



Feasibility Study on Single Intake Form and Automated Intake Process for Disaster Assistance & Disaster Case Management

**As Required by
Senate Bill 6, House Bill 2330 &
House Bill 1307, 86th Legislature,
Regular Session, 2019
Texas Division of Emergency
Management
September 30, 2020**

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Executive Summary

Governor Greg Abbott's Commission to Rebuild Texas provided a detailed report titled, "Eye of the Storm". The Report provided recommendations to the legislature to prepare Texas for future catastrophic disasters. The motivation for this study to developing a single intake form for disaster victims was a result of the 86th Texas Legislature's desire to improve disaster response and recovery, and was focused on a recommendation from the *Eye of the Storm* report by the Governor's Commission to Rebuild Texas:

6. Determine the feasibility of developing a single intake form for disaster victims to complete to determine their eligibility for disaster programs.

HHSC and TDEM should work with FEMA and other appropriate federal partners to implement this recommendation. Disaster survivors currently fill out many different forms to apply for services such as case management and financial assistance. HHSC should work with TDEM and the state's federal partners to determine the feasibility of developing a single intake form and an automated intake system. HHSC and TDEM would need to ensure FEMA and any other involved entities would accept such a form. In addition, the cost of development would have to be determined. At that point, the decision to go forward with the form should be made by HHSC and TDEM. Implementing this recommendation would not result in cost to the state. (Eye of the Storm, pg. 94)

Although there is evidence to suggest that a single intake process has been considered in the past, the effort has never succeeded likely due to obstacles to data sharing as well as lack of a holistic viewpoint on the project.

This study convened many experts in the field, collected their thoughts and opinions, built upon previous work, and proposes a draft form and data collection system to accomplish the desired end state.

A finalized form would resolve many of the current issues and provide Texas (and other states potentially) with a viable and unprecedented data-sharing mechanism.

1. Overview

House Bill 2330, 86th Legislature, Regular Session, 2019, requires a study to determine the feasibility of developing a single intake form that would compile all information needed to obtain disaster assistance from multiple state and federal programs; an automated intake system for collecting the information; and a state case management system for disaster assistance.

House Bill 2330 requires the Texas Division of Emergency Management (TDEM) to study the possibility of developing a single intake and case management system for State and Federal disaster assistance along with Health and Human Services Commission (HHSC) and the Federal Emergency Management Agency (FEMA). HHSC and TDEM are charged with determining: whether the Federal Emergency Management Agency and other appropriate state and federal agencies will accept the single intake form; the cost of developing the single intake form and the cost of developing and maintaining the automated intake system; and the cost of developing and maintaining a state case management system and the extent to which federal reimbursement is available.

Senate Bill 6 relates to emergency and disaster management, response, and recovery. The bill requires the Health and Human Services Commission and the Texas Division of Emergency Management to conduct a feasibility study for a single intake form and automated intake system for collecting information.

Goal

In collaboration with state and federal partners, study the feasibility of developing a single intake form and an automated intake system for disaster assistance from multiple voluntary, state, and federal programs

Objectives

- Examine current intake methodologies
- Examine current automated/data sharing methodologies
- Determine single intake and automated intake methodologies
- Determine feasibility and resource requirements

Audience

- Office of the Governor
- Texas Legislature
- State agencies involved in disaster response

2. Background, Discussion and Recommendations

This portion of the study focused on the feasibility of two products: a single intake form for disasters and an automated version of the single intake form.

The motivation for the study comes from the 86th Texas Legislature's desire to improve disaster response and recovery and was focused on a recommendation from the *Eye of the Storm* report by the Governor's Commission to Rebuild Texas:

6. *Determine the feasibility of developing a single intake form for disaster victims to complete to determine their eligibility for disaster programs.*

HHSC and TDEM should work with FEMA and other appropriate federal partners to implement this recommendation. Disaster survivors currently fill out many different forms to apply for services such as case management and financial assistance. HHSC should work with TDEM and the state's federal partners to determine the feasibility of developing a single intake form and an automated intake system. HHSC and TDEM would need to ensure FEMA and any other involved entities would accept such a form. In addition, the cost of development would have to be determined. At that point, the decision to go forward with the form should be made by HHSC and TDEM. Implementing this recommendation would not result in cost to the state. (Eye of the Storm, pg. 94)

2.1 Discussion

Texas has been hit by more than 60 major disasters in the last 40 years (<https://www.fema.gov/TexasDisasterHistory>), triggering government assistance at the state and federal levels. One of the main challenges the State has faced in response to disasters is its current systems of communication between agencies. Disaster survivors needing assistance find themselves completing the same information on countless documents for multiple agencies.

Anecdotal evidence suggests that a proposed single intake solution has been raised numerous times over the course of the last 10-20 years by various states. Given that it has not been realized, it represents a challenge; however, the potential improvement in individual assistance makes the search for a solution worthwhile. Previously proposed solutions revolve around FEMA sharing data with federal

partners, state agencies and voluntary organizations after intake at the Disaster Recovery Center (DRC). Unfortunately, the information age has brought with it some threats that are perceived as potentially insurmountable. These include data breaches, personally identifiable information releases, privacy concerns and improper use of data. Solutions to these issues will likely not succeed if they are proposed in the same track as in past attempts with the expectation of a different result. Thus, new methods to collect and share data at intake are required.

There are a variety of entities wishing to access intake data to improve the provision of disaster assistance. They include, but are not limited to, the Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), Housing and Urban Development (HUD), Texas Division of Emergency Management (TDEM), Texas Health and Human Services Commission (HHSC), Texas Workforce Commission (TWC), the Texas General Land Office (GLO), The Texas Department of Motor Vehicles (TxDMV), Texas Department of Insurance (TDI), and a great variety of voluntary and non-governmental organizations including Salvation Army, American Red Cross, National Voluntary Agencies Active in Disaster (VOAD), One Star Foundation and many others. Because this collection of entities has likely never been viewed in its totality when considering the single intake issue, the survivor remains on the hook to fill out numerous intakes at several locations. This piecemeal approach has prevented an efficient intake process and resulted in duplication of efforts along with associated frustrations, both on the part of the survivor and the affected organizations.

2.1.1 Current process and form

The single intake form concept is derived from the need to simplify the myriad of forms that are required for various federal, state, local, and voluntary agency assistance programs in the aftermath of a disaster to ease the survivor's recovery. In current use is FEMA Form 009-0-1 (Appendix A). This form is used at the Disaster Recovery Center (DRC) for initial intake when a survivor enters the DRC as well as used in an online questionnaire. At the DRC, FEMA personnel greet the survivor and ask if they need assistance due to visual or auditory disability or language issues. If needed, assistance is immediately provided including language translation, magnifying readers, audio enhancement devices, etc. Once the survivor is prepared to begin the intake, FEMA Form 009-0-1 is used to provide information into an online form based on verbal responses to the questions. Although the form is relatively short, it is concise enough to begin federal case management and addresses both immediate and long-term needs. The form is available in an online version that is

increasingly used by survivors, particularly those with experience from previous disasters, and its use is reported at 90 percent plus with the remaining 10 percent showing up at a DRC for assistance, mostly for the reasons previously cited.

2.1.1.1 Although the form contains enough information for referral to the US Small Business Administration (SBA) to begin the SBA detailed processes, the form is not comprehensive enough for state agency and voluntary organization use. A 2017 Excellence in Government study developed a draft of the data requirements for a single intake form (Appendix B) that would address the initial information requirements of various groups and therefore reduce the need for the survivor to provide repetitive information.

2.1.1.2 With a focus on speeding and easing a survivor through the intake process, a combining of federal, state agency, local jurisdiction and voluntary agency initial information requirements is needed so that additional assistance can be provided during case management without the need to fill out multiple, repetitious forms. To that end, with the FEMA Form as a baseline, voluntary agency information requirements were added from the 2017 study and additional items were added by state agencies. This resulted in the proposed Single Intake Form (SIF) at Appendix C. This draft form was developed and reviewed by the relevant organizations. This form is pending acceptance at FEMA, state agencies, local jurisdictions, and voluntary organizations to answer the question *what data is needed*. This form would be the basis of a web-based interface that can be used by the survivors and will populate a secure database managed by the state.

