

# At the Table When It Matters: Pennsylvania's State-Local Approach to Disaster Case Management

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August 13, 2026



# The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

# At the Table When It Matters

PA's State-Local Approach to Disaster Case Mgmt

Georgia Del Freo  
Chief Strategy Officer



Raelyn Jackson  
Service Navigation Director



# Agenda

**01**

Welcome and Framing

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**02**

How it started?

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**03**

How it rolled out?

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**04**

Lessons Learned and Future Opportunities

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**05**

Questions & Closing

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# Up-front contract



Surprises can sometimes be fun, but not always.



Surprises during a meeting, can be a deal breaker, or at the very least compromise a positive relationship.



Up-front contracts, assure there is mutual understanding to make a meeting (or in this case a training) successful.

# Our Up-front contract



We are not experts.



This presentation is based on our singular experience in Pennsylvania.



We welcome dialogue on how these experiences may translate to your unique situations.

# Your Presenters



**Georgia Del Freo**

**Chief Strategy Officer**  
Community Action Association of  
Pennsylvania (CAAP)



**Raelyn Jackson**

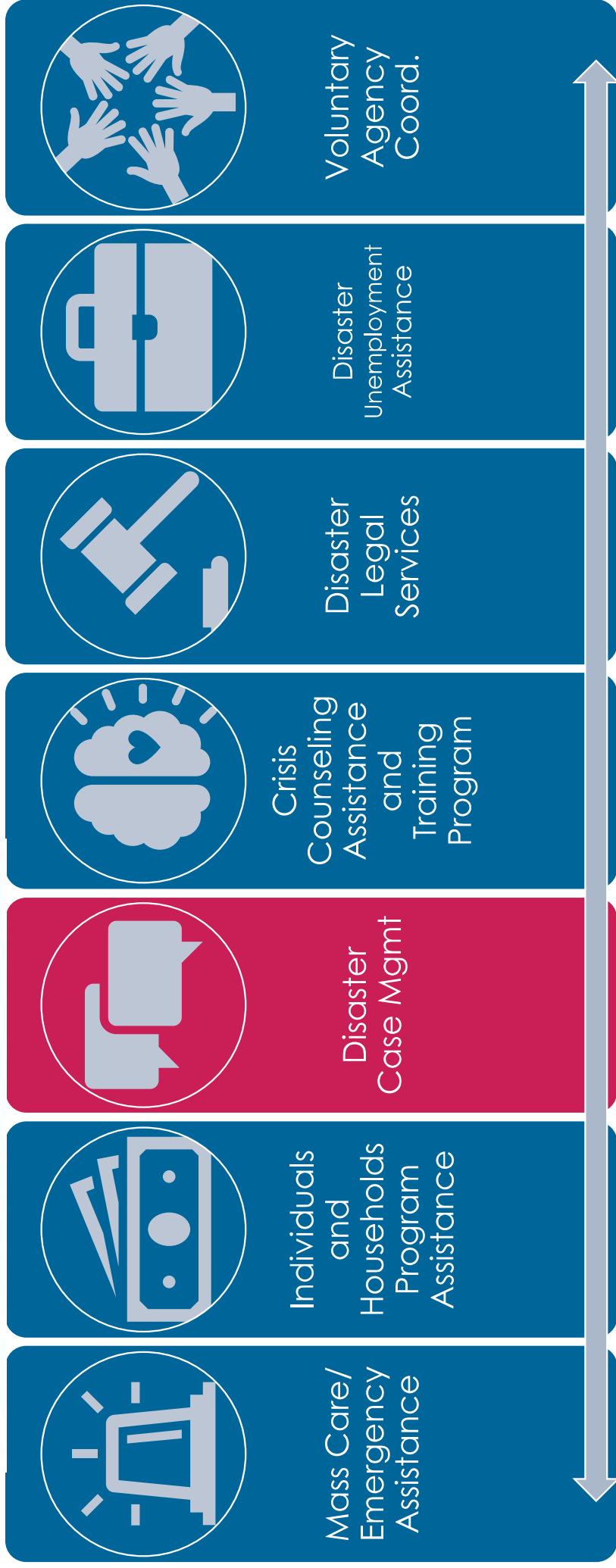
**Service Navigation Director**  
Lycoming-Clinton Counties  
Commission for Community  
Action (STEP), Inc.

