Disaster Recovery Services

Disaster Case Management

About us
BakerRipley is a nationally recognized, Houston-based 501(c)(3) nonprofit that brings resources, education, and connection to nearly 600,000 children, youth, adults and seniors across Greater Houston each year. We exist to keep this region a welcoming place of opportunity where everyone can earn, learn and belong.

BakerRipley has a 112-year reputation as a trusted nonprofit with a proven track record of responding to the growth and change in our region. Founded in 1907 in Houston's Second Ward (today's East End), we are the largest community development organization in Texas, delivering holistic community-based services in the areas of immigration, workforce and career development, education, senior care, wellness and community engagement. The organization works with residents in more than 60 service locations to help them discover the strengths and skills necessary to become productive, prosperous and self-sufficient. Our history, experience, responsiveness and capacity are key factors that enable us to respond to disasters when they strike and to support our community as it builds capacity for long-term recovery.

Our history in disaster recovery
With over a decade of disaster recovery experience, BakerRipley has learned that the long-term effects of disasters like Harvey continue to disrupt the livelihoods of our neighbors for months or even years as they are confronted with ongoing challenges related to the loss of their homes, their modes of transportation, and other life-altering changes. Since 2001, BakerRipley has provided disaster recovery services to residents in the Greater Houston area in response to Tropical Storm Allison (2001), Hurricane Katrina (2005), Hurricane Rita (2005), Hurricane Ike (2008), the Memorial Day flood (2015), the Tax Day flood (2016) and now Hurricane Harvey (2017). The expertise we've gained in response to each of these events enables us to offer long-term case management and other impactful recovery services that effectively and efficiently help individuals and families achieve their pre-disaster quality of life.

People-centered Disaster Recovery Program design
Our program design includes four areas: Disaster Case Management, Home Restoration Program, Unmet Needs Program, and Neighborhood Restoration Program. BakerRipley takes an asset-based approach to its work with individuals and families. Rather than focusing on what is lacking, or ‘what needs to be fixed’, we work with people and organizations to identify their unique assets and support them in building upon those
strengths. The intent of disaster case management is to guide individuals and families towards restoring their pre-disaster quality of life, or help them find their ‘new normal’. Disaster Case management begins with intake and ends when recovery plan goals are met, or all viable opportunities have been exhausted. Every case is different and service is tailored to meet each person's needs. An individual or family's level of damage sustained in Hurricane Harvey will determine the length of time it takes to recover.

**How we assist**

We help neighbors develop a pathway to recovery through our Disaster Case Management program. Disaster case managers provide a holistic approach to helping families recover. Our case managers work one-on-one with families to develop a robust recovery plan to minimize the impact of loss as well as secure various resources needed for recovery. The interactions between the case manager and the family includes: assessing needs based on the verified, disaster-related losses; developing a goal-oriented plan that outlines the steps necessary to achieve recovery; providing information on available resources and referrals that match the disaster-related needs; monitoring the progress towards reaching the family's goals; and when necessary, provide advocacy for families. We work closely with other trusted community organizations across our region to coordinate available resources to aid the family's recovery. This allows BakerRipley to connect neighbors with available community resources such as city/county services, workshops, and direct assistance. Disaster Case Management serves as a central hub, or entry point, for other disaster related services.

Disaster Case Managers assist neighbors with the following resources:

- **Home Restoration Program**: allows neighbors to gain access to resources such as contractors, materials, permits, and other home repair necessities. Referrals to the Home Restoration Program come through our Disaster Case Managers as well as those from other case management agencies.
- **Unmet Needs Program**: offers neighbors financial assistance for items lost as a result of the disaster, such as furniture, appliances, work equipment, medical devices, etc. The Disaster Case Manager works with the family and their recovery plan to determine the items requested through Unmet Needs.

**Who we assist**

We can assist anyone affected by Hurricane Harvey, who is eligible and lives in Fort Bend, Harris, Montgomery and Waller counties regardless of status. Our focus is on the most vulnerable neighbors: lower-income individuals and families whose households include seniors, individuals with disabilities and families with young children.

**How to get started**

BakerRipley is coordinating our disaster recovery services through the United Way of Greater Houston 2-1-1 Resource and Referral line. Neighbors who need assistance to recover from the effects of Hurricane Harvey should contact 2-1-1 to get connected to a disaster recovery agency.