









## Welcome to the SAMHSA Disaster Technical Assistance Center

In cooperation with the States/Territories, SAMHSA DTAC developed the materials that include materials relevant to disaster mental health outreach programs. These materials were developed under contract to and in collaboration with ESDRB/CMHS, along with other materials obtained from current and completed crisis counseling publications, and materials developed by and for the States. Many of these materials are already in use in States and Territories. This CD-ROM serves as a central repository of information, including *Grant Application Materials*, *Data Reporting Materials*, *Training Guidance Materials*, *CCP Program Guidance*; quality *Outreach Program Management* materials, such as brochures, pamphlets, and fact sheets; and *Online Resources*. The CCP Data Collection Toolkit is available on a separate CD-ROM.

- Introduction
- ✓ I. Grant Application Materials
- ✓ II. Data Reporting Materials
- ✓ III. Training Guidance Materials
- IV. CCP Program Guidance
- V. Outreach Materials
- VI. Program Management
- VII. Online Resources

*Outreach Materials* are provided to the States/Territories as easy-to-use, print-ready and reproducible electronic templates. Materials have been compiled on a CD-ROM but not limited to children, older adults, general audiences, and first responders. Materials and slide presentations are formatted in Microsoft Word/PowerPoint/Perfect/Presentations. In some cases, the conversion from PowerPoint to PDF (the non-essential graphics being lost). Please note that depending on the user's system, the files provided in the files should be carefully reviewed and tailored before printing. A large number of files are provided in Adobe® PDF® format and may be opened in Adobe Reader.

- Microsoft Word 
- Corel WordPerfect 
- Microsoft Excel 
- Microsoft PowerPoint 
- Corel Presentations 
- Adobe Acrobat PDF 
- JPG 
- HTML 

### Accessing files from the CD-ROM

(This document, welcome.doc, is available as a Word document in the root directory of the CD-ROM.)

The Table of Contents on the left is the user's guide for assistance in identifying files on this CD-ROM. Icons also are provided in a legend to help the user identify individual files.

In order to access the files on the CD-ROM, the user will need to use a computer (for example, the C: drive). Once there the user will view the direct Table of Contents.

One way to access the files is to:

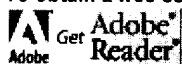
- Enter the "My Computer" folder by either double clicking on "My Computer" or clicking on "start" and then clicking on "My Computer."
- Then be sure to highlight the CD drive icon in the user's "My Computer" window.
- Right mouse click on the icon and choose "Explore."

Inside each of the directories are files pertaining to the section of the CD-ROM.

The user may navigate through the files by clicking on the applicable folder from the left hand side of the table. The files in that directory will be displayed in the right hand column.

To use a file double click on the file name and it will open. To edit the file...

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**Traumatic Stress**

<http://helping.apa.org/daily/traumaticstress.html>

Tips for recovering from disasters and other traumatic events and a list of additional resources and referrals.

- **AOA: Disaster Assistance Resources**

<http://www.aoa.dhhs.gov/disaster/default.htm>

Links to web-based resources for older persons, their families and caregivers—includes preparedness and grants.

- **APA Online: Disaster Response Network**

<http://www.apa.org/practice/drnindex.html>

A free mental health service to disaster victims and relief workers.

- **Ask NOAH About: Dealing with Traumatic Events**

<http://www.noah-health.org/english/illness/mentalhealth/ptsd.html>

Resources that address the many issues related to disaster and mental health. This site is maintained by New York Online Access to Health (NOAH), a partnership of four New York partners including The City University of New York (CUNY).

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double click), choose “save as,” and place the saved file in a location where the user can access it. Additionally, if the user would like to save a file after viewing it, the file must be saved in a software application such as MS Word or Corel WordPerfect.

### **Disclaimer**

The views, opinions, and content of the materials on this CD-ROM are the property of the authors and do not necessarily reflect the views, opinions, or policies of SAMHSA or CMHS. The files are intended solely to be used as guidelines and ideas to format materials for similar purposes.