# Tropical Storm Debby

- August 9-10, 2024
- Heavy rains caused significant flooding
- 28 counties declared a disaster emergency by Governor Shapiro
  - FEMA ultimately approved both Public and Individual Assistance in September 2024
  - Four counties qualified for a FEMA Disaster Case Management Program

A first responder tries to maneuver a small boat as water rushes across the Trout Run exit of Route 15 Friday afternoon. DAVE KENNEDY/Sun-Gazette

# FEMA Individual Assistance Programs



# FEMA DCMP

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## DCMP is...

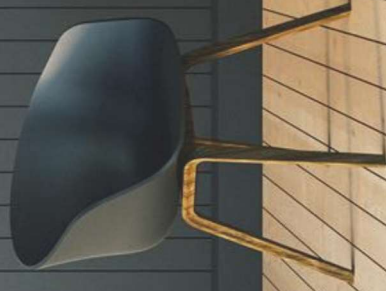
... structured case management providing survivors a single POC to facilitate a broad range of services.

## DCMP is not...

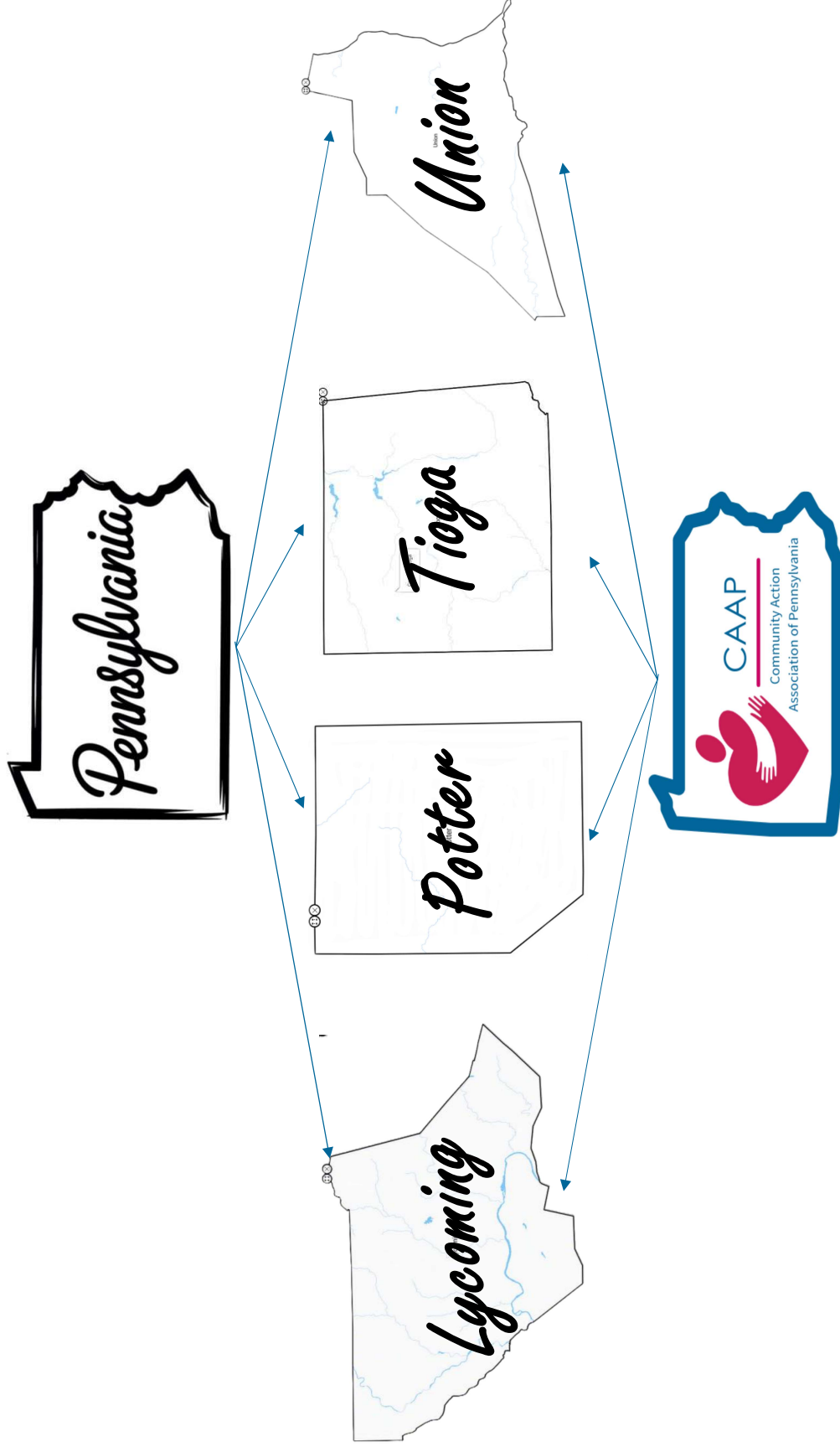
... additional funding directly to the survivor or to create new programs to meet survivor or community needs.

