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KA MOKU 'ĀINA O HAWAII

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**STATEWIDE DISASTER CASE MANAGEMENT PROGRAM (DCMP):
FREQUENTLY ASKED QUESTIONS**

Q: Who is eligible for the Statewide DCMP?

A: Statewide DCMP services are available to all verified survivors who were affected by Hurricane Lowell, Hurricane Lala, the Kona Earthquake and Kona Low storms, regardless of FEMA eligibility or application status.

Q: Who is leading the Statewide DCMP?

A: The Statewide DCMP is led by the Hawaii Emergency Management Agency (HIEMA) in close coordination with the counties and supported by multiple community-

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based organizations. This includes Aloha United Way, Global Empowerment Mission and Family Promise of Hawai'i to administer the program, as well as Aloha House, Catholic Charities of Hawai'i, Our Kupuna, Partners in Development Foundation, Project Vision and Vibrant Hawai'i to provide additional direct services on each island.

Q: How is the Statewide DCMP funded?

A: The Statewide DCMP is current supported by temporary funding. The state has submitted a funding request to the Federal Emergency Management Agency (FEMA) in response to the Kona Low storms and will be submitting additional requests in the coming weeks. The state is committed to providing DCMP services to those affected and is hopeful that these requests will be approved quickly.

Q: How soon can I expect to be connected to a Statewide 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 DCM or I miss their call?

A: DCMs will make three attempts to contact you within two 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 contact@hawaiidcmp.org to reconnect. If for any reason the case is closed but you need additional support, you can call back and reopen your case.

Q: What if I already have a DCM from another disaster?

A: You should reach out to your existing DCM and let them know you need additional support for another qualified disaster or call 211.

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

A: Possibly. Call 211 and work with a Statewide DCMP team member to determine your eligibility.

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