

**Administration for Children and Families
Immediate Disaster Case Management (IDCM)**

The HHS Administration for Children and Families (ACF), in partnership with the Federal Emergency Management Agency (FEMA), provides Immediate Disaster Case Management (IDCM) services to States, Tribes, and Territories affected by both natural and man-made disasters utilizing a contractor to provide a cadre of pre-trained and pre-screened case managers to provide case management services.

ACF IDCM services support State, Tribal, Territorial, local, and non-profit capability for disaster case management, augmenting and building capacity where none exists. ACF IDCM's primary goal is to link individuals to resources and programs that will optimize a more rapid and equitable recovery through outreach, triage, and case management services. ACF activates its IDCM operations up to 180 days, when requested and missioned assigned by FEMA (the Interagency Agreement (IAA) between FEMA and ACF is pending) following a Presidential declaration of a disaster, in which Individual Assistance (IA) is approved. The activation of the ACF federal IDCM program is Robert T. Stafford Act disaster funded.

The ACF federal Immediate Disaster Case Management (IDCM) program is a time-limited process that involves a partnership between a case manager and a disaster survivor (also known as a "client") to develop and carry out a Disaster Recovery Plan. This partnership provides the client with a single point of contact to facilitate access to a broad range of resources. The process involves an assessment of the client's verified disaster-caused unmet needs and the development of a goal-oriented plan that outlines the steps necessary to achieve recovery. The ACF IDCM services are designed to promote a more rapid and equitable recovery of individuals and families impacted by disaster.

ACF

The ACF Office of Human Services Emergency Response and Preparedness (OHSEPR) administers the ACF IDCM program. Federal IDCM mission activations, like other ACF response and recovery missions in disasters and public health emergencies, are coordinated by and within the command and control of the ACF Incident Management Team (IMT), located within OHSEPR.

ACF IDCM Contractor

The ACF IDCM contractor provides disaster case management services upon activation of the IDCM program. The Disaster Case Manager serves as the single point of contact to facilitate access to a broad range of resources following an assessment of the client's verified disaster-caused unmet needs, and development of a client recovery plan. ACF IDCM activation maintains a staffing approach that supports scalable deployments.

For more information on this and other ACF human services capabilities to support States, Tribes, and Territories in preparedness, response, and recovery, contact OHSEPR by emailing the ACF Watch Desk at hswatchofficer@acf.hhs.gov