2.1.2 Automated Single Intake Form

2.1.2.1 The need to create a single intake form addresses the question of *what data is needed*, however, there is an inherent need to develop it in an electronic and automated format for data-sharing purposes and address the issues of *how data is collected* and *what is done with it*. Although FEMA and SBA are typically represented in all activated DRCs, state agencies and voluntary agencies are usually established in a nearby Multi-Agency Resource Center (MARC). For the intake and associated referrals to be effective,

the intake data must be provided to the state agencies and voluntary agencies represented in the MARC and elsewhere. In addition, local officials often make requests for data about their jurisdictions so their ability to access useful data could also improve the delivery of assistance in their jurisdictions, particularly when awaiting a federal declaration.

- 2.1.2.2 FEMA and its higher headquarters, the Department of Homeland Security (DHS), have encountered numerous issues with data security and privacy and the resulting lawsuits. As such, FEMA and DHS are reluctant to share data with state agencies. Indeed, FEMA only shares very limited data with other federal partners including the Small Business Administration (SBA) and Housing and Urban Development (HUD). Moreover, voluntary agencies are unlikely to connect in any sort of two-way data interface with federal or state government entities out of the fear that they lose their non-governmental status. However, voluntary agencies are open to the idea of data being pushed to them in a one-way fashion for their recovery use.
- 2.1.2.3 Rather than awaiting a federal declaration, Texas can begin collecting data at the local level based on jurisdictional disaster declarations. Data collected would be sent via an online form submission to a database maintained at the state level. The data could then, in turn, be shared with relevant state, local, and voluntary organizations and begin the individual recovery process. Appendix D illustrates the concept and includes unidirectional arrows depicting one-way data flow. As local jurisdictions make disaster declarations, they could organize their own centers, like DRCs, and assist their residents with preparation of the online form. In this way, survivor recovery starts at the local level where the disaster originated. This addresses the questions of *how the data is collected*, but *what is done with the data* remains to be addressed.
- 2.1.2.4 The survivor must always be in control of their data. As such, their consent to share data with federal partners, state agencies, voluntary and non-governmental organizations as well as local officials must occupy a position of primacy in any intake solution. The automated single intake solution must take active measures

to identify organizations to which the survivors wishes to release their data and for what purpose. Each organization should be listed along with a short statement of why that organization requires the information. This feature is likely to be quite lengthy in an automated intake, but it is necessary to ensure that the survivor is in control of their data and with whom it is shared.

- 2.1.2.5 Along with the need for survivors to be in control of their consent to share, the organizations themselves must be in control of any data shared by the survivors. Agreements with the state concerning data integrity, data handling and information security must be developed and authenticated to ensure that any organization that receives survivor data is securing it and using it appropriately. Moreover, periodic inspections of data handling processes and security procedures may be required.

2.1.3 Additional Considerations

- 2.1.3.1 Decisions during recovery can, and should be, data driven. Using a state-delivered intake solution facilitates the development of data analytics at the state and local levels to aid decision making processes as well as potentially identifies populations with special needs that can be further addressed.
- 2.1.3.2 Because this new state-led approach, (in Texas, cities may adopt home rule when their population exceeds 5,000. Counties are governed by general law and prohibited from adopting home rule.) commences with local disaster declarations, survivor needs are identified much earlier than in the current process driven by federal declarations. Indeed, the lag time between local/state declared disasters and a federal declaration can be days, weeks or even months. There are cases where a local and state declared disaster never resulted in a federal declaration. In these cases, data was never collected, and state and voluntary organizations were on their own to identify those in need. The state-led solution would allow for survivor intake even in the absence of a federal declaration and could facilitate some amount of disaster assistance on a local level.

2.1.4 Feasibility

The factors of time, cost and quality drive the feasibility of the single intake project. The proposed technology solution to implement the single intake form is a web-based system utilizing a Customer Relationship Management (CRM) approach integrated with thirteen identified organizations for the sharing of disaster victim intake data and related claims information. These organizations include federal, state, and nonprofit volunteer entities.

The single intake form and automated intake system would allow disaster survivors to share their data with organizations of their choosing. Only organizations which have received specific data releases from the disaster victim will receive that individual's data. Provisions concerning data integrity, data handling, and information security will need to be documented and implemented to ensure that all organizations receiving survivor data are securing it and using it appropriately.

It is assumed that a third-party vendor would be contracted to build and implement a CRM software as a service (SaaS) solution on a government cloud-based infrastructure with a data analytics platform and appropriate business continuity support. A vendor-owned call center could provide the telephone infrastructure for disaster victims who choose to call in an intake instead of submitting claims online.

This cost estimate is to build the web-based intake system integrated with the thirteen organizations at the federal, state, and local levels.

Estimated implementation costs are \$18,254,000, which includes a vendor team of programmers, enterprise architects, quality assurance personnel, database administrators, custom report writers, business analysts and project management. This estimate also includes vendor call center costs; software licensing fees for 300 intake workers, administrators, and data analysts; and system support and maintenance costs for the first year.

The estimated project duration is 12 – 24 months from the time that the contract with the selected vendor has been executed.

Annual recurring costs are estimated at \$5,417,000, which includes vendor call center costs, software licensing fees, and system support and maintenance costs.

3.0 Recommended Tasking

Task 1: Approve the state-led single intake form in concept.

Task 2: Task HHSC, with TDEM assistance, to develop the automated single intake system.

Task 3: Provide funding for the contractor solutions for the development of the automated single intake system.

3. Disaster Case Management Executive Summary

In addition to a study to determine the feasibility of developing a single intake form and an automated intake system for collecting the information, HB2330 required a feasibility study of developing a state case management system for disaster assistance that is similar to the Federal Emergency Management Agency case management system and includes contracting with nonprofit vendors to hire caseworkers and provide case management services. HB2330 also required the study to determine the cost of developing and maintaining a state case management system and the extent to which federal reimbursement is available. Texas currently has a case management system for disaster assistance that includes contracting with nonprofit vendors to hire caseworkers and provide case management services. The Disaster Case Management Program (DCMP) is a federal program administered by HHSC and is 100 percent federally funded. A state case management system would be identical to the federal DCMP regarding services provided, activation requirements, and program timelines. A state funding source would need to be identified to cover personnel, operating, contractual, and other costs.

Governor Greg Abbott's Commission to Rebuild Texas provided a detailed report entitled, "Eye of the Storm" in 2018, which provided recommendations to the legislature to prepare Texas for future catastrophic disasters. The report led to legislative efforts to develop new programs and efficiencies for more timely delivery of assistance to survivors. The report discussed both the Immediate Disaster Case Management Program (IDCM) and the Disaster Case Management Program (DCMP) and concerns that were brought up with implementation and execution of the programs during Hurricane Harvey. The following provides details on these programs

and the importance of educating on the different services they provide, the respective programs activation requirements, and timelines to which the programs adhere. The report also discusses processes that were revamped prior to and during Hurricane Harvey to ensure timely turn around, continuity, and preparedness. All information presented is to show that the citizens of the state are successfully served during a Presidentially declared disaster but also that the state of Texas strives to be proactive and progress from lessons learned.

4. Background and Discussion

Disaster declarations come with many program options to assist in successful recovery. Educating all involved parties on the different programs and their timelines can assist with ensuring that timely informed decisions are made when selecting what programs are needed, as well as eliminate miscommunication on the capacity of each program and its timeframe.

Two major programs utilized in Texas are Immediate Disaster Case Management (IDCM) and Disaster Case Management Program (DCMP).

The following will help involve parties identify the phase of a disaster when Immediate Disaster Case Management (IDCM) and Disaster Case Management Program (DCMP) should be requested, understand the differences between IDCM and DCMP and when each program is enacted, and understand the different timelines of each program and impacts of timelines for different DCMP grants.