# The Invitation

How it all started?



1 State → 4 Counties → 1 Administrator



# Why Participate – CAAP's Perspective

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DDDRP demonstrated capacity to serve as regional administrator.

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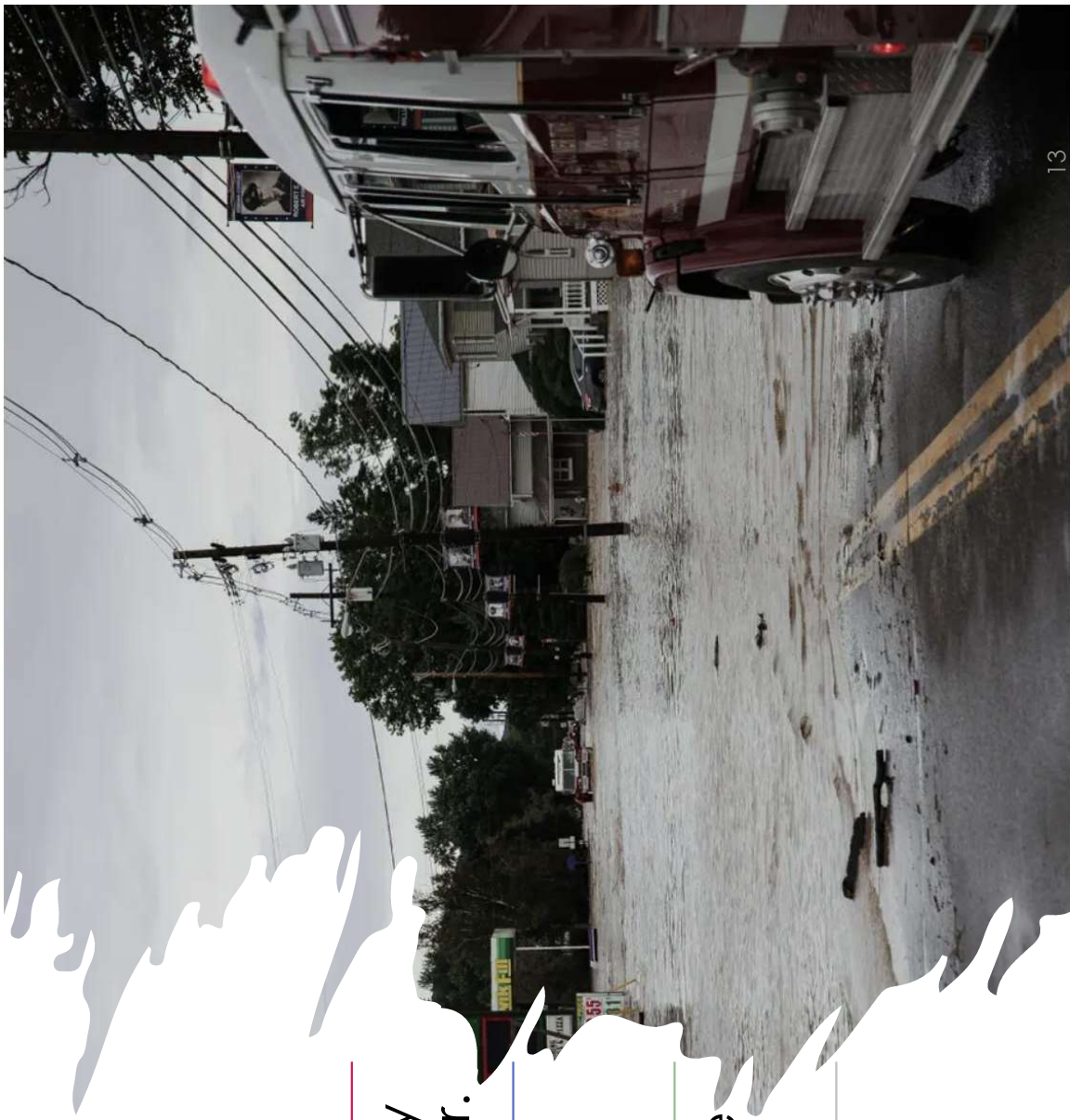
Needed an entity with regional capacity.

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Saw an opportunity to advocate for local CAA roles.

