The Disaster Case Management Program provides direct case management services to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services.

**DCMP Contact Info**
Phone: (844) 556 - 6272
Email: campfire-caseinfo@nvcss.org

**Office Locations:**
- **Camp Fire**
  10 Independence Circle
  Chico, CA 95973
- **Bear Fire**
  2185 Baldwin Avenue
  Oroville, CA 95966
- **Dixie Fire**
  150A Main Street
  Chester, CA 95971

**THANK YOU**
A big thank you from the DCMP to our community partners, the North Valley Community Foundation and the multiple Fire Collaborative's for their ongoing support. We would also like to express our gratitude for the continued support provided to our survivors by United Way through their Stable Housing Opportunities Program.
**DCMP QUICK STATISTICS**

### Camp Fire
- **Amount awarded from SHOP:** $8,787.61
- **Amount awarded from COMPLEX UNMET NEEDS:** $106,999
- **Clients opened in the month of April:** 11
- **Current open cases:** 180

### Bear Fire
- **Families Served This Month:** 115
- **To Date:** 521
- **Services Provided This Month:** 13
- **To Date:** 749
- **Referrals Made This Month:** 10
- **To Date:** 501
- **Valued at:** $3,850.40
- **Valued at:** $927,135.66

### Dixie Fire
- **Families Served**
  - This Month: 175
  - To Date: 579
- **Services Provided**
  - This Month: 24
  - To Date: 1009
- **Referrals Made**
  - This Month: 20
  - Valued at: $1,900.00
  - To Date: Valued at: $37,288.47

### Monument Fire
- **Families Served To Date:** 107
- **Cases Open:** 6
- **Referrals To Date:** 15
- **Valued At:** $1,784.24

### Monument Fire
- **Families Served**
  - This Month: 115
  - To Date: 521
- **Services Provided**
  - This Month: 13
  - To Date: 749
- **Referrals Made**
  - This Month: 10
  - Valued at: $3,850.40
  - To Date: 501
- **Valued at:** $927,135.66
In April of 2021, a survivor reached out to NVCSS for help with her recovery through the Disaster Case Management Program. Since that time, she and her Disaster Case Manager have worked alongside RecoverCA to rebuild her home. On April 21st, 2023, she was handed the keys to her beautiful forever home. To make that day even more special a local organization called Inspire Hope was able to deliver a brand-new couch and a table/chairs set. With the efforts of many organizations working alongside each other, we are able to get survivors back in their new home.
CAMP FIRE

PROGRAM SUCCESS STORY

On April 6th Spiritual & Emotional Wellness hosted “Honoring & Celebrating our DCMs”. This event was hosted at Paradise Stronger Equilibrium, it had food provided by Green Paradise and fun games, social space to connect, raffle punch cards and a space to learn about emotional wellness tools. NVCSS Camp Case Managers had a great time connecting with other organizations, painting, being competitive, and spending time together. We are so grateful to Spiritual & Emotional Wellness, and the Camp Fire Collaborative for this appreciation event.
Devastation turned to Hopefulness

A survivor who has daily challenges of physical and cognitive disabilities, in addition to the trauma that he’s experienced from the fire. The Bear Fire devastated everything on his property including their home, well, septic, and power. Without a functioning well, septic, or power on the property, the survivor and his son were in a very difficult situation. They were also living in a trailer that didn’t have proper facilities such as a toilet or running water. By securing funding for well and septic repair and power installation through the Unmet Needs Roundtable, we were able to provide the survivor with basic necessities for comfortable daily living. Additionally, assistance with a more livable trailer has made a significant improvement in the survivor’s quality of life. My client and his son are now able to move forward in their recovery and work towards rebuilding their home.

Shed Program Success

A survivor and her family suffered significant loss due to the Bear Fire. With nowhere else they could go, they had to move back to their property in an RV with their young children, while also expecting a baby. Thankfully, funding from the Red Cross opened up an opportunity for property owners living in RVs to apply for a storage shed through the ARC Shed Program. With minimal space living in an RV, the DCM was able to assist the survivor, and her family through the ARC Shed Program with a 10x12 storage shed that was built by a local nonprofit organization called The Father’s House. They were able to assist with the shed before the baby was due, which provided much-needed storage space for the growing family. Having this storage shed has significantly helped the family keep their belongings, tools, and baby items safe and secure from the extreme weather conditions and prevent theft, which is essential in the aftermath of a disaster.
Easter came early for survivors of the Bear Fire and those who've suffered through an historic storm season that hit Northern California.

An estimated 150 survivors – some 60 of whom were children – were treated to a special event at the Berry Creek Community Church on Saturday, April 1st. There was a spirited Easter egg hunt, free baskets full of treats and a basketball court for the older children to play on.

Adults weren’t left out as there was a free lunch and resources like tarps, dehumidifiers and smoke alarms to help families get through what has been a viscous stretch of severe weather. “It’s a great reprieve,” said Jamie Gillis, a Bear Fire survivor. “It’s nice to get out with the community.”

The special day was put on by the Disaster Case Management teams from the Northern Valley Catholic Social Service and St. Vincent de Paul. Although it’s been challenging due to the severe weather, both agencies continue to help these survivors return to normal lives, although it’s been challenging due to the severe weather.
Gabrielle was born in Medford, OR but moved to Butte County when she was very young. She grew up in Magalia, right above Paradise.

