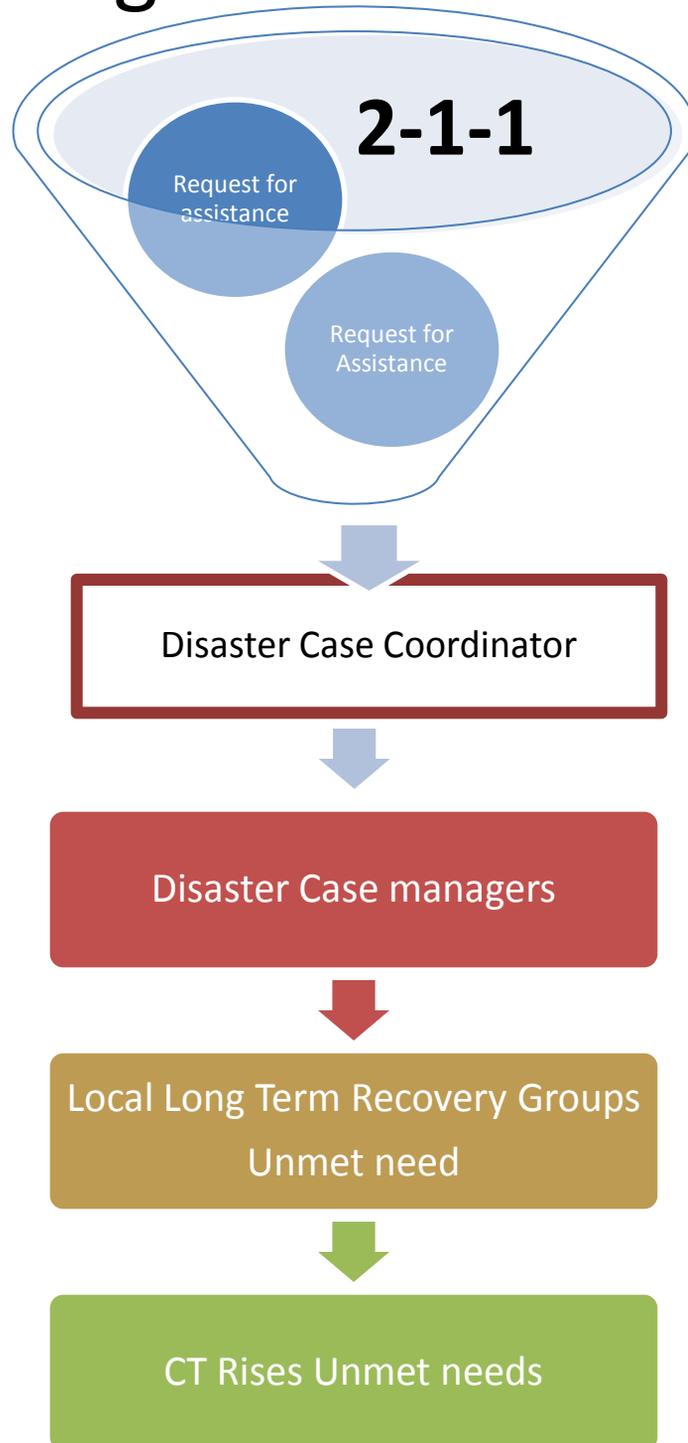


Hurricane Sandy Disaster Case Management Protocol



2-1-1 Intake

- Callers self identify disaster related need
- 2-1-1 Call receivers screen calls and input information into CAN
- Disaster Case Coordinator is notified of new cases

Disaster Case Coordinator

- Opens CAN to review new cases
- Determines the best fit case management
- Forwards case
- Follows up on case receipt

Long Term Recovery Groups

- Support Case managers with additional resources
- Convene local unmet needs round table

CT Rises

- Addresses unmet needs for case managed cases that are not aligned with local long term recovery groups
- Convenes unmet needs roundtable with a broad reach that includes State and National partnerships.
- Has its own resources and funding strategy