



Homeland Security and  
Emergency Management



# ▶ ANNUAL REPORT SFY 2024

**DISASTER** CASE  
ADVOCACY

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## Introduction

The Iowa Department of Homeland Security and Emergency Management (HSEM) is pleased to submit this annual report for the Disaster Case Advocacy (DCA) program to the Legislative Fiscal Committee and the Government Oversight Committee. Iowa Code § 29C.20B(4) requires HSEM to submit an annual report by January 1 of each year, detailing the activities of the DCA program during the previous fiscal year.

As part of the State of Iowa's government alignment efforts, the administration of the DCA program was transferred to HSEM on July 1, 2023. Concurrently, the program was renamed from Disaster Case Management to Disaster Case Advocacy (DCA). A full-time program coordinator was hired to provide support for both the DCA program and the Iowa Individual Assistance Grant Program (IIAGP). The tracking and reporting measures were streamlined with the goal of enhancing communication and quality improvement.

On June 30, 2023, HSEM launched a new webpage for the IIAGP and DCA program ([homelandsecurity.iowa.gov/assistance](https://homelandsecurity.iowa.gov/assistance)). The new webpage offers a number of useful features, including application deadlines, the option to submit an online application, and fillable PDF applications provided in multiple languages. Additionally, an online inquiry form was created, resulting in 189 requests for further information about the program. The webpage provides easily accessible information about the DCA program, including details on how an advocate can support impacted residents and program eligibility. A flyer was created to provide program information to Iowans. The flyer was translated into multiple languages, including Arabic, Burmese, Chin, Dari, English, French, Karen, Kinyarwanda, Marshallese, Pashto, Spanish, and Swahili.



**NEED HELP AFTER A DISASTER?**

If you have been affected by a disaster, don't worry, help is available! If the county you live in has been placed under a declaration you may be eligible.  
Current declared counties can be found here- [Homelandsecurity.iowa.gov/assistance](https://homelandsecurity.iowa.gov/assistance)

**DISASTER CASE ADVOCACY**  
This program helps households who have experienced a disaster. A disaster case advocate will work together with the household to assess overall needs, create a recovery plan, and get access to available resources.

**WHAT TO EXPECT:**

- Ask for help from a disaster case advocate.
- Meet with your advocate to review your needs.
- Create a plan to recover from the disaster.
- Get help from resources and achieve your goals.

[Homelandsecurity.iowa.gov/assistance](https://homelandsecurity.iowa.gov/assistance)  
[IndividualDisasterAssistance@iowa.gov](mailto:IndividualDisasterAssistance@iowa.gov)

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**DCA Program Flyer**

During SFY 2024, HSEM established a Redesign Team of multi-agency stakeholders across the state to identify and develop processes, partnerships, and tools to enhance Iowa's DCA program. The team will continue its work through SFY 2025, with the following goals:

- Develop efficient, inclusive, and service-focused pathways and processes.
- Identify areas where partners can build upon existing services and resources.
- Identify areas to strengthen accessibility for all populations.

## Program Overview

DCA is a supportive program that involves a partnership between a disaster-impacted household and a disaster case advocate. Disaster case advocates provide guidance and assistance to households throughout the disaster recovery process and serve as the primary point of contact. In this partnership, advocates and households assess the family's unmet disaster-related needs, develop a recovery plan, and access available resources. The disaster case advocate will assist the households in coordinating necessary services and resources to address the household's complex disaster recovery needs.

Disaster-impacted households assume a primary role in their recovery, influencing the level of assistance they receive. Households seeking one-time information and referral assistance will be provided with the necessary guidance. Households seeking assistance with long-term recovery are invited to register for DCA.

Disaster-related unmet needs refer to the essential requirements a household has to recover from a disaster. Examples of these needs may include assistance with insurance claims, financial support, help with application processes, finding housing options, advocacy, and support throughout the rebuilding process. Additionally, unmet needs may include basic and immediate necessities such as food, clothing, shelter, or first aid, as well as long-term requirements such as financial, physical, emotional, or spiritual well-being.

During SFY 2024, HSEM had a contract with the Iowa Community Action Association (ICAA) to implement the DCA program. The ICAA subcontracted with 16 community action agencies across the state to implement the program at the local level.

Iowa Code § 29C.20B(1)(b) authorizes funding for the DCA program in an amount not to exceed \$1 million per fiscal year. An additional \$100,000 may be available for contracted staff support and case management training. ICAA and the subcontracted community action agencies are compensated based on pre-approved work plans submitted for each disaster declaration.