4.1 Immediate Disaster Case Management Overview

Immediate Disaster Case Management (IDCM) is federally funded and administered by the U.S. Department of Health & Human Services' Administration for Children and Families Division. It is a program that assigns a case manager to work with applicants one-on-one, directing them to resources and helping them to develop a personalized disaster recovery plan *immediately after a disaster*. Disaster Survivors can receive assistance with food, shelter, transportation, and medical equipment *even if they have not registered with FEMA*.

Immediate Disaster Case Managers will make sure the Survivors most basic, important needs are met (food, shelter, water, medical needs etc...)

The purpose of IDCM is to make sure survivors of a disaster have immediate help with their most basic life needs.

4.2 How IDCM Works

The State may request IDCM in a declaration from FEMA. IDCM provides early, immediate case work to help survivors begin the path of recovery. This is one of the most important first steps in a survivor's recovery:

- IDCM will work with the survivor on identifying and meeting immediate needs
- IDCM receives survivors through direct referrals from FEMA, faith-based organizations, and other community partners
- *This program is limited to 180 days*

4.3 Transition from IDCM to DCMP

Recovery from a disaster can take years for some survivors. Since IDCM is a short-term (and time-limited) program, many survivors may still need assistance in their recovery. As local capacity to provide Disaster Case Management increases, IDCM team transitions long-term Disaster Case Management responsibilities to the State DCMP Grant or other programs if existing resources are sufficient to meet the needs of affected clients. Once local capacity is adequate to meet the needs, IDCM is deactivated.

IDCM program transition planning will begin at the onset of activation and will be a continual process until IDCM services are demobilized.

4.4 Disaster Case Management Program (DCMP) Overview

In the event of a Presidentially declared disaster that includes Individual Assistance (IA), the Governor of the impacted State may request Disaster Case Management through direct Federal Services and/or a Federal Grant.

- In Texas, the applicant for the grant is the State of Texas
- The State designates the Health and Human Services Commission (HHSC) as the lead agency to administer the DCMP

- DCMP is a time-limited, federally funded program administered by FEMA that involves a partnership between a case manager and a disaster survivor to develop and carry out a Disaster Individual Recovery Plan (IRP). The program provides funding and technical assistance to ensure a whole community approach to providing or connecting local services to disaster survivors
- This partnership provides the survivor with a single point of contact (Disaster Case Manager (DCM)) to facilitate access to a broad range of resources:
 - The DCM can assist survivor with locating resources and applying for those resources
 - The DCM also acts as an advocate for the Survivor
- Typically lasts for two years after the date of disaster declaration, though extensions may be requested by the grant recipient, and reviewed and approved or denied by FEMA.
- The DCMP is a supplemental program that promotes:
 - effective delivery of post-disaster case management services
 - partner integration
 - provider capacity building
 - State level program development
- The DCMP, in partnership with the affected State, enables a whole community approach through funding support to voluntary, faith-based and nonprofit organizations. The program provides funding and technical assistance, when requested and approved, to ensure holistic services to disaster survivors.
- The DCM should assess the Survivor's disaster-related needs and, with the Survivor, develop an Individual Recovery Plan (IRP):
 - The IRP should include itemized goals (i.e. - home repair, furniture assistance, rental assistance, etc.) with actionable goals for both the Survivor and DCM to complete
 - The DCM will update the IRP with the Survivor on an as-needed basis
- The DCM will utilize an up-to-date list of community programs and services
- Community programs and services include, but are not limited to:
 - Local Disaster Recovery Centers
 - Offices of Emergency Management

- Volunteer Agencies Active in Disasters
- Continuums of Care
- Long-Term Recovery Groups/Teams
- Recovery Networks
- Councils of Government

4.5 Summary of Each Program

- IDCM is in the short-term recovery phase of disaster
- DCMP is in the long-term recovery phase of disaster
- Both must be requested through the State after a presidential Declaration
- Both are time and scope limited
- Each program has a different timeline which can be impacted depending on the magnitude of the disaster
- Both collaborate with State and Community efforts to be successful

4.6 Texas HHSC Updates to Request for Proposal (RFP) Process

In the State of Texas FEMA Disaster Case Management Program (DCMP) is accomplished by utilizing vendor contracts to complete disaster case management and Texas HHSC permanent and temporary staff to provide oversight. After the State endured multiple back to back declared disasters, Texas HHSC determined that implementation of a new RFP process was necessary to speed up the DCMP execution timeline. Historically Texas HHSC would publish solicitation for vendors once a disaster was declared and upon award, begin evaluation of the submissions. Once a vendor was selected, task orders for the awarded contract would be developed by Texas HHSC, reviewed by the vendor and then signed by both parties to begin services. Under the new RFP process, Texas HHSC published the solicitation to have contracts for any future declarations.

To summarize, the New RFP process allowed Texas HHSC to have vendors already pre-selected with established contracts. Now, after receiving a declaration, HHSC is able to avoid time-consuming steps for soliciting and contracting a vendor and instead immediately activate the contract and provide mission task orders for review and signature.

4.7 DCMP Training Improvements and Continuity

Prior to completing any casework all disaster case managers (DCM) hired to work cases under the awarded DCMP must complete training. Although there is guidance provided for what topics trainings should cover there is not a published DCMP training manual. Since DCMP staff including oversight staff such as training positions are hired temporarily for the life of the declared disaster grant (18-24 months) it was determined that this could potentially cause continuity issues as well as delays when new trainers were hired and needed to establish curriculum for required topics. Texas HHSC in coordination with FEMA to help ensure continuity and timeliness established a training timeline and manual which was approved by FEMA in January 2019. This manual outlines all the core topics that need to be covered for a DCM to begin casework and timelines that should be adhered to. The DCM Training Timeline and Manual will assist with getting case managers trained and ready for the field timelier and efficiently as well as help ensure continuity.

4.8 DR 4332 Hurricane Harvey DCMP Timeline

The below timeline begins with initial submission of the DCMP Grant and ends with the date that HHSC vendors BCFS and Endeavors began case management work through DCMP. This timeline was unique to Hurricane Harvey because it was the first time Texas had submitted a DCMP application simultaneous to another applicant. This joint application required that a cooperative agreement be signed between FEMA, TX HHSC and NVOAD which also effected the timeline. Disaster Declared 08/25/2017.

October 2017

- HHSC submitted its DCMP Application to the Texas Division of Emergency Management (TDEM) and FEMA.
- FEMA requested HHSC resubmit its application concurrent with NVOAD's Application. (Deadline: October 19, 2017)
- HHSC resubmitted its application to TDEM and FEMA.

November 2017

- TDEM and FEMA requested HHSC add two additional counties to its Application. (Deadline: November 17, 2017)

- HHSC resubmitted its application to TDEM and FEMA that included the two additional counties.

January 2018

- FEMA requested HHSC modify its Application to include the actual number of FEMA registrants. FEMA would provide HHSC revised DCMP population estimates. (Deadline: January 18, 2018)
- HHSC received revised DCMP population estimates from FEMA.
- HHSC resubmitted its Application to FEMA that included the revised DCMP population estimates.

February 2018

- HHSC received the awarding documents for 4332 DCMP from FEMA in the amount of \$45,098,076.54 to be issued in four increments (first incremental target 02/28 per FEMA).
- HHSC ESP return signed copy of cooperative agreement to FEMA after review/approval by ESP and TDEM.

March 2018

- HHSC ESP issued task orders to vendors.
- FEMA loaded first incremental amount (\$11,324,519.10) in Smartlink Account for HHSC 4332 DCMP.
- IDCM deployment ceases.
- HHSC has Contracted Providers in Place
- HHSC Executive Commissioner signed vendor task orders.

