HSEMD

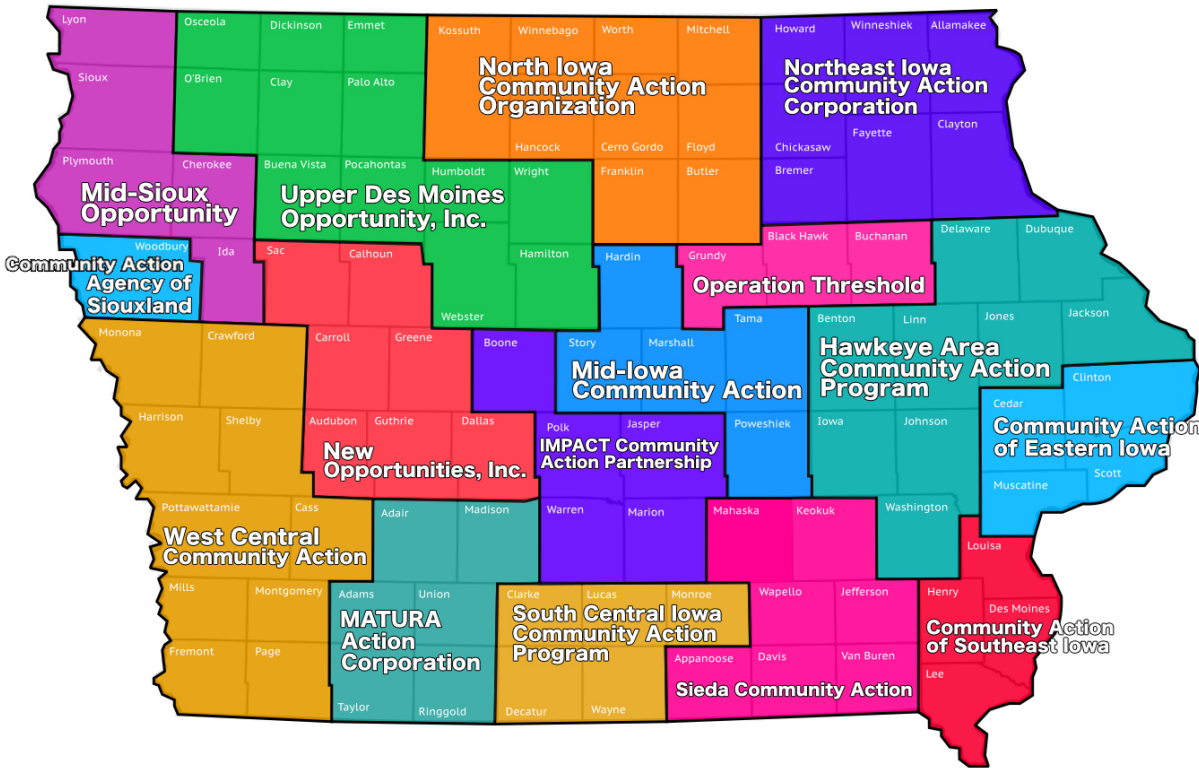
With the passage of the government alignment legislation in March 2023, discussions and activities began between HSEMD and Iowa HHS to transition the administration of the DCM program efficiently and without issue on July 1, 2023. Weekly meetings took place from March to September with additional transition discussions with the contracted entity ICAA.

HSEMD launched a new webpage for the DCM and IIAGP programs on June 30, 2023 ([homelandsecurity.iowa.gov/assistance](https://homelandsecurity.iowa.gov/assistance)). The webpage provided application deadlines and outlined the program with graphics and direct links. The new webpage was available to be used by impacted households across southeast Iowa for the June 30, 2023, disaster proclamation for severe weather.

In SFY 2024, HSEMD intends to work closely with the ICAA and their subcontracted partners to identify gaps in service delivery, enhance reporting and communication, and increase accessibility to the program.

Attachment – Iowa Community Action Agencies Coverage Map

# Iowa Community Action Agencies



[iowacommunityaction.org](http://iowacommunityaction.org)