## Disaster Events

In State Fiscal Year 2024, Iowa experienced nine disaster events that activated the DCA program.

- August 4, 2023 – Severe Weather
- April 16, 2024 – Severe Weather
- April 26, 2024 – Severe Weather
- May 6, 2024 – Severe Weather
- May 20, 2024 – Severe Weather
- May 31, 2024 – Severe Weather
- June 3, 2024 – Severe Weather
- June 12, 2024 – Severe Weather
- June 21, 2024 – Flooding

A total of 66 counties received a governor's proclamation of disaster emergency as a result of the nine disaster events. This led to the activation of the DCA program. Furthermore, additional counties were activated in SFY 2025 for the June 21, 2024 disaster event, which will be included in the SFY 2025 report.

| County      | Number of DCA Activations | County     | Number of DCA Activations | County        | Number of DCA Activations | County     | Number of DCA Activations |
|-------------|---------------------------|------------|---------------------------|---------------|---------------------------|------------|---------------------------|
| Adair       | 1                         | Des Moines | 2                         | Kossuth       | 3                         | Poweshiek  | 1                         |
| Adams       | 1                         | Dickinson  | 2                         | Lee           | 2                         | Ringgold   | 1                         |
| Allamakee   | 2                         | Dubuque    | 2                         | Lyon          | 1                         | Scott      | 1                         |
| Black Hawk  | 1                         | Emmet      | 3                         | Marion        | 2                         | Shelby     | 2                         |
| Buena Vista | 2                         | Fayette    | 2                         | Marshall      | 1                         | Sioux      | 2                         |
| Butler      | 1                         | Floyd      | 1                         | Mills         | 3                         | Story      | 1                         |
| Carroll     | 1                         | Franklin   | 1                         | Montgomery    | 1                         | Tama       | 1                         |
| Cass        | 2                         | Hancock    | 2                         | Monona        | 1                         | Union      | 2                         |
| Calhoun     | 1                         | Hardin     | 1                         | Muscatine     | 1                         | Warren     | 1                         |
| Cedar       | 1                         | Harrison   | 4                         | O'Brien       | 5                         | Washington | 1                         |
| Cerro Gordo | 2                         | Henry      | 1                         | Osceola       | 1                         | Webster    | 2                         |
| Cherokee    | 1                         | Humboldt   | 2                         | Page          | 1                         | Winnebago  | 1                         |
| Clarke      | 2                         | Iowa       | 1                         | Palo Alto     | 2                         | Woodbury   | 2                         |
| Clay        | 3                         | Jackson    | 1                         | Plymouth      | 1                         | Worth      | 1                         |
| Clinton     | 1                         | Jasper     | 1                         | Pocahontas    | 1                         | Wright     | 2                         |
| Crawford    | 1                         | Johnson    | 2                         | Polk          | 2                         |            |                           |
| Dallas      | 1                         | Keokuk     | 1                         | Pottawattamie | 4                         |            |                           |

Additionally, the following six counties were activated in SFY 2024 for the June 29, 2023 event that occurred in SFY 2023.

| County    | Number of DCA Activations |
|-----------|---------------------------|
| Appanoose | 1                         |
| Davis     | 1                         |
| Lucas     | 1                         |
| Monroe    | 1                         |
| Ringgold  | 1                         |
| Union     | 1                         |

## Program Outcomes

### Households Served

During SFY 2024, Iowa experienced severe weather that resulted in state and federal disaster declarations, which activated DCA. Throughout these events, 5,528 direct staff hours were dedicated to providing outreach, engagement, one-on-one case advocacy, representation at community events and with community partners, and direct calls and interactions with impacted residents.

In addition, 62 disaster-impacted households received immediate assistance with information and referrals for their disaster-related needs.

A total of 1,140 households that had applied for the IIAGP received assistance with completing the application process. Examples of assistance provided include identifying and referring residents to additional resources in the community for their unmet needs, navigating insurance paperwork, and locating contractors/vendors. When federal Individual Assistance was activated for three events, all residents who applied for the IIAGP were contacted by DCA to offer DCA services and to provide immediate information and referral assistance.

Nine households that were affected by the disaster requested assistance from the DCA to help them with their recovery process.