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CAAP = administrative burden;  
CAA = direct client support



Why Participate – STEP's Perspective

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FEMA DCM Connection

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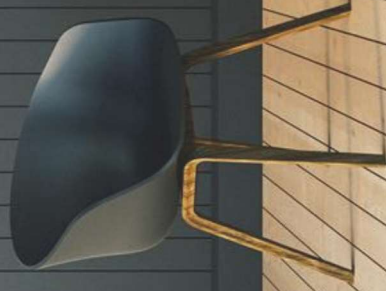
Counties' Family Navigators

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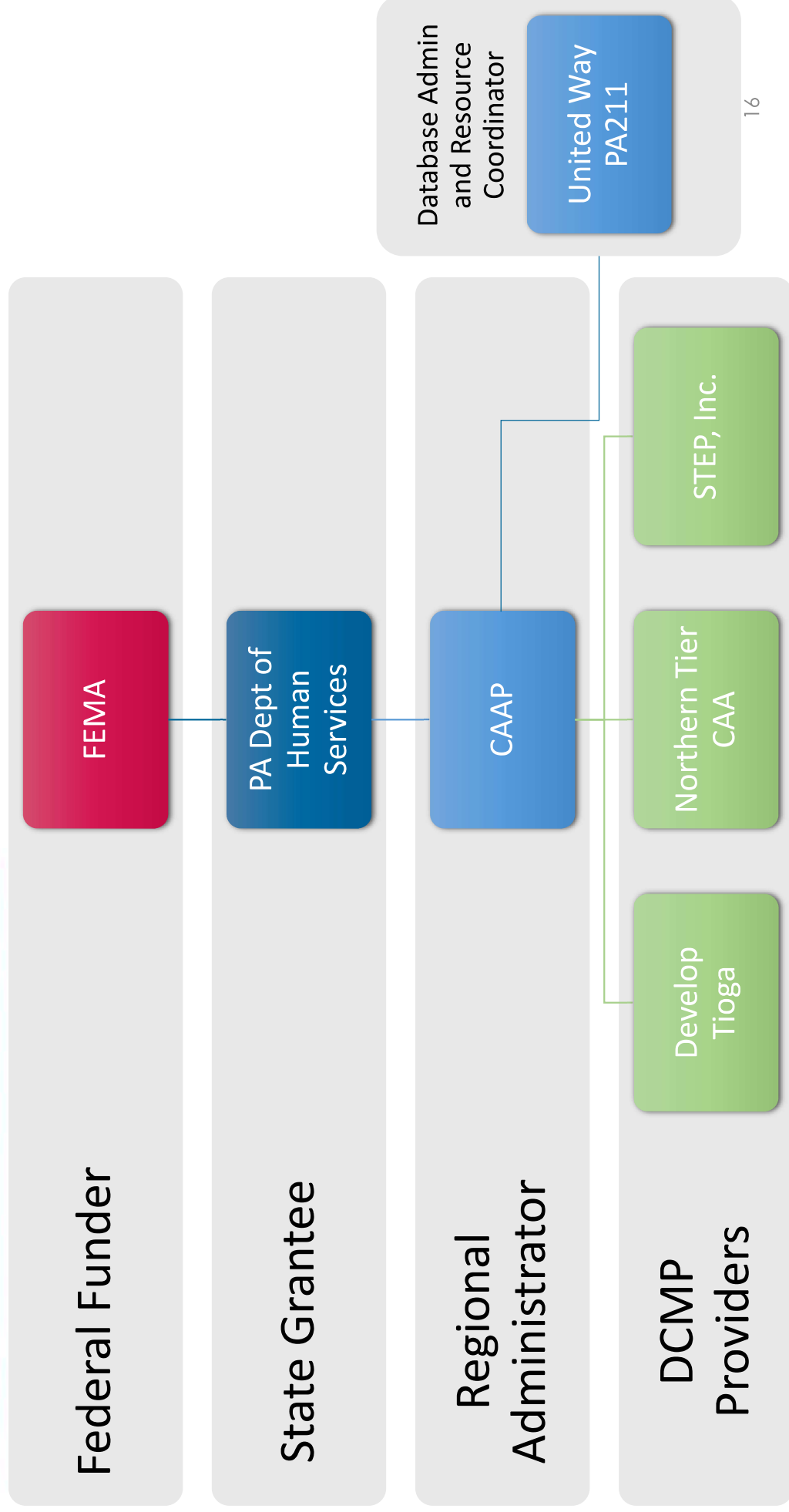
Opportunity

