



**RESOURCE FOR CLIENTS:
Katrina Aid Today Disaster Recovery Case Management
and the American Red Cross *Means to Recovery* tool:
Questions and Answers**

Q: What is a disaster recovery case manager?

A: The case manager is a caring, skilled helper who will work with you to plan for your recovery, while helping you identify and access needed resources along the way. The *Means to Recovery* tool is just one of these resources, and case managers can help determine if you are eligible.

Q: How do I get a disaster recovery case manager?

A: When you are ready to work alongside a case manager, contact an agency and set up an appointment. Expect to share with them information regarding any resources you have received so far, and what needs still remain in order for you to recover from the disaster. Your case manager will ask you to provide paperwork in order to help verify your needs and to access resources, which may include the *Means to Recovery* tool. Case managers at a number of agencies can help determine eligibility for *Means to Recovery* and, if appropriate, can submit an application on your behalf. Your case manager will provide you with more information.

Steps towards effectively obtaining case management assistance:

- Contact a Katrina Aid Today partner agency or another agency providing disaster recovery case management services and set up a meeting with a case manager. To find a Katrina Aid Today case manager in your area visit www.katrinaaidtoday.org, write to info@katrinaaidtoday.org, or call 1-888-528-5281. Keep in mind, it's usually best to work with one case manager so there's no need to contact multiple agencies. *This is the best contact information to use if you are interested in case management. Recovery case management is not immediately available at most Red Cross locations.*
- Bring all important documents to the initial meeting, such as proof of pre-disaster address. If you are having difficulty obtaining these documents, your case manager may be able to help with this.
- Understand your rights and responsibilities as a client, as well as what a case manager can and can not do for you. Recovering from disaster can be difficult and can take time. While your case manager may not be able to help you solve all problems, there's a good chance your case manager can help you figure out how to keep your efforts toward recovery moving in the right direction.
- Work and talk with your case manager on a regular basis to ensure that a quality plan towards recovery is developed.
- Talk with your case manager about how *Means to Recovery* assistance may be part of your recovery plan

Q: Can I get the American Red Cross *Means to Recovery* funds here at this Katrina Aid Today agency?

A: Maybe. Only by working with a disaster recovery case manager can the *Means to Recovery* funds be accessed. If there is a recovery-related need that cannot be met either by you or through another resource, the case manager may work with the client to prepare an application for *Means to Recovery*. *Means to Recovery* is not usually the first step taken towards assisting a client, but something that is used generally as a client is further into the recovery case-management process. *Means to Recovery* will not be considered until individuals have attempted to work through challenges alongside their case manager.

Q: If I have a case manager, when will I get the *Means to Recovery* funds from the American Red Cross? How much money will it be? What can I use the money for?

A: *Means to Recovery* cannot be used to address all needs. Recovery needs can range from the replacement of job-related equipment lost in the disaster so that you can return to work – to the replacement of basic furniture that was destroyed in the disaster – to the repair of a home or vehicle damaged or destroyed. The key is that whatever the item requested, it must be needed to help you move further down the road to recovery, not just provide short-term aid without a plan that leads in the direction of recovery.

Approved *Means to Recovery* applications usually result in payments to vendors of goods or services needed in recovery. *Means to Recovery* is not a source of emergency cash assistance for clients and is not a source of short or long-term income to meet basic needs.

While you may have heard about people receiving specific items or dollar amounts, it's important to know that *Means to Recovery* is provided according to specific recovery needs, assessed on an individual basis by case managers. The question that should be asked is not "How much money will I receive?", but rather "What is necessary in order for me to recover from the disaster that I cannot manage on my own?"

What is the American Red Cross *Means to Recovery* (MTR) funding meant for?

<i>Means to Recovery</i> <u>IS</u>	<i>Means to Recovery</i> <u>IS NOT</u>
...a potential resource as part of an over-all plan for recovery from disaster.	...an immediate solution when first contacting a case management agency.
...funding available through an application process in order to address disaster recovery expenses while a client is actively working with a case management agency.	...a reimbursement program, nor an "entitlement" program. (All impacted persons will not necessarily receive the funds.)
...able to address the needs of clients to ensure their recovery.	...a temporary fix, or long term plan for income nor does it address "wants" or all needs.