### Expenditures

The following report covers expenditures for:

- Declared disasters from July 1, 2023 through June 30, 2024
- Expenses from March 2023 through June 2023 proclaimed disasters that were expended in SFY 2024

| Event Date     | Disaster Number | Counties                                                                                                                                                                                                                                                                                                                                                                                                        | Total Expenditure   |
|----------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Training       | 3500            | Statewide                                                                                                                                                                                                                                                                                                                                                                                                       | \$ 49,456.82        |
| March 31, 2023 | 6082            | Appanoose, Cedar, Clinton, Davis, Delaware, Des Moines, Dubuque, Grundy, Jackson, Johnson, Keokuk, Linn, Lucas, Mahaska, Monroe, Wapello, and Washington                                                                                                                                                                                                                                                        | \$ 24,592.11        |
| April 4, 2023  | 6083            | Marion and Warren                                                                                                                                                                                                                                                                                                                                                                                               | \$769.02            |
| April 24, 2023 | 6084            | Allamakee, Clayton, Dubuque, Jackson, Muscatine, and Scott                                                                                                                                                                                                                                                                                                                                                      | \$5,105.97          |
| May 7, 2023    | 6085            | Benton, Iowa, Jasper, Marshall, Muscatine, Poweshiek, and Story                                                                                                                                                                                                                                                                                                                                                 | \$17,958.22         |
| May 12, 2023   | 6086            | Pocahontas                                                                                                                                                                                                                                                                                                                                                                                                      | \$796.52            |
| May 28, 2023   | 6087            | Scott                                                                                                                                                                                                                                                                                                                                                                                                           | \$20,791.34         |
| June 29, 2023  | 3501-51         | Appanoose, Davis, Jefferson, Lee, Lucas, Monroe, Ringgold, Union, and Wapello                                                                                                                                                                                                                                                                                                                                   | \$80,640.13         |
| August 4, 2023 | 3502-51         | Des Moines, Lee, and Sioux                                                                                                                                                                                                                                                                                                                                                                                      | \$46,798.08         |
| April 16, 2024 | 3503-51         | Allamakee, Cass, Des Moines, Fayette, Henry, and Lee                                                                                                                                                                                                                                                                                                                                                            | \$10,019.24         |
| April 26, 2024 | 3504-51         | Clarke, Crawford, Harrison, Mills, Polk, Pottawattamie, Ringgold, Shelby, and Union                                                                                                                                                                                                                                                                                                                             | \$36,393.66         |
| May 6, 2024    | 3505-51         | Clarke, Marion, O'Brien, and Pottawattamie                                                                                                                                                                                                                                                                                                                                                                      | \$1,970.97          |
| May 20, 2024   | 3506-51         | Adair, Adams, Black Hawk, Buena Vista, Butler, Calhoun, Cass, Cedar, Cerro Gordo, Clay, Clinton, Dallas, Dubuque, Fayette, Franklin, Hancock, Hardin, Harrison, Humboldt, Iowa, Jackson, Jasper, Johnson, Keokuk, Kossuth, Marion, Marshall, Mills, Montgomery, Muscatine, O'Brien, Page, Palo Alto, Polk, Pottawattamie, Poweshiek, Scott, Shelby, Story, Tama, Union, Warren, Washington, Webster, and Wright | \$44,747.22         |
| May 31, 2024   | 3507-51         | Kossuth and O'Brien                                                                                                                                                                                                                                                                                                                                                                                             | \$396.42            |
| June 3, 2024   | 3508-51         | Dubuque and Emmet                                                                                                                                                                                                                                                                                                                                                                                               | \$2,594.52          |
| June 12, 2024  | 3509-51         | Carroll, Clay, Dickinson, Emmet, Harrison, Monona, O'Brien, and Woodbury                                                                                                                                                                                                                                                                                                                                        | \$4,829.33          |
| June 21, 2024  | 3510-51         | Allamakee, Buena Vista, Cerro Gordo, Cherokee, Clay, Dickinson, Emmet, Floyd, Hancock, Harrison, Humboldt, Johnson, Kossuth, Lyon, Mills, Monona, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Pottawattamie, Scott, Sioux, Webster, Winnebago, Woodbury, Worth, and Wright                                                                                                                               | \$36,753.85         |
| <b>Total:</b>  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>\$384,613.42</b> |