April 2018

- HHSC partners began outreach efforts to clients
- HHSC partner Endeavors assigned 698 cases from VOAD partners in the Houston area because of IDCM transition.
- HHSC partner Endeavors working client requests from Jefferson County (672 phone inquiries) and working the 63 re-flood cases from Orange County.

4.9 Improvements

Hurricane Harvey was unique in not just the fact that it was one of the most catastrophic disasters Texas endured but also because FEMA allowed for a joint application process for DCMP. The joint application process allowed for a non-state entity to also submit for a DCMP grant simultaneous to the State application. Due to this joint application pilot, there were delays that the State had no control over. The non-state entity had not previously run DCMP and whereas the state utilized the revised RFP process that saved almost 60 days of turnaround time from previous disasters launching DCMP in April 2018, the non-state entity began developing contracts after being awarded and did not start doing case management until September 2018.

The State had also initially agreed to utilize an external case management training program but since there were significant delays, decided to develop the approved training program and was able to get case managers trained without relying on scheduling with the external source. This allowed for case managers to be fully trained in approximately 15-30 days from date of hire opposed to waiting for training classes to come available. This would also benefit future DCMP grants because the training is now established and can be used by the State hired trainer(s) to begin classes as soon as DCMP is awarded.

All the processes that were revamped prior to and during Hurricane Harvey were done to ensure timely turn around, continuity, and preparedness in the event of another disaster.

4.10 Disaster Case Management Program Costs

Texas HHSC utilizes vendors to assist with the DCMP and provide the contracted services for the program. Texas HHSC provides oversight, quality assurance, and monitoring and the contracted vendor provides the direct case management services. The historical costs of the previous grants are as follows:

- DR 4223 DCMP Total expenditure: \$2,563,704.15
- DR 4266 DCMP Total expenditure: \$954,756.65
- DR 4269 DCMP Total expenditure: \$1,340,808.68
- DR 4272 DCMP Total expenditure: \$1,143,771.92
- DR 4332 DCMP Total expenditure: \$45,098,076.54

- (The total for the joint DCMP awarded to two grantees was approximately \$106,098,076.54)
 - DR 4454 DCMP: Total Grant Award: \$902,729.05*
 - DR 4466 DCMP: Total Grant Award: \$9,169,977.00*
- *no expenditures recorded at the time of this report

The grants range from 3-41 counties served in various regions of Texas.

Texas HHSC reviewed previous expenditures and budgeted amounts to determine cost of developing and maintaining a state case management system, including direct case management. The following are projected costs for small to larger scale disasters:

- Smaller scale average: \$1 million - 9 million
- Medium scale average: \$10 million- 24 million
- Large scale: \$25 million +

Currently there is no federal reimbursement available to the State for a state-run case management program. However, to implement and operate a State Case Management System an allocation of projected funds listed above for small to larger scale disasters will need to be identified.

Recommendations:

1. HHSC continues utilizing vendors for the DCMP and overseeing the program.
2. HHSC continues to administer the DCMP and will look at opportunities to enhance the program.

Appendix A FEMA Form 009-0-1

REC. #	DEPARTMENT OF HOMELAND SECURITY FEDERAL EMERGENCY MANAGEMENT AGENCY APPLICATION/REGISTRATION FOR DISASTER ASSISTANCE				O.I.D. No. 1000-0002 Exp. 8/31/2022 (see reverse side)	OR #	Loss Date
					APP. DATE		
1. Name of Applicant (Last, First, MI)		2. Language		3. Date of Birth		4. Applicant Social Security No.	
5. Damaged Phone #		All Damaged Phone#		7. Current Phone #		Alternate Cell Phone No.	
8. Damaged Property Address		No. Street		Apt./Lot City		State Zip County	
9. Mailing Address		No. Street		Apt./Lot City		State Zip	
<input type="checkbox"/> Same as Damaged Address							
10. Cause of Damage							
<input type="checkbox"/> Flood		<input type="checkbox"/> Fire/Smoke/Golf/Fish		<input type="checkbox"/> Scaveng		<input type="checkbox"/> Power Surge/Lightning	
<input type="checkbox"/> Earthquake		<input type="checkbox"/> Debris/Fallout		<input type="checkbox"/> Ice/Snow		<input type="checkbox"/> Tornado Wind	
<input type="checkbox"/> Other							
11. Home Damage		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown		12. Personal Property Damage		<input type="checkbox"/> Yes <input type="checkbox"/> No	
13. Utilities Cut		<input type="checkbox"/> Yes <input type="checkbox"/> No					
14. Current Location							
<input type="checkbox"/> Primary Home		<input type="checkbox"/> Hotel/Motel		<input type="checkbox"/> Family/Friends		<input type="checkbox"/> Mass Shelter	
<input type="checkbox"/> Other							
15. Residence Type							
<input type="checkbox"/> Travel Trailer		<input type="checkbox"/> Mobile Home		<input type="checkbox"/> Home-ingles/Duplex		<input type="checkbox"/> Apt.	
<input type="checkbox"/> Condo/Townhouse		<input type="checkbox"/> Other					
16. Primary Residence <input type="checkbox"/> Yes <input type="checkbox"/> No				17. Do You		<input type="checkbox"/> Own <input type="checkbox"/> Rent	
				18. Is your home accessible?		<input type="checkbox"/> Yes <input type="checkbox"/> No, due to mandatory evacuation <input type="checkbox"/> No, due to disaster	
19. Home/Personal Property Insurance				20. Disaster Caused Expenses (for uninsured or underinsured expenses)			
Insurance Type		Insurance Company Name		Expense Type		YES NO IF YES and have insurance, Insurance Company Name	
				Medical			
				Dental			
				Funeral			
<input type="checkbox"/> I have no insurance for my home or personal property							
21. Vehicle Damage Caused by Disaster							
Vehicle Information		Damaged?		Drivable?		Full Coverage Insurance?	
		YES NO		YES NO		YES NO	
Year Make Model						Liability Insurance?	
						YES NO	
						Insurance Company Name	
						Registered?	
						YES NO	
22. As a result of the disaster, do you have new or additional child care costs or has your household income been reduced, increasing your financial burden to pay for child care? <input type="checkbox"/> Yes <input type="checkbox"/> No							
23. Emergency Needs							
<input type="checkbox"/> Gas, Medication, or Food <input type="checkbox"/> Shelter <input type="checkbox"/> Clothing <input type="checkbox"/> Durable Medical Equipment							
24. Did you or anyone in your household use any type of mobility or assistive device such as a wheelchair, walker, cane, hearing aid, communication device, service animal, personal care attendant, or other similarly medical-related devices or services that assist with disabilities or activities of daily living? <input type="checkbox"/> Yes <input type="checkbox"/> No							
If yes, select all that apply:							
Mobility:		Cognitive/Developmental Disabilities/Mental Health:		Hearing or Speech:		Vision:	
<input type="checkbox"/> Wheelchair <input type="checkbox"/> Lift		<input type="checkbox"/> Personal Care Attendant <input type="checkbox"/> Other		<input type="checkbox"/> Hearing Aid <input type="checkbox"/> TDD/TTY		<input type="checkbox"/> Glasses <input type="checkbox"/> Braille or other accessible communication device	
<input type="checkbox"/> Walker <input type="checkbox"/> Bath chair				<input type="checkbox"/> Sign Language Interpreter		<input type="checkbox"/> White Cane <input type="checkbox"/> Magnifier	
<input type="checkbox"/> Cane <input type="checkbox"/> Personal Attendant						<input type="checkbox"/> Service Animal	
25. Occupants living in primary residence at time of disaster							
Last Name		First Name		MI		Relationship	
						Social Security Number (Applicant First, Please)	
						Age	
						DEAF/BLIND YES NO	
26. BUSINESS DAMAGES							
Self-Employment is primary income? <input type="checkbox"/> YES <input type="checkbox"/> NO				Own/Represent a business or rental property affected by disaster? <input type="checkbox"/> YES <input type="checkbox"/> NO			
27. Number of claimed dependents				28. RECEIVING FUNDS TRANSFER			
				<input type="checkbox"/> YES <input type="checkbox"/> NO			
29. Combined family pre-disaster gross income				Institution Name:			
\$							
<input type="checkbox"/> Weekly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Semi-Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Yearly				Account Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings <input type="checkbox"/> Routing No. (4 digits)			
				Account No.:			
30. Would you prefer to receive notification via traditional postal mail or e-mail? <input type="checkbox"/> Postal Mail <input type="checkbox"/> e-Mail				32. In which language would you like to receive letters?			
				<input type="checkbox"/> English <input type="checkbox"/> Spanish			
31. Would you like to receive additional updates via text message? <input type="checkbox"/> YES <input type="checkbox"/> NO							
33. Social Security Administration's Change of Address Request							
When do you want this change to take effect? Make the change effective							
34. Level of Damage to Home or Personal Property:							
<input type="checkbox"/> Minor damage but able to live in my home		<input type="checkbox"/> Damage to Home/Personal Property and may not be able to live in my home		<input type="checkbox"/> Damage to Home/Personal Property requires major repairs. Not able to live in home		<input type="checkbox"/> My home was destroyed <input type="checkbox"/> UNKNOWN	

