



Kona Low Disaster Case Management Program (DCMP)

Kona Low Disaster Case Management Program (DCMP)

Disaster Case Management Programs (DCMPs) connect those impacted by disasters with specially trained Disaster Case Managers (DCMs) to help assess and address their needs by developing a disaster recovery plan. DCMs then provide guidance and refer those impacted by disasters to available resources.

The Hawai'i Emergency Management Agency (HIEMA) launched the Kona Low DCMP to help support those impacted by the recent Kona Low weather events. It is a statewide program, initially launching on O'ahu and across Maui County, with additional services on Kaua'i and the Island of Hawai'i expected soon. HIEMA is closely coordinating with all the counties and local partners to ensure a cohesive and trauma-informed disaster response.

The Kona Low DCMP is funded collaboratively by the state, counties, and the Hawai'i Community Foundation for 90 days and will provide up to 40 dedicated case managers to support those in need.

Kona Low DCMP Eligibility

Anyone directly impacted by the recent Kona Low weather events and in need of support may be eligible for the Kona Low DCMP.

Sign up for the Kona Low DCMP

Please call **211**, visit ready.hawaii.gov,
or email KonaLowDCMP@gem.org to get started.

Partner Organizations



As the program expands, additional CBOs will join to ensure statewide services in the coming days



Kona Low Disaster Case Management Program (DCMP)

Frequently Asked Questions

Q: Who is eligible for the Kona Low DCMP?

A: Kona Low DCMP services are available to all verified survivors who were impacted by the Kona Low weather events, regardless of FEMA eligibility or application status.

Q: How long is the Kona Low Disaster Case Management Program funded for?

A: This program is funded for 90 days. The state of Hawai'i is moving quickly to respond to the impact of the recent Kona Low weather events to ensure that residents get the support they need now, while we work to determine long-term funding sources, such as federal funds, philanthropic funds, etc. We are actively seeking to extend the program beyond this interim 90 day period to ensure that those in need of support can get it.

Q: How soon can I expect to be connected to a Kona Low DCMP team member after contacting AUW 211?

A: You should receive a phone call from your locally assigned Disaster Case Manager (DCM) within 72 hours.

Q: What should I do if I haven't heard back from my Disaster Case Manager or I miss their call?

A: DCMs will make 3 attempts to contact you within 2 weeks. If no connection is made, the case will be closed. If you haven't heard back from your DCM or miss a call from them, you can call 211 or email KonaLowDCMP@gem.org to reconnect.

Q: What if I already have a DCM from the 2023 Maui Wildfires?

A: You may still be eligible to participate in the Kona Low DCMP, but you'll be assigned a new DCM for the Kona Low weather events. You can enroll in the Kona Low DCMP by calling 211.

Q: Can I enroll in the Kona Low DCMP if I already have a case worker at another organization?

A: Yes, as long as there is no duplication of services provided by either organization. Your assigned Kona Low DCMP team member can collaborate with your existing case worker to verify your disaster-related unmet needs.

Accessibility

The Kona Low DCMP is proud to offer accessibility services to all survivors including:

Language services in more than 10 different languages.

Support available statewide, for all counties, mainland, and internationally.

Collaboration with your existing Case Manager.

Flexible technology alternatives to those without access.

Services

A Disaster Case Manager (DCM) connects you with resources to cover unmet needs, including:

Essentials: Housing, clothing, household goods, and transportation.

Family Support: Childcare, mental health, and disability access.

Legal & Admin: Document recovery, immigration, and legal aid.

Financial: Insurance, employment, and financial literacy.

Contact

Call **211** to get enrolled today!

DCMP enrollment from the Mainland - **(808) ASK-2000**

FEMA Help Line
1-800-621-3362

Contact Email
KonaLowDCMP@gem.org

Website
ready.hawaii.gov

Partner Organizations



As the program expands, additional CBOs will join to ensure statewide services in the coming days