### **Public Domain Notice**

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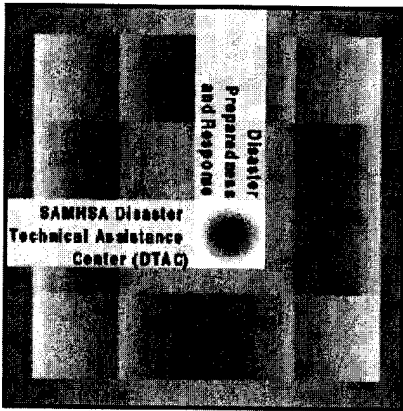
### **Electronic Access and Copies of CD-ROM**

For additional free copies of this CD-ROM, please contact SAMHSA DTAC at 1-800-308-3515 or e-mail the TA staff at [DTAC@esi-dc.com](mailto:DTAC@esi-dc.com).

The materials on this CD-ROM will be updated on a regular basis and sent out as needed. Future CD-ROMs will include multiple-language materials (e.g., Hmong, Korean, Tagalog, among others).

about receiving financial assistance.  
Available in English and Spanish.

- **Helping Children After A Disaster**  
<http://www.aacap.org/publications/factsfam/disaster.htm>  
Strategies for parents who are comforting children after a disaster. It explains that children must be allowed to talk about the frightening parts of the disaster and that their experience must not be minimized.
  
- **Helping Children Cope After A Disaster**  
[http://childadvocate.net/help\\_children\\_cope.htm](http://childadvocate.net/help_children_cope.htm)  
Printable booklet developed by the Penn State University Pediatric Trauma team to help parents and professionals deal with disaster and related issues. Can be used in schools, clinics and other settings.
  
- **NIMH: Facts about Post-Traumatic Stress Disorder**  
<http://www.nimh.nih.gov/anxiety/ptsdfacts.cfm>  
A general overview of post-traumatic stress disorder. Contains facts about onset, symptoms, and the latest research.
  
- **NIMH: Reliving Trauma**  
<http://www.nimh.nih.gov/publicat/reliving.cfm>  
A summary of post traumatic stress disorder (PTSD) that includes statistics, treatment, and research findings.
  
- **After the Disaster: A Children's Mental Health Checklist**  
[http://www.fema.gov/kids/tch\\_mntl.htm](http://www.fema.gov/kids/tch_mntl.htm)  
A checklist to assess a child's mental health status, following a disaster or traumatic experience.
  
- **Alcohol Alerts**  
<http://www.niaaa.nih.gov/publications/alalerts.htm>  
A listing of alcohol-related fact sheets available online or in print. Ordering instructions are given on this page.
  
- **American Psychological Association Help Center; Managing**



### I. Grant Application Materials (MSWord format only)

These Federal Emergency Management Agency (FEMA) Crisis Counseling Program (CCP) application materials include all necessary forms, applications, and instructions for a State to apply for either an Immediate or Regular Services Program grant.

#### ISP Forms

- ccp-sf424
- ISPApplication
- ISP Instructions
- Key Informant Survey



#### RSP Forms

- ccp-phs5161
- RSP Standard Application Format
- RSP Supplemental Instructions



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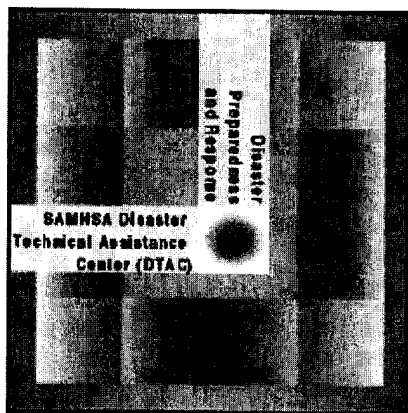
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response and recovery.

- **FEMA.gov en Español**  
<http://www.fema.gov/spanish/>  
Agencia Federal para el manajo de emergencias.
- **New York State Office of Mental Health**  
<http://www.projectliberty.state.ny.us/>  
In response to the intense need for crisis services stemming from the World Trade Center disaster, the New York State Office of Mental Health has established Project Liberty, a coordinated outreach and Crisis Counseling Program (CCP) funded by the Federal Emergency Management Administration (FEMA) and the Center for Mental Health Services (CMHS).
- **Office of Victims of Crime**  
<http://www.ojp.usdoj.gov/ovc/>  
Provides Federal funds to support victim assistance and compensation programs around the country and advocates, through policy development, for the fair treatment of crime victims.