Application/Registration for Disaster Assistance Instructions

1. Enter the last name, first name, and middle initial of the applicant. Jr., Sr., etc. follow the last name.
2. Enter the language that the applicant speaks. If the applicant speaks English, leave blank.
3. Enter the date of birth of the applicant.
4. Enter the applicant's social security number (SSN). If the applicant does not provide a SSN, processing of the applicant may be delayed.
5. Enter a mail address (if available).
6. Do NOT include a telephone number in any of the phone number fields. Damaged Phone number: enter the phone number used in the applicant's home at the time of the disaster even if the number is currently working.
7. Current Phone No. Enter the current phone number when the applicant can be reached. Alternate Cell Phone No.: enter a work phone number or the phone number of a friend, relative, or neighbor that FEMA can use to locate a message for the applicant. Note: Include extension number (if available).
8. Enter the full physical street address at which the damage occurred. Do not enter a P.O. or general delivery address.
9. Enter the applicant's mailing address. It may or may not be the same as the Damaged Property Address or where the applicant is now living. The Mailing Address may be a post office or general delivery address. If it is the same as the damaged property address, check the box for the same.
10. Check Cause of Damage (more than one cause may be checked). Other causes of damage may include explosion, drought, and not. If more than the home was damaged (e.g., auto was flooded), please describe in the Comments section in Item No. 36.
11. If the applicant has damage to the home (e.g., electrical, heating, floors, walls, ceilings, and foundation), check Yes. If some damage is unknown, check Unknown.
12. If the applicant had Personal Property Damage, e.g., appliances, clothing, and/or furniture, check Yes.
13. If the applicant's utilities are not working (out), check "Yes." Utilities may include sewer, water, gas, electricity, and/or heating.
14. Check the current Location where the applicant is living.
15. Check the type of residence that was damaged (e.g., Travel Trailer, Mobile Home, House-Boat/Duplex, etc.). Other may include, for example, homeless or RV.
16. If the person lived in the home more than six months of the year, or the applicant lists it as the address of his/her Federal Tax Return, or the applicant files a homestead exemption, or the applicant uses it as a voter registration address, check "Yes."
17. If the applicant is named on the deed, or the applicant maintains the home and pays the taxes but does not own, or the applicant has lifetime occupancy rights while not holding legal title to the home, check Own. Check "Rent" if the applicant does not meet any of the above ownership criteria, even if the applicant pays no rent.
18. If the home is Accessible after the disaster, check "Yes." Inaccessible may include disruption or destruction of transportation routes or other obstructions that prevent the applicant from gaining entry to the damaged home. If the applicant is unable to enter the home, determine if it's Due to the Disaster, or Due to Mandatory Evacuation and check appropriately.
19. List the type of insurance that the applicant held at the time of the disaster for the home and/or personal property, including but not limited to sewer backup, earthquake. Include the name of the insurance company. If no insurance, check I have no insurance for my home or personal property.
20. If the applicant incurred a Medical, Dental, Funeral, and/or Moving Storage Expense related to the disaster, check "Yes." Under insurance company, provide the name of applicant's insurance company if they had insurance for that expense.
21. Enter all vehicles for the household (regardless of condition) and their year, make, and model. If the applicant or one of the applicant's dependents owns a vehicle(s) that was damaged by the disaster, check "Yes." Also, check "Yes" for the vehicles that are drivable. Check "Yes" if the listed vehicle(s) has Comprehensive and/or Liability Insurance, and if the vehicle(s) is registered. Enter the name of the insurance company if applicant has insurance. If more space is needed, use the space in Item #20.
22. If the applicant had new or Additional out-of-pocket, or household income reduced, and is causing a financial burden to pay out-of-pocket costs, check Yes.
23. If the applicant has Emergency Needs (e.g., food, clothing, shelter), check the appropriate box for type of need.
24. Question relates to special needs. The Americans with Disabilities Act (ADA) defines a disability as "a physical or mental impairment that substantially limits one or more of the major life activities of such individual." 42 USC 12102(2). If the registrant or household member has such a disability and was affected by the disaster, please mark all of the areas of disability that apply.
25. List information for the applicant and all other persons/dependents who consider the home to be their primary residence at the time of the disaster, whether or not they are related to the applicant. It is important that the applicant's and co-applicant's SSN is included. Answer if they are a dependent or not.
26. SELF EMPLOYMENT IS PRIMARY INCOME? Check appropriately. OWNS/REPRESENTS BUSINESS OR RENTAL PROPERTY? Check appropriately.
27. Enter the number of claimed dependents as listed on the applicant's Federal Tax Return.
28. Enter the combined family pre-disaster gross income. (This is the amount of income before any deductions, and may include money from employment, Social Security, retirement, welfare, child support, checks, interest, annuities, and savings or assistance from family and friends. It does not include food stamps or HUD Section 8 assistance.) Check the appropriate frequency of pay (weekly, bi-weekly, monthly, semi-monthly, quarterly, or yearly). If income refused, check appropriate box.
29. If the applicant would like FEMA to automatically transfer assistance into their checking or savings account, check "Yes" next to Electronic Funds Transfer. Enter the name of the applicant's financial institution. Enter the applicant's 8-digit routing no. (The routing no. is the 8-digit number that appears in the lower left hand corner of the check.) Include the applicant's account type by marking the Checking or Savings box. Enter the applicant's account no. (The account number can be found at the center bottom of a check immediately after the routing number, or can be found on a savings or checking account statement.) NOTE: Applicant name must be on the account.
30. Check how the applicant would like to receive correspondence: Postal Mail or Email.
31. Select the language the applicant would like to receive correspondence: English or Spanish.
32. If applicant would like to receive status updates via text messages: Confirm Alternate Cell phone.
33. If applicable, enter Social Security Administration's Change of Address Request.
34. Select the level of damage that best matches applicant's situation.
35. Enter any comments.
36. Enter name of the FEMA representative filing out form.

PRIVACY Notice

AUTHORITY: FEMA collects, uses, maintains, retrieves, and disseminates the records within this system under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act), Pub. L. No. 93-288, as amended; 42 U.S.C. §§ 5121-5137; 4 U.S.C. §§ 119-171, 196; the Debt Collector Improvement Act of 1996, 31 U.S.C. §§ 3126(d), 7701(c)(1); the Government Performance and Results Act, Pub. L. No. 101-62, as amended; Reorganization Plan No. 3 of 1975; Executive Order 13411, "Improving Assistance for Disaster Victims," August 28, 2006; and Executive Order 12952 "Setting Customer Service Standards," September 11, 2001, as described in this notice.

PRINCIPAL PURPOSES: This information is being collected for the primary purpose of determining eligibility and administering financial assistance under a Presidentially-declared disaster. Additionally, information may be reviewed internally within FEMA for quality assurance purposes and used to assess FEMA's customer service to disaster assistance applicants. FEMA collects the social security number (SSN) to verify an applicant's identity and to prevent a duplication of benefits.