# The Main Course

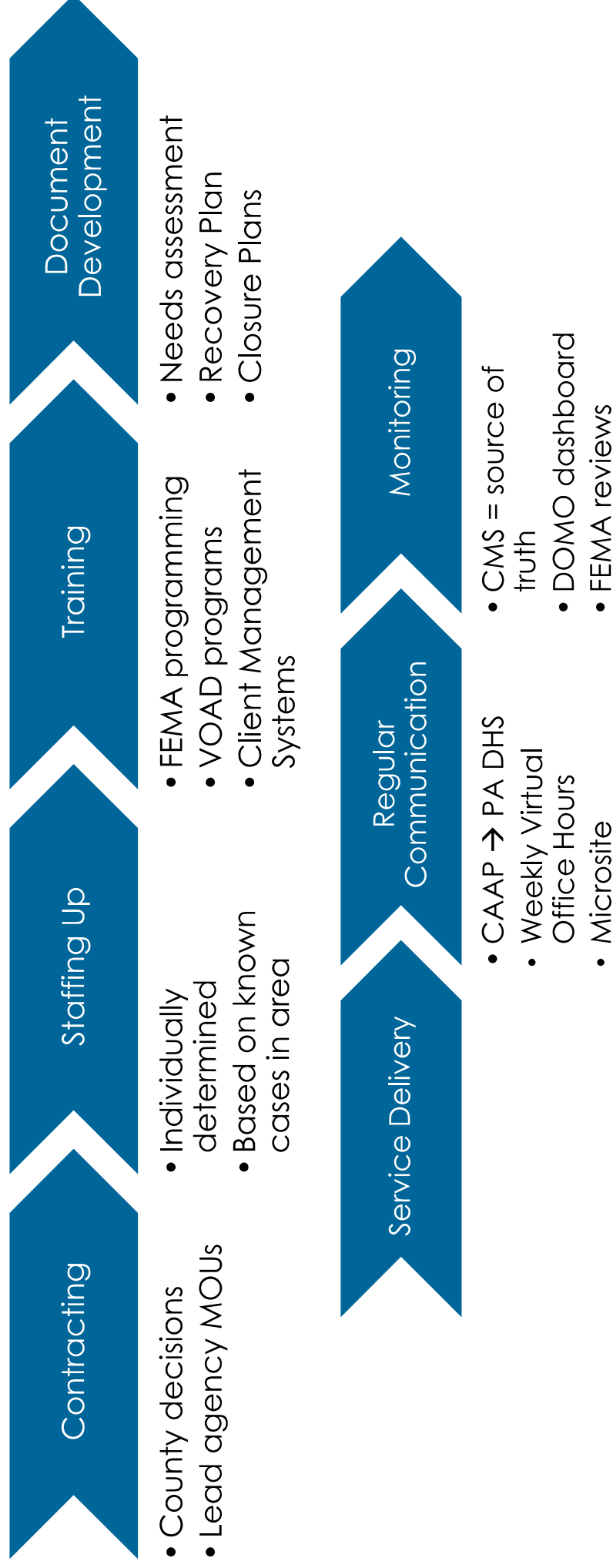
How it all rolled out?



# The Partners



# The Process



# Sample Forms

## DCM Case Closure Sheet

### Introduction

Case management supervisors must complete this form then up...

### Outcomes

Services Provided:

Goals/Needs Met:

Reason for Closure

## DCM Needs Assessment Guiding Sheet

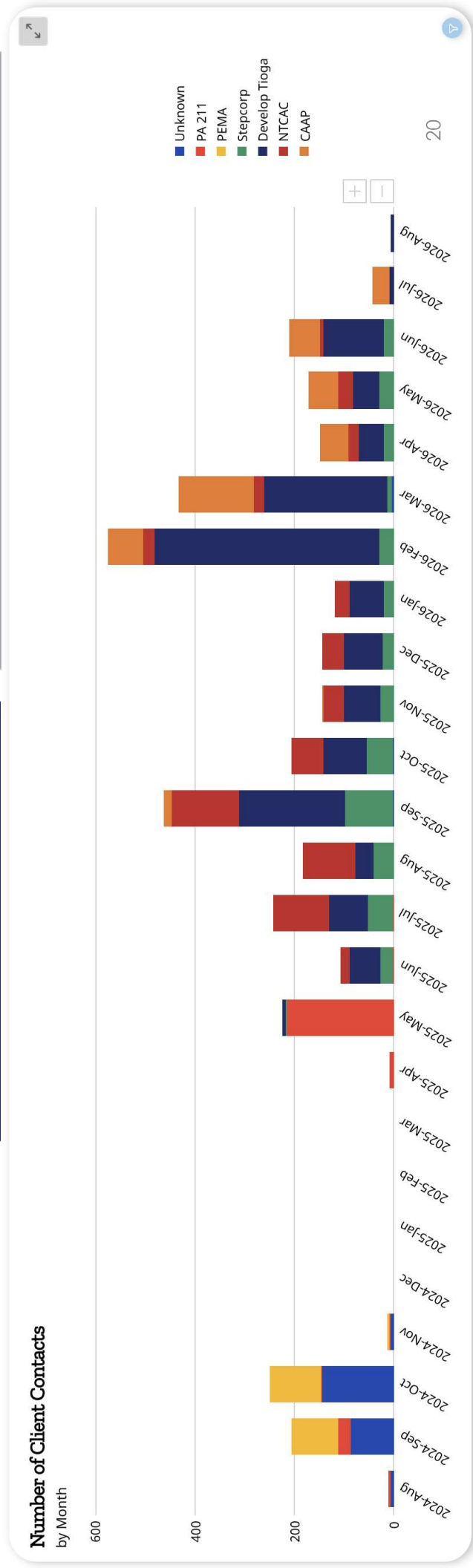
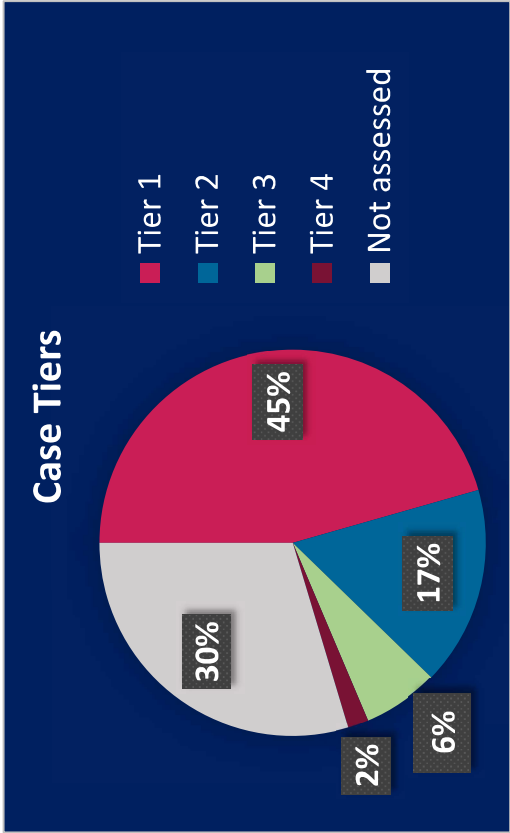
**Damaged Residence Detailed Questions**  
Ask the following questions, take notes and add to Case in CommunityOS as best as possible  
These qualitative questions will assist with determining the scope of work possible

| # | Question                            | Yes                      | No                       | Comments / Notes |
|---|-------------------------------------|--------------------------|--------------------------|------------------|
| 1 | Is the residence safe?              | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| a | Have you had it inspected?          | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| b | For structural integrity?           | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| c | For any other concerns?             | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| d | If so, who inspected it?            | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| e | Is it habitable now?                | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| 2 | Do you have safe drinking water?    | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| a | Has the water been tested?          | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| b | Has the water been disinfected?     | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| c | Do you have a working toilet?       | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| d | Do you have a working kitchen sink? | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| e | Do you have a working tub/shower?   | <input type="checkbox"/> | <input type="checkbox"/> |                  |

# Service Delivery

- Intake to confirm desire for services
- Needs assessment of current needs
- Depending on level of need
  - Recovery plan for ongoing support
  - Referrals to other supports with ongoing case management
  - Referral to other support with immediate closure
- Primary Levels of Support
  - FEMA Advocacy & appeal
  - Local opportunities
  - Needs not covered by FEMA

