



Catholic Charities
Archdiocese of New Orleans

SPIRIT OF HOPE

Disaster Case Management Services

Triage Call Line: 985-605-5840

or

<https://www.ccano.org/request-services/>

Case Management

Disaster Case Management is a time-limited process by which a skilled and trained CCANO staff (Disaster Case Manager) collaborates with a disaster-affected individual or family (Client) to develop a plan to help them recover after a disaster. This goes beyond providing relief, providing a service or resource, or meeting any urgent needs. Our case managers will serve as the client's primary point of contact to access and coordinate services on their behalf. Our clients will play a critical role, as this is a collaboration, and they will be required to be active in their own recovery.

EXAMPLE OF SERVICES:

FEMA/SBA Navigation
Assistance with Appeals
Benefit Enrollment (Medicaid, SNAP, other)
Referral and Coordination of Community Resources
Housing Navigation
Direct Assistance
Advocacy