ADDITIONAL USAGE:

FEMA may share the personal information of U.S. citizens and lawful permanent residents contained in their disaster assistance files outside of FEMA as generally permitted under 5 U.S.C. § 552(a)(6) of the Privacy Act of 1976, as amended. FEMA may share the personal information of non-citizens, as permitted by the following privacy impact assessment: DHS/FEMA/PIA-01-23) Disaster Assistance Improvement Plan (DAIP) (Nov. 18, 2012); DHS/FEMA/PIA-07 National Emergency Management Information System - Individual Assistance (NIMS-IA) Web-based and Core-based Modules (June 28, 2012); DHS/FEMA/PIA-09 Quality Assurance Recording System (Aug. 15, 2014). This includes sharing your personal information with federal, state, tribal, local agencies and voluntary organizations to enable individuals to receive additional disaster assistance, to prevent duplicating your benefits, or for FEMA to recover disaster funds received erroneously, spent inappropriately, or through fraud as necessary and authorized by routine uses published in DHS/FEMA-056 Disaster Recovery Assistance Files Notice of System of Records, 78 Fed. Reg. 25,262 (Apr. 30, 2013) and upon written request, by agreement or as required by law.

CONSEQUENCES OF FAILURE TO PROVIDE INFORMATION: The disclosure of information, including the SSN, on this form is voluntary; however, failure to provide the information requested may delay or prevent the individual from receiving disaster assistance.

PAPERWORK BURDEN DISCLOSURE NOTICE
600-0-1 (Paper Application)

Public reporting burden for this data collection is estimated to average 15 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing this form. This collection of information is required to obtain or retain benefits. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding this burden estimate and any suggestions for reducing the burden to: Information Collection Management, Department of Homeland Security, Federal Emergency Management Agency, 520 C St. SW, Washington, DC 20472-0120, Paperwork Reduction Project (1502-0002) NOTE: Do not send your completed form to this address.

It is not necessary to complete grayed fields.

Appendix B 2017 Excellence in Government Intake Recommendations

Post Disaster Client Intake Common Form Developed by Excellence in Government (EIG) Project Team

Draft – 30 June 2017

How Form was Developed

The EIG Project Team developed the draft common form using client intake and case management forms currently in use by multiple recovery organizations including:

- FEMA
- National VOAD
- American Red Cross
- Catholic Charities USA
- Multi Agency Resource Center (MARC) Planning Resource (Colorado, Oklahoma, Nebraska, Kansas)
- State of Colorado Disaster Recovery Services
- Community Action Partnership of North Alabama
- Coordinated Assistance Network (CAN) – Multiple Agencies
- United Methodist Community on Relief (UMCOR)
- Unmet Needs Committee of Plaquemines Parish (UNCPP)
- U.S. Small Business Administration

The EIG Team then:

- Evaluated similarities among form fields, grouping those with similar intent;
- Assessed the frequency that a given field (or set of similar fields) was used;
- Obtained guidance from NVOAD and FEMA on any must-have fields; and
- Extracted common and must-have fields and organized them into thematic sections.

Key Assumptions:

- Form will be used for initial client intake. While some data may be used later by VOAD agencies and/or FEMA and SBA for case management, form was drafted assuming VOAD agencies will use it the first time a client seeks assistance. As a result, the client may not have detailed information on damages/losses, payments received to date, etc. The EIG Team needs feedback from VOAD and FEMA users whether the proposed fields (questions) are complete and appropriate for the initial client intake stage.
- Form will be available as an application (“app”) that is accessed on a tablet, smartphone, or similar device. In some thematic sections, the client’s response to some screening questions (shown in red text) will determine whether they are asked subsequent questions on that topic or moved forward in the form.
- Most questions (in green text) are posed as if the client is the responding party. At least two fields (Client ID and Disaster Name/Number, shown in purple text) may be completed later by a VOAD agency staffer.

Organization and Format of Form Questions/Responses:

- The intake form questions are grouped into thematic sections, with headings in blue and all-caps (e.g., CLIENT CONTACT INFORMATION).
- Within each section, some sets of questions are preceded by a screening question in red text (e.g., Are you a homeowner?); the client’s response will determine whether they answer subsequent questions on that topic or move on in the form.
- The non-screening questions to be answered by the client appear in green text.
- Questions likely to be answered by agency intake staff appear in purple text.
- Potential response(s) appear after the question in black bracketed text (e.g., [Y/N]).

CLIENT – BASIC INFORMATION/DEMOGRAPHICS

- Today’s Date [App to auto-populate?]
- Name [Subfields: Title (Mr/Mrs/Ms/Dr/Other), Last, First, Middle Initial, Suffix]
- Client ID number [Assigned by App]
- Date of birth [MM/DD/YYYY]

- Gender [M, F, Other Options?]
- Ethnicity [Drop-down list – need standard list]
- Preferred language [Drop-down list (need standard list) with option for free-form entry]
- Language/Communication Assistance Needed [Yes/No; include field for client to enter type(s) of help needed]

CLIENT CONTACT INFORMATION

- Current (Post-Disaster) Address [Subfields for street, apt., city, state, zip]
- Telephone Number (Best # to reach you)
- Alternate Telephone Number
- Emergency Contact Name [Last, First, Middle Initial]
- Emergency Contact Telephone Number
- Email address

HOUSEHOLD DAMAGE/LOSS INFORMATION

- Disaster Operation Name/Number [Enter DR# or select Unknown]
- Address where damage/loss occurred [Subfields for street, apt., city, state, zip]
- Dwelling type [single family, mobile, multi-family unit, condominium, apartment, hotel/motel, other]
- Dwelling damage classification [destroyed, major, minor, affected, inaccessible, no visible damage, undetermined. Note: Plan to add short description to each term based on common definitions developed among Red Cross, FEMA, SBA, etc.; info pending from FEMA]
- Estimates for repair/rebuild, if known [amount in dollars]
- Number of adults residing in dwelling impacted by disaster [number]
 - List of affected adults, their ages or DOB, and any special needs [Subfields for names, ages/DOB, and free-form entry for special needs]
- Number of children residing in dwelling impacted by disaster
 - List of affected children, their ages or DOB, and any special needs [Subfields for names, ages/DOB, and free-form entry for special needs]

ECONOMIC LOSS/INJURY INFORMATION

- Are you a business owner/operator?

If Yes:

- What is your business' Trade Name? [Free Response]
- What is your Social Security Number (SSN) or Employer Identification Number (EIN)? [Numeric response]
- What is your business address? [Subfields for street, apt., city, state, zip. Perhaps provide option to select address entered earlier for either (1) Address where damage/loss occurred or (2) Current (Post-Disaster) Address]
- What is your business telephone?
- What is the business type? [Free Response]
- What is the organization type (legal structure)? [Sole Proprietorship; Partnership; Corporation; Other (Free Response required)]
- What is the NAICS code? [Number or Unknown]
- How many employees? [Number]
- Was business insured at time of event? [Y/N]

If Yes:

- Type(s) of Insurance [Homeowners; Hazard - Flood, Fire, Earthquake, Other]
- Coverage type(s) [structure coverage, contents coverage, additional living clause, cash advance]
- Insurance Provider(s) [User entry]
- Have you filed an insurance claim? [Y/N]

If Yes, has it been adjusted? [Y/N]

- Have you requested a U.S. Small Business Administration (SBA) Disaster Loan application? [Y/N]
- If yes, through what source? [Individual in-person interview; Group in-person interview; Telephone interview; By mail]

- If yes, have you applied? [Y/N]

INSURANCE AND GOVERNMENT ASSISTANCE

- Are you a homeowner? [Y/N]

If Yes:

- Was the home insured at time of event? [Y/N]
- Type(s) of Insurance [Homeowners; Hazard - Flood, Fire, Earthquake, Other, Unsure]
- Coverage type(s) [structure coverage, contents coverage, additional living clause, cash advance]
- Insurance Provider(s) [User entry]
- Have you filed an insurance claim? [Y/N]
- If Yes, has it been adjusted? [Y/N]

If No:

- Renter? [Y/N]
- Insurance at time of event? [Y/N]
- Type(s) of Insurance [Renters; Hazard - Flood, Fire, Earthquake, Unsure, Other]
- Coverage type(s) [contents coverage, additional living clause, cash advance]
- Insurance Provider(s) [Drop down or user entry]
- Have you filed an insurance claim? [Y/N]
- If Yes, has it been adjusted? [Y/N]
- Have you applied to FEMA for assistance? [Y/N/Unsure]

If Yes:

- FEMA application date [MM/DD/YYYY]
- FEMA registration number [numeric response]
- FEMA application status [Drop down – need FEMA to provide options]

- FEMA assistance received [dollar amount]
- Have you applied to the U.S. Small Business Administration's (SBA's) Disaster Loan Program? [Y/N/Unsure]

If Yes:

- SBA Disaster Loan Program application date [MM/DD/YYYY]

CLIENT NEEDS AND OTHER CONSIDERATIONS

- Are you residing in a shelter, hotel/motel, or other temporary housing due to disaster? [Y/N]
- Do you or a household member have a disability? [Y/N]

If Yes:

- What type(s)? [Physical, Mental, Both]
- What type(s) of assistance do you need? Select all that apply.
 - Housing - Temporary
 - Housing - Permanent
 - Utilities – New Service
 - Utilities – Existing Service or Outstanding Bills
 - Rebuilding/Repair
 - Tarping/Securing Residence
 - Tree Cutting/Removal
 - Trash/Debris Removal
 - Residential Clean-up/Muck Out
 - Residential Mold Abatement
 - Hazardous Material Removal
 - Furniture / Appliances / Other Household Goods
 - Clothing
 - Food/Water/Nutrition
 - Infant Care (Formula, Diapers)
 - Medical - Healthcare

- Medical - Medication and Medical Supplies
- Medical - Mental Healthcare (Including Emotional/Spiritual Care)
- Medical – Dental Care
- Employment
- Transportation
- Childcare (Children & Youth Services)
- Application Assistance
- Benefits Restoration
- Mail Pick-up
- Animal Control

CONSENT TO SHARE INFORMATION

- Do you provide consent to share information provided in this form with non-governmental agencies? [Y/N]
- Do you provide consent to share information provided in this form with government agencies? [Y/N]
- Client Signature

25. Occupants living in primary residence at time of disaster

Last Name	First Name	MI	Relationship	Social Security (Applicant First)	Age	Dependent?	Special Needs?

26. Number of claimed dependents

27. Combined family pre-disaster gross income

Income

Pay Cycle

As a result of the disaster, have you lost employment?

Income Refused

28. Electronic Funds Transfer

Institution Name

Account Type Account Number

Routing Number (9 digits)

29. Notifications

How would you prefer to receive notifications?

Would you like to receive additional updates via text messages?

In what language would you like to receive letters?

30. Military Information

Have you ever served in the military?

How was your service categorized (honorable, etc.)

31. Small Business Administration Information

Have you ever applied to the U.S. Small Business Administration's (SBA's) Disaster Loan Program?

If yes: SBA Disaster Loan Program Application Date (MM/DD/YYYY)

32. Level of Damage to Home or Personal Property: (Select only one)

Estimates for repair/rebuild, if known (amount in dollars)

REC. #	SINGLE INTAKE FORM	Expiration 8/31/2022 (see reverse side)	DR #	Loss Date
APPLICATION/REGISTRATION FOR DISASTER ASSISTANCE		APP. DATE		

33. Social Security Administration's Change of Address Request

When do you want this change to take place? Make the change effective? (MM/DD/YYYY)

34. What type of assistance do you need? Check all that apply.

<input type="checkbox"/> Housing-Temporary	<input type="checkbox"/> Utilities - Existing Service or Outstanding Bills	<input type="checkbox"/> Clothing	<input type="checkbox"/> Medical - Healthcare	<input type="checkbox"/> Medical - Dental Care	<input type="checkbox"/> Childcare (Children & Youth Services)	<input type="checkbox"/> Mail Pickup
<input type="checkbox"/> Housing - Permanent	<input type="checkbox"/> Rebuilding/Repair Tarping, tree cutting removal, trash/debris removal, residential clean-up/muck-out, residential mold abatement, hazardous material removal	<input type="checkbox"/> Food/Water/Nutrition	<input type="checkbox"/> Medical - Medication and Medical Supplies	<input type="checkbox"/> Employment	<input type="checkbox"/> Application Assistance	<input type="checkbox"/> Animal Control
<input type="checkbox"/> Utilities - New Service	<input type="checkbox"/> Furniture/Appliances/Other Household Goods	<input type="checkbox"/> Infant Care (Formula, Diapers)	<input type="checkbox"/> Medical - Mental Healthcare (Including Emotional/Spiritual Care)	<input type="checkbox"/> Transportation	<input type="checkbox"/> Benefits Restoration	

35. BUSINESS DAMAGES

Self Employment is primary income? Own/Represent a business or rental property affected by disaster?

Are you a business owner/operator

If yes:

What is your business? Trade Name	<input style="width: 100%;" type="text"/>
What is your Social Security Number (SSN) or Employer Identification Number (EIN)	<input style="width: 100%;" type="text"/>
What is your business address? (street, apt, city, state, zip)	<input style="width: 100%;" type="text"/>
What is your business telephone number?	<input style="width: 100%;" type="text"/>
What is your business type?	<input style="width: 100%;" type="text"/>
What is the organization type (legal structure)? Sole Proprietorship; Partnership; Corporation; Other	<input style="width: 100%;" type="text"/>
What is the NAICS code? (Number or Unknown)	<input style="width: 100%;" type="text"/>
How many employees?	<input style="width: 100%;" type="text"/>
Was business insured at time of event? Y/N If Yes,	<input style="width: 100%;" type="text"/>
Type of Insurance (Homeowners; Hazard-Flood, Fire, Earthquake, Other)	<input style="width: 100%;" type="text"/>
Coverage type(s) (structure coverage, contents coverage, additional living clause, cash advance)	<input style="width: 100%;" type="text"/>
Insurance Provider(s)	<input style="width: 100%;" type="text"/>
Have you filed an insurance claim? Y/N	<input style="width: 100%;" type="text"/>
If yes, has it been adjusted? Y/N	<input style="width: 100%;" type="text"/>
Have you requested a U.S. Small Business Administration (SBA) Disaster Loan application? (Y/N)	<input style="width: 100%;" type="text"/>
If yes, through what source? (individual in-person interview; group in-person interview; telephone interview; by mail)	<input style="width: 100%;" type="text"/>

36. Consent to Share Information

<input type="checkbox"/> I consent to share information provided in this form with federal government agencies.	
<input type="checkbox"/> I consent to share information provided in this form with state government agencies.	
<input type="checkbox"/> I consent to share information provided in this form with local government agencies.	
<input type="checkbox"/> I consent to share information provided in this form with non-governmental agencies.	