She attended Butte Community College, Chico State, and University of Nevada, Reno. She received her Bachelor's Degree in Entomology (branch of zoology specific with the study of insects).

Personal experience with devastation from the Campfire creates a passion and drive to support as well as guide survivors to recovery.

When the weather is on the colder side, she stay's inside and plays video games as well as reads. During spring, summer, and fall months, She enjoys bass, trout, and salmon fishing. She also kayak and has a passion for rescuing animals. She currently have four dogs, three cats, two tarantulas, and one exotic fish.
DCM was able to secure back rent assistance for a client whose residence was completely destroyed from the fire. This client was deeply affected mentally by the fire, as she sustained this home all on her own for a number of years. This client’s expenses exponentially increased after the fire, as she had to pay more to heat her RV. The client’s food expenses, and gas expenses also increased as she lived further away from resources. The increases in expenses caused her to get behind on her rent. The client’s RV park informed the DCM that the client was eligible for eviction. The DCM was able to advocate on behalf of the client and secured funding to pay back the client’s back rent. The client is now up to date with her rent and has been able to sustain her housing with her fixed income.

An elderly client whose home was damaged from the Dixie fire had an urgent need of firewood. She lost her life partner, and is navigating living alone and caring for herself. The DCM was able to secure two cords of firewood, that were delivered to her home. The client expressed her gratitude for the DCM and how the program had given her some relief during this stressful time.
Our office was closed during the Winter season.

We are very happy to announce, we will be open and back in the office starting **May 10th**! Our DCM's will be in the office Tuesday through Friday from 8am-2pm.

We strongly encourage making an appointment to speak to a DCM, and discuss your post fire recovery plans. Our DCM's are happy to support you any way they can!

If you would like to make an appointment to speak to a DCM, or are unsure if you are currently enrolled, please contact our Intake & Referral Specialist:
530-815-9400
Permit Planning Workshop

On April 22nd, Construction Cost Analyst (CCA) Kevin Naylor, CCA Dan Litchfield, Chuck White, and Tracey Ferguson from Plumas County held a pre permitting workshop at The Spot in Greenville.

They provided handouts, and a presentation regarding the steps to rebuilding. Some of the topics of discussion were:

- What is a building permit?
- Who is responsible for the permit?
- What work requires a permit?
- Building permit process
- Building and planning review
- Plan review and inspections

Attendees were able ask any questions, including those that are specific to their project. Attendees were also able to express frustrations regarding the rebuilding process, and where they could use more support.

DCM’s were also in attendance to assist anyone who is still in need of a Disaster Case Manager.
DIXIE FIRE
RECAP OF EASTER EVENT

On Saturday, April 8th an Easter Egg Hunt was hosted at the Greenville High School, football field. There were over 225 attendees, including over 100 kids! NVCSS, and PRS provided eggs stuffed with candy, golden eggs, and prizes (toys, puzzles) for those golden eggs. Decorations were also provided by both the Disaster Case Management Programs. Overall, it was a great turnout for some Easter fun!
DIXIE FIRE
RECAP OF EASTER EVENT
Below is a testimony from a survivor our team assisted last month in April. When the survivor first started working with their DCM they had very little hope that there was any support available for him. As they kept working together they created a recovery plan and were able to apply for some financial assistance for client.

"Robert;

I would like to thank you, Shauna and the rest of the team at NVCSS for helping us with the United Way grant process. After the Monument fire took our home in Big Flat there were many emergency services offering immediate help but what we learned much later is the cost of rebuilding far exceeded our fire insurance and with the cost of materials and services almost doubling because of COVID there was doubt about our reconstruction plans. When NVCSS contacted me offering help getting started with what seems like an insurmountable task, we were given hope. With this help we are taking the preliminary steps towards our home rebuild. We can never replace many of the things the fire took, but we can start to rebuild.

Thanks again"

John D.
PET FOOD DRIVE

In the month of April, Grace Harrelson from our Outreach team delivered 600 lbs of donated dog food for Dixie fire survivors. The pet food will be available at the Food Pantry in Greenville, the DCMP Chester office, and the Resource Center in Crescent Mills.

Our programs understand how important pets are, and the emotional support they provide. They become apart of the family, and are a major support system when processing what has occurred around us.

We are happy to be able to get some assistance in nurturing them, and taking care of them as well!

CONTACT US

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What is the Listos California Statewide Grant Program?
The purpose of the Listos California Statewide Grant (LS) Program is to support organizations throughout California that serve multiple counties and/or larger populations with key social vulnerability factors located in areas at moderate to high risk from natural hazards.

LISTOS CALIFORNIA EMERGENCY PREPAREDNESS EDUCATOR
DAN DOGERT

- Provides high-quality emergency preparedness education across Shasta and Trinity counties
- Plans outreach strategies and events that focus on at-risk and vulnerable populations in Shasta and Trinity Counties.
- Maintains NVCSS social media channels for the Listos California
- Serves in a diverse verse role that can provide emergency preparedness, emergency response, and recovery activities when requested