

# MGT-470: Establishing Collaborative Case Management Services

## COURSE DESCRIPTION

This instructor-led training will present information on how communities can establish collaborative case management services. The course will introduce lessons learned from recent disasters and will provide an overview of currently available resources and tools for effective disaster case management. The curriculum will include opportunities to develop stronger partnerships between the public and private sectors, provide checklist-based resources for use in a pre- and post-disaster environment, and best practices for enhancing collaborative case management services.



Upon completion of this course, the learner will be able to successfully complete questions based on the following enabling learning objectives:

1. Given a description of FEMA's Individuals and Households Program under the Robert T. Stafford Act, the learner will identify the program's roles and capabilities.
2. Given a slide-based resource, the learner will define a disaster-caused unmet need.
3. Given a description of FEMA's Disaster Case Management Program, the learner will identify the overall objective of disaster case management and identify the barriers that individuals face post-disaster that case management addresses.
4. Given a case study, the learner will identify elements of a disaster recovery plan including resources, potential partners, and services for a disaster survivor.
5. Based on a case study, the learner will identify the phases of FEMA's Intermediate Disaster Case Management (IDCM) Program.
6. Given a case study, the learner will identify elements of a disaster recovery plan including resources, potential partners, and services for disaster survivors.
7. Based on a case study, the learner will identify the role of state/local stakeholders during the longterm case management process.
8. Based on a case study, the learner will identify three strategies that a state/region can take to prepare for disaster case management.
9. Given details from FEMA's case management toolkits, the learner will identify resources to support the Disaster Case Management application.
10. Given a case study, the learner will identify the best practices for collecting, storing, sharing, and handling Private Identifiable Information (PII) of disaster survivors.
11. Given a case study, the learner will identify two strategies to ensure effective management of the Disaster Case Management program.

**SIGN UP TO BE A TRAINING HOST!**

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 COLUMBIA CLIMATE SCHOOL  
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