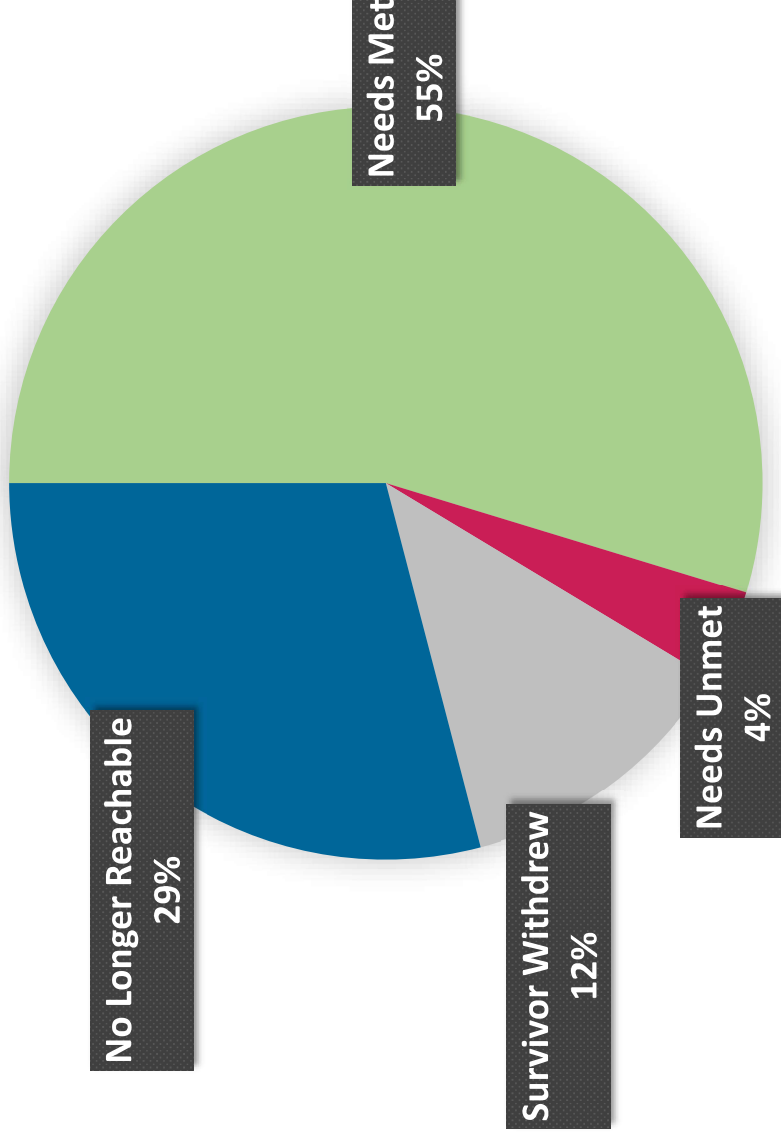
# The Data



# The Data

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## Disposition Status of Closed Cases

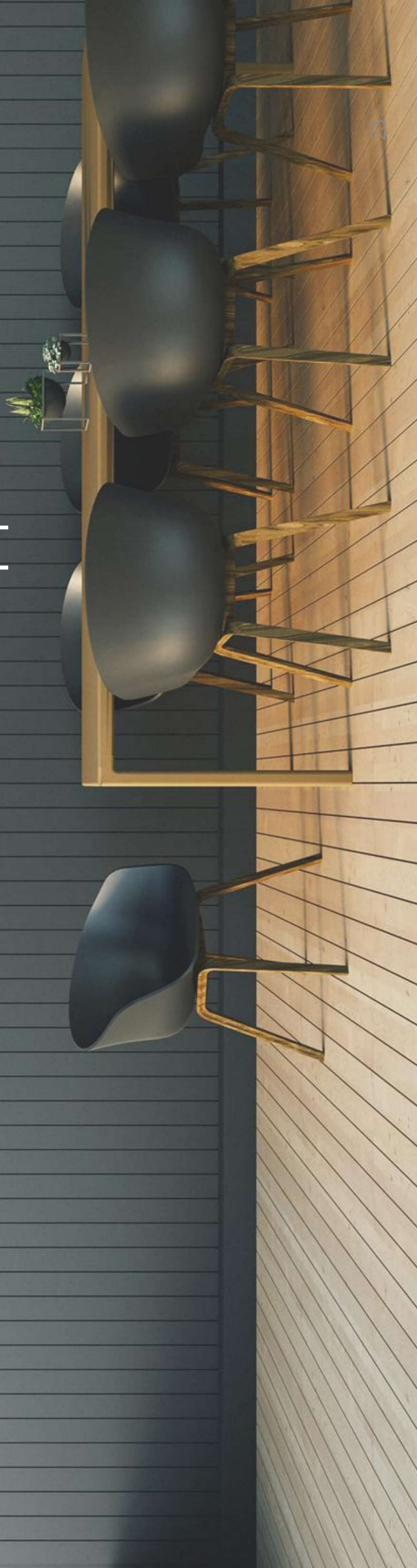


# The Ultimate Measure of Success

RC was a survivor whose home was so severely damaged that she was displaced. With no other income and only minimal FEMA assistance upon first applying, she resorted to taking money from her retirement to fund repairs. With the support of her STEP DCMP case manager, she gathered additional documentation and filed an appeal. FEMA sent an assessor back out to her property, and she was awarded the maximum FEMA reimbursement – allowing her to recoup some of her retirement savings.

