

STATE OF NEW MEXICO **DISASTER CASE MANAGEMENT PROGRAM**

Ali Rye, NM Department of Homeland Security & Emergency Management
Ashley Saulcy, Plexos Group



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The Evolution of Disaster Case Management

2022 Hermit's Peak
Calf Canyon



Launched 8 months
after the event.

2024 South Fork Fire
Salt Fire



Launched one month after the event.

2024 Chaves County
Flooding



Launched two days after the event.

2025 Statewide
Flooding



Launched one day after the event.



These programs also
leveraged state
funding to launch
case management
services faster.



Hermit's Peak Calf Canyon Fire



\$20M in claims supported through case management

458 recovery plans completed



811 residents currently receiving services



South Fork Fire and Salt Fire

929

properties

cleared through the private
property debris removal program

785

residents currently
receiving services

196 recovery plans
completed



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Chaves County Flooding



3.7x increase in average IHP
assistance per household

\$21.9M in FEMA IA financial
assistance awarded

2,16 residents with unmet
needs identified

3



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2025 Statewide Flooding

142

households

in multi-agency shelter transition
case management

310

residents currently in state-run
non-congregate sheltering

14,139

meals
delivered



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Case Management During Response



- Targeted outreach at shelters and in disaster impacted neighborhoods.
- Coordination of immediate resource needs through the State EOC.
- Development of data and needs tracking to be used for federal resource requests.
- Integrate with the local EOC, mass care, and EA.



What New Mexico Disaster Case Managers Do

- **Deploy immediately after a disaster occurs**, establishing state-run intake and damage assessments quickly.
- Serve as a **one-stop shop for state and federal applications**, reducing the need for residents to repeatedly provide the same information.
- Provide **customer service** to residents through programs such as private property debris removal and non-congregate sheltering.
- Maintain **continuity** for both **short-term programs** (Individual Assistance) and **long-term programs** (Community Development Block Grant – Disaster Recovery) so that unmet needs are identified addressed in a faster, streamlined process.
- Collaborate with local, state, federal and NGO partners to provide **resources for holistic recovery**.



QUESTIONS

Ali Rye, NM Department of Homeland Security & Emergency Management
Ashley Saulcy, Plexos Group



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