### **Online Resources**

- **Centers for Disease Control and Prevention: Disaster Epidemiology Applied Research Program**  
<http://www.cdc.gov/nceh/emergency/disasterepidemiology/default.html>  
This site presents a description of this program's mission and services and information about preparation and response to, and recovery from a disaster event.
- **Dealing with Stress after a Disaster**  
<http://www.cdc.gov/nasd/docs/d001201-d001300/d001280/d001280.html>  
Quick tips for dealing with emotional trauma, following a natural disaster.
- **Disaster Recovery: SBA Loans and IFG Grants Financial Assistance for Older Disaster Applicants**  
<http://www.aoa.gov/aoa/disaster/recovery.html>  
For older persons who have been affected by a disaster—informatio



## II. Data Reporting Materials

The FEMA CCP commonly uses these materials in data collection and reporting. The CCP Data Collection Toolkit is included as a separate CD.

### *BERT*

CCP Budget-Tool-Instructions



CCPbudgettool-Large

CCPbudgettool-small

ISPBudget-Tool-Instructions



ISPbudgettool-small

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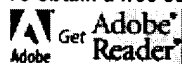
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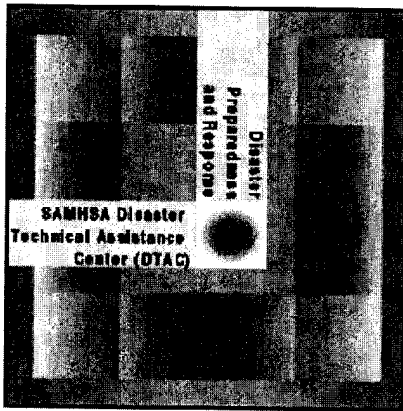
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## VII. Online Resources

This section includes links to Web sites of disaster response-related organizations and additional material on disaster mental health.

### Organizations and Online Web Resources

#### Organizations

#### Introduction

#### I. Grant Application Materials

#### II. Data Reporting Materials

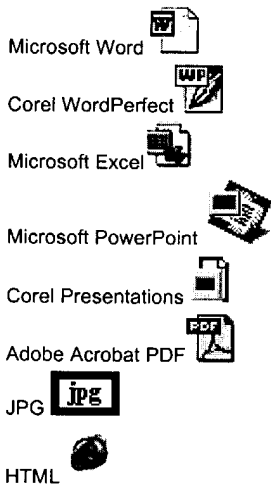
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- **American Red Cross**  
<http://www.redcross.org/>

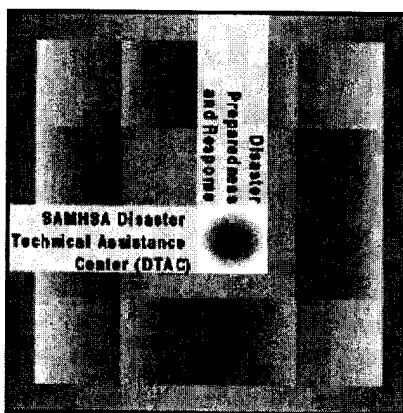
- **Center for Mental Health Services**  
<http://www.mentalhealth.org/cmhs/>  
A federal agency that provides services and programs in support of users of mental health services, their families, and workers in the mental health field. CMHS is one of 3 Centers within the Substance Abuse and Mental Health Services Administration (SAMHSA).

- **Community Resilience Project of Northern Virginia**  
<http://www.communityresilience.com>  
The Community Resilience Project of Northern Virginia is a FEMA funded project that provides crisis counseling to people in northern Virginia who were impacted by the 9/11 terrorist attacks. It provide outreach services in the city of Alexandria and the counties of Arlington, Fairfax, and Loudoun and is intended to help individuals return to their pre-disaster levels of functioning.

- **Department of Veterans Affairs**  
<http://www.va.gov/>  
Federal agency responsible for administering veterans' benefits and services, including the special Homeless Veterans Program.

- **FEMA.gov**  
<http://www.fema.gov/>  
An independent agency of the federal government, whose mission is to reduce loss of life and property and protect our nation's critical infrastructure from all types of hazards through a comprehensive, risk-based, emergency management program of mitigation, preparedness,





### III. Training Guidance Materials

#### How to Use the Training Guidance Materials

The CD-ROM for this section contains primary folders with their contents and Corel WordPerfect/Presentations. Subfolders include the specific slide overview of the material, and when available, exercises, handouts, agenda author or organizer of the material.