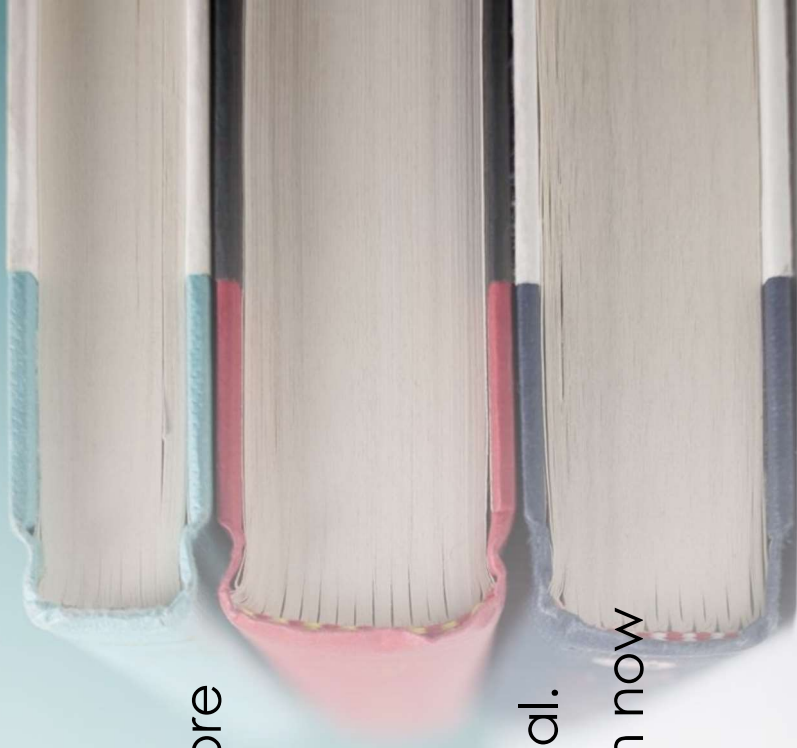
# Staying at the Table

## Lessons Learned and Future Opportunities



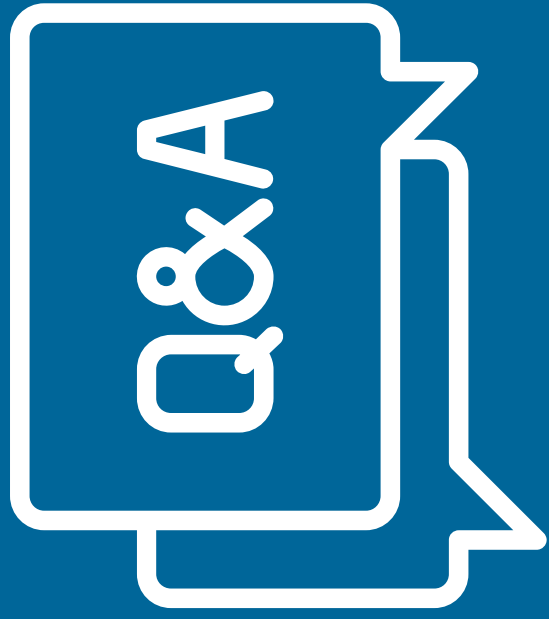
# Lessons Learned

- Communicate often and openly
- Develop standardized forms and processes before beginning
- Space out trainings as they become relevant
  - Lean on partners (ex. VOAD) as SMEs
- Timeline between disaster and funding are critical.
  - Help those we serve and our community plan now



# Future Opportunities

- Other regional administrator roles for CAAP and DCMF provider opportunities for CAAs
- Seat at the table for policy decisions
- “Blue sky” contracting
- Enhanced partnerships with local EMS and supports



Please connect on LinkedIn!



Georgia Del Freo,  
[georgia@thecaap.org](mailto:georgia@thecaap.org)



Raelyn Jackson,  
[reijackson@stepcorp.org](mailto:reijackson@stepcorp.org)



[The ThinkingCAAP podcast](#)

We want to hear from YOU!

**Thanks for joining us!**

**Please take a couple of minutes to provide  
feedback about this session and to share ideas for  
future webinars!**



# NCAP'S 2026 ANNUAL CONVENTION

St. Louis, MO | September 2-4 (Pre-Con: Aug. 31-Sept. 1)