## Activities for SFY 2025

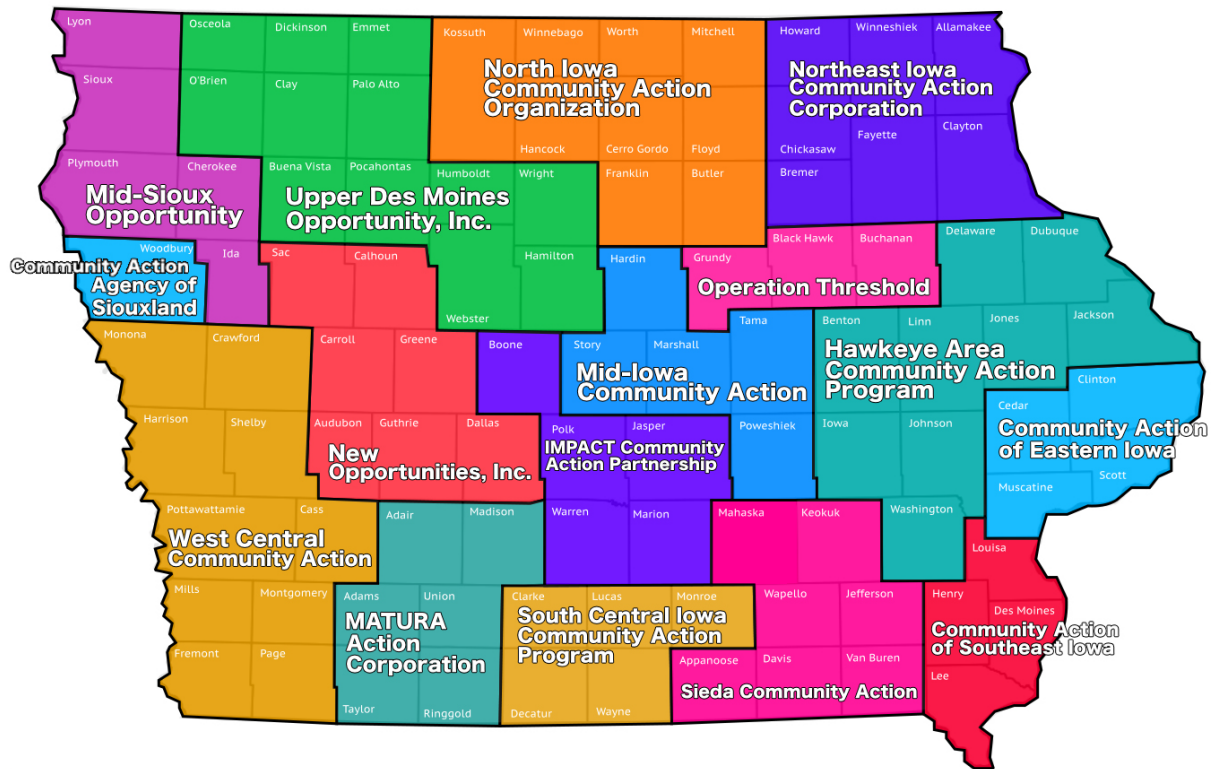
Due to the severity of the storms and flooding in 2024, three Presidential Disaster Declarations were approved for disasters that occurred in April, May, and June. Federal Individual Assistance was activated for the counties included in these declarations. In October 2024, the federal Disaster Case Management Program (DCMP) grant was awarded. The DCMP provides funding for the DCA program for a duration of up to 24 months from the date of the disaster. The Iowa DCA program will continue to support residents as they recover from the disasters for a maximum of 24 months. Additionally, the Iowa Department of Homeland Security and Emergency Management (HSEM) has contracted with Tetra Tech to enhance the capacity for providing DCA services to the 29 counties affected by the three federally declared disasters.

In SFY 2025, we will be concentrating our efforts on developing a data management system for the IIAGP and DCA programs. This system will transition the programs from a manually tracked approach in spreadsheets and emails to a digital, cloud-based system, thereby improving efficiency and data management. This will facilitate more robust continuous quality control, more efficient communication, and consolidated tracking and reporting.

Work will continue in SFY 2025 with the Redesign Team and will result in a final report of redesign elements to implement. HSEM plans to collaborate closely with the ICAA and their subcontracted partners in SFY 2025 to identify areas for improvement in service delivery, to enhance reporting and communication, and to increase accessibility to the program.

## Attachment – Iowa Community Action Agencies Coverage Map

### Iowa Community Action Agencies



[iowacommunityaction.org](http://iowacommunityaction.org)