Users are strongly encouraged to read the overview of each contributor's materials that many presentations contain information related to topics featured in the Speier presentation in the FEMA Model Training Folder contains help as they carry out different roles; assessment and counseling is addressed in the sub-folders of Counseling, as well as Assessment and Referral. The SAMHSA Counseling folder contains significant content related to the FEMA Model contributions to the FEMA Model Training Folder have many duplicate slides. Each of each presentation is worth reviewing in depth, as these materials are often of or with a different emphasis.

Although these materials are in the public domain and may be duplicated for local programs, materials should be referenced accordingly and the author should receive appropriate attribution as the funding/development agency please contact SAMHSA DTAC at 1-800-308-3515 or e-mail the TA staff at [DTAC@esi-dc.com](mailto:DTAC@esi-dc.com).

#### *FEMA Model Training*

#### **CCP Basic Training Introduction—CMHS CCP1**

CCPOverview1

OverviewCCP1

#### **CCP2**

CCPOverview2

OverviewCCP2

#### **CCP3**

CCPOverview3

OverviewCCP3

#### **CCP Partners**

CCP Partners

CCP Partners Overview

#### **CCP Technical**

CCP Technical Overview

Reporting

Unit 1-Introduction

Unit 2-Special Populations

#### Introduction

#### I. Grant Application Materials

#### II. Data Reporting Materials

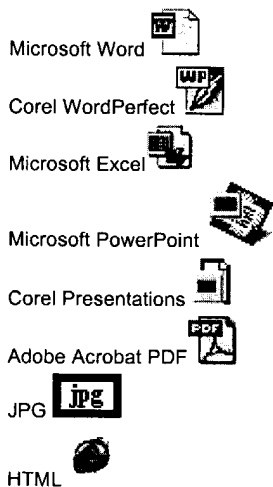
#### III. Training Guidance Materials

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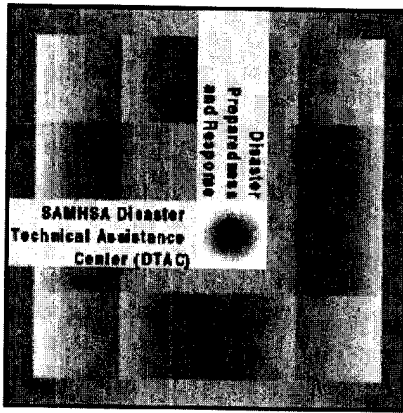
#### VII. Online Resources



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## VI. Program Management

These materials address concerns and topics related managing a CCP program including dealing with the media.

### *Dealing with The Media*

- Finding the Right Listener
- Help Children Cope
- How to Deal with Media
- Looking to Past for Relief
- Newspaper Article sample
- Radio Announcements-samples
- Risk Communications Guidelines



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Unit 3-ISP

Unit 7-RSP

Unit 8-Reporting

**CCP General Orientation—Speier**

CrisIntvModl

DisMHSpeier

Index for CCP General Orientation

Index for Training Exercises

Overview

**FEMA Model CCP—Carter**

DisPhaz

FEMA Model Agenda

FEMA Model CCP

OverviewCCP

PartHandout

PopGrpPM

ServGrpAM

**ISP to RSP Transition—Speier**

From ISP to RSP Transition

Index for ISP to RSP Transition

ISP-RSP Overview

***Skill Training***

**Assessment and Referral—DeWolfe**

Assess & Counsel

Exercises

Overview

Sample Agenda

screenQ

Suggested Reading for Trainers

**Assessment and Referral—Ruzek**

AssessRefRolPyRuz

CMHS AssessRefer Ruzek 3-28-02

Overview

**Counseling & Education**

- Basic Guidelines for Listening
- Communicating with Disaster Survivors
- Prevention of Stress Among Disaster Workers
- Project Hope
- Red Flags in Crisis Outreach Work
- Stress Responses after Disasters
- Your Job As a Disaster Outreach Worker

**Skill Building**

- Older Adults Reactions to Disaster

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**Anniversaries & Triggers—Selzler**

Anniversaries & Triggers

Anniversaries and Triggers Overview

**Counseling—DeWolfe**

Assess & Counsel

Exercises

Overview

Sample Agenda

ScreenQ

Suggