Direct Client Assistance Model
DAT Discussion
Why Change the Program?

- Provide consistent assistance
- Empower clients to make their own decisions
- Simplify criteria based on flat rates of assistance
- Reduce paperwork/administration burden
Better for the Client

- Easily explainable, consistent assistance
- Clients make their own decisions on how to spend immediate assistance
- Immediate loading of CAC on scene by responder
- Light touch in initial interview
- Follow-up with every primary client
Better for the Responder/Caseworker

- Only two forms to complete on scene
  - Client Intake Worksheet
  - Summary of Client Assistance
- No client signatures needed
- Greatly reduced administration
  - No Disbursing Orders, No hotel “hold” fees to deduct, No hotel extensions, no need to justify specific need
- Clear eligibility criteria
- No document uploads

2014: Tabs were organized by technical design

![Image of tab organization in 2014]

2015: Tabs now organized by phases of casework

![Image of tab organization in 2015]

Program design embedded in tools
Concise directions are built into interface
100% alignment with standards, guidance, forms
Loading CACs is Easier & Quicker

- Simplified assistance options…

  ![FastTracks](image1)

- …replaces complex assistance options.

  ![FastTracks](image2)
How DCA Fits Into Services

- DCA is just one of the tools in our Casework toolkit. Services we provide:
  - Information and guidance
  - Problem-solving
  - Advocacy
  - Referrals to community/government partners
  - Connecting clients to Disaster Health/Mental Health

- These other tools are just as important as the financial assistance
DCA for a Typical Single Fire Response

- Family of three; single family home
  - Is the home Livable or Not Livable?
  - Does the client have a place to stay tonight?
  - Does the client accept Direct Client Assistance?

- Ex. 1: Not Livable/Staying with family/Accepts DCA
  - Load a single CAC with $125 x 3 = $375

- Ex. 2: Livable/Staying in home/Accepts DCA
  - Load a single CAC with $50 x 3 = $150
DCA for a Typical Single Fire Response

- Ex. 3: Not Livable/Needs Lodging/Accepts DCA
  - Load a single CAC with $125 \times 3 = $375
  - Plus Lodging Tier 2* = $230
  - TOTAL of $605

*You will choose the appropriate lodging tier for the specific county/city and day of the week
Typical Multi-Family Fire Response

- 30 unit Apartment example
  - Half the units are Not Livable
  - Half the units will be ready for residents to return to tomorrow or the next day

- Again, the primary three questions:
  - Is the home Livable or Not Livable?
  - Does the client have a place to stay tonight?
  - Does the client accept Direct Client Assistance?
Typical Multi-Family Fire Response – Not Livable

- Not Livable/Has a Place to Stay/Accepts DCA
  - Load a single CAC with $125 x number of persons in the household

- Not Livable/Needs Lodging/Accepts DCA
  - Load a single CAC with $125 x number of persons in the household
  - Plus applicable Lodging Tier
Typical Multi-Family Fire Response – Livable

- Livable/Has a Place to Stay/Accepts DCA
  - Load a single CAC with $50 x number of persons in the household

- Livable/Needs Lodging/Accepts DCA
  - Load a single CAC with $50 x number of persons in the household
  - Plus applicable Lodging Tier
Updated Mobile CAS

- Create case and load CAC immediately on scene
- Now has fields to support Fiscal Review
- Record full case details on Client Intake Worksheet
- Enter full case within 24 hours
- Use on your smart phone or tablet (not on a computer)
What Happens After the Response?

- Full case entry within 24 hours
- First follow-up call within 48 hours (max 72)
- Robust follow-up includes problem-solving, advocacy, referrals to community and government partners, information, Health and Disaster Mental Health services as needed
- Evaluation of all Not Livable cases for Supplemental Assistance with clear eligibility guidelines
  - Additional financial assistance for the least resilient clients to address a specific recovery gap
Training Checklist

- Courses for Responders and Caseworkers
  - Casework & Recovery Planning Fundamentals (online)
  - Direct Client Assistance Fundamentals (online)
  - CAS Technical Trainings (4 videos posted online):
    - CAS Overview, Creating A Case, Recovery Planning, Supervisor Actions

- Supervisors
  - Casework & Recovery Planning Management (online)
Sandbox Available

- A practice site for CAS 2.0
  http://cas-training.communityos.org/
  - Caseworker
    Login: ctrain06
    Password: Redcr0ss!
  - Supervisor
    Login: ctrain30
    Password: Redcr0ss!
  - Systems Administrator
    Login: ctrain40
    Password: Redcr0ss!
- Practice entering, searching, etc. Everything but loading a CAC.
<table>
<thead>
<tr>
<th>Date:</th>
<th>Regional Activities:</th>
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<tbody>
<tr>
<td>August 26&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Training and Job Tools available</td>
</tr>
<tr>
<td>August 26&lt;sup&gt;th&lt;/sup&gt;</td>
<td>DAT and Volunteer Meetings, In Person Briefings in Chapters/Regions</td>
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<tr>
<td>Month of September</td>
<td>Prepare DAT workers with new materials:</td>
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<tr>
<td></td>
<td>• Client Intake Worksheet</td>
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<td></td>
<td>• Summary of Client Assistance</td>
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<tr>
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<td>• Direct Client Assistance Price List</td>
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<td>• Client Consent to Share Information</td>
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<td>• Immediate Assistance Roadmap</td>
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<td></td>
<td>• Include: Moving Forward booklet (or local Recovery Guide)</td>
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<tr>
<td>Month of September</td>
<td>• Ensure primary workforce has taken available training</td>
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<tr>
<td></td>
<td>• Recruit and Train follow-up caseworkers</td>
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<tr>
<td></td>
<td>• Update resource directory in CAS</td>
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<td></td>
<td>• Close completed events and cases</td>
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<tr>
<td>Sept. 30 at 9am EST</td>
<td>• GO LIVE!</td>
</tr>
<tr>
<td></td>
<td>• CAS automatically updates with new fields, tabs and assistance amounts</td>
</tr>
</tbody>
</table>
American Red Cross

Questions?