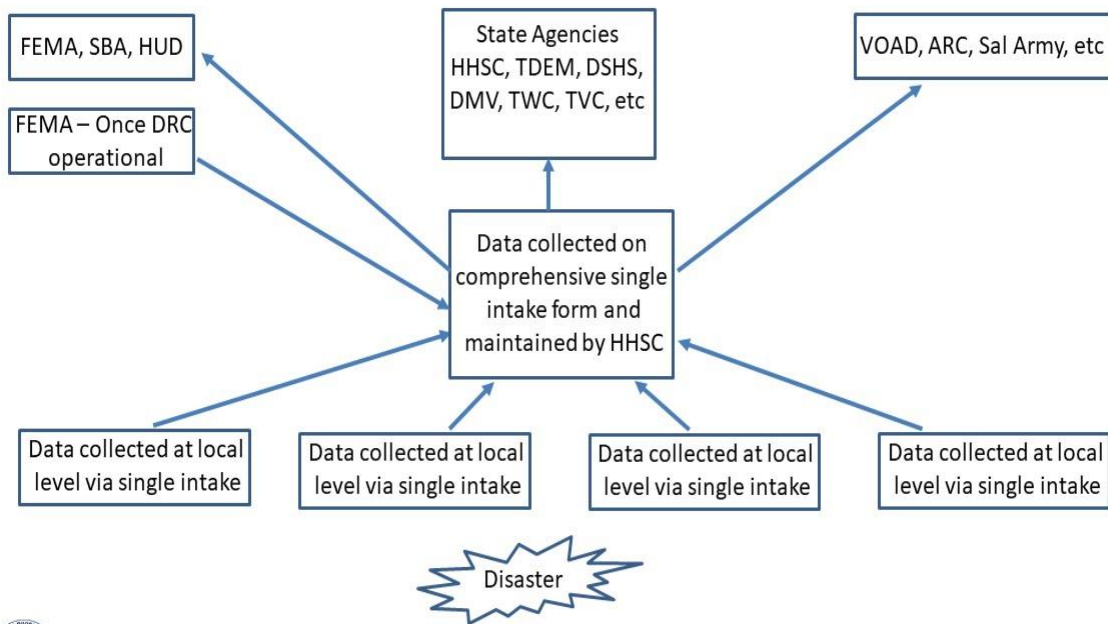
37. Signature Field

NOTE: There are several viewing errors on the form. It is only submitted as a draft proposal and will require additional corrections, additions, and adjustments.

Produced by the Texas Division of Emergency Management Policy and Research Division.

Appendix D Automated Single Intake Form Data Sharing

Future Single Intake and Data Sharing Situation



4. Authority

Senate Bill 6

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[Senator Juan "Chui" Hinojosa](#) (District 20)

[Senator Joan Huffman](#) (District 17)

[Senator Brian Hughes](#) (District 1)

[Senator Borris Miles](#) (District 13)

[Senator Robert Nichols](#) (District 3)

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For more information:

Texas Legislature Online

<https://capitol.texas.gov/BillLookup/History.aspx?LegSess=86R&Bill=SB6>

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Texas Legislature Online

<https://capitol.texas.gov/BillLookup/History.aspx?LegSess=86R&Bill=HB2330>

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Sponsor: [Senator Joan Huffman](#) (District 17)

For more information:

Texas Legislature Online

<https://capitol.texas.gov/BillLookup/History.aspx?LegSess=86R&Bill=HB1307>

5. Stakeholders

Members are identified in the chart below (This is not an exhaustive list of agencies which participated in or have a vested interest in Texas disaster and recovery initiatives. It may be appropriate for other agencies to participate in the next phase of the work.)

Agent	Summary
Texas Division of Emergency Management (TDEM)	The Texas Division of Emergency Management is charged with carrying out a comprehensive all-hazard emergency management program for the state and for assisting cities, counties, and state agencies in planning and implementing their emergency management programs.
Texas Health and Human Services Commission (HHSC)	Texas Health and Human Services Commission has hundreds of programs and services that help more than seven (7) million Texans a month live better lives, and it is our strong foundation of dedicated people who make it happen every single day. Making a positive difference in the lives of the people we serve. Improving the health, safety, and well-being of Texans with good stewardship of public resources. In response and recovery of a disaster, the Texas Health and Human Services Commission coordinates efforts to provide both information and help to Texans.
Federal Emergency Management Agency (FEMA)	The mission of the Federal Emergency Management Agency (FEMA) is to reduce the loss of life and property and protect our institutions from all hazards by leading and supporting the nation in a comprehensive, risk-based emergency management program of mitigation, preparedness, response, and recovery.
US Small Business Administration (SBA)	The U.S. Small Business Administration helps Americans start, build, and grow businesses. The SBA was created in 1953 as an independent agency of the federal government to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall economy of our nation."

Agent**Summary**

Businesses of all sizes and private nonprofit organizations may borrow up to \$2 million to repair or replace damaged or destroyed real estate, machinery and equipment, inventory, and other business assets. SBA can also lend additional funds to businesses and homeowners to help with the cost of improvements to protect, prevent or minimize the same type of disaster damage from occurring in the future.

For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private nonprofit organizations of any size, SBA offers Economic Injury Disaster Loans to help meet working Disaster loans up to \$200,000 are available to homeowners to repair or replace damaged or destroyed real estate. Homeowners and renters are eligible for up to \$40,000 to repair or replace damaged or destroyed personal property.

US Housing and
Urban
Development
(HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination and transform the way HUD does business.

Texas
Workforce
Commission
(TWC)

TWC is the state agency charged with overseeing and providing workforce development services to employers and job seekers of Texas. TWC strengthens the Texas economy by providing the workforce development component of the Governor's economic development strategy. Texas boasts an incredibly skilled workforce ready to attract enterprise to the Lone Star State. By focusing on the needs of employers, TWC gives Texas the competitive edge necessary to draw business here.

Agent	Summary
Texas General Land Office (GLO)	Community Development and Revitalization (CDR) within the Texas General Land Office (TX GLO), is the state agency lead for administering the disaster recovery and mitigation funds provided by the U.S. Department of Housing and Urban Development (HUD), as well as the FEMA funded temporary housing program. The HUD funded recovery programs may include housing, infrastructure, planning, and economic revitalization programs with a focus on low to moderate income communities.
Texas Department of Motor Vehicles (TxDMV)	The Texas Department of Motor Vehicles (TxDMV) is a dynamic state agency dedicated to customer service, customer protection and the success of motor vehicle-related industries. Each year the agency registers almost 24 million vehicles; regulates vehicle dealers; credentials buses and big trucks for intrastate and interstate commerce; issues oversize and overweight permits; and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts.
Texas Department of Insurance (TDI)	The Texas Department of Insurance regulates the state's insurance industry, oversees the administration of the Texas workers' compensation system, performs the duties of the State Fire Marshal's Office, and provides administrative support to the Office of Injured Employee Counsel – a separate agency which assists employees with their workers' compensation claim.
The Salvation Army	The Salvation Army has responded to numerous natural disasters, transportation accidents, civil unrest situations and terrorist attacks. By providing beverages, meals, and emotional and spiritual care to first responders and survivors, The Salvation Army strives to bring hope and healing to people who find themselves during extremely difficult situations.

Agent	Summary
The American Red Cross (ARC)	<p>The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The American Red Cross, through its strong network of volunteers, donors, and partners, is always there in times of need. ARC aspire to turn compassion into action so that all people affected by disaster across the country and around the world receive care, shelter and hope; our communities are ready and prepared for disasters everyone in our country has access to safe, lifesaving blood and blood products; all members of ARC armed services and their families find support and comfort whenever needed; and in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.</p>
National Voluntary Organizations Active in Disasters (National VOAD)	<p>National VOAD, an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination, and collaboration; and fosters more effective delivery of services to communities affected by disaster. National VOAD will be the recognized non-governmental leader of the disaster preparedness, response, and recovery sector. National VOAD members and partners represent a powerful force of goodwill in America. Through the VOAD network, it provides the leadership that makes communities stronger and more resilient. In times of need, VOAD delivers hope for a more positive future.</p>
OneStar Foundation	<p>OneStar Foundation serves as a supporting agency for volunteer and donations management operations. During response operations, OneStar serves as the point of contact for all National Service programs and may assist the TDEM and/or VOAD agencies with National Service resources to support volunteer reception centers, donation warehouses and/or distribution centers, call centers, and/or other disaster related needs, as availability allows. In addition, OneStar coordinates with Texas VOAD to staff the VOAD seat at the State Operations Center</p>

Agent**Summary**

(SOC) as availability allows. Lastly, OneStar supports recovery efforts as a member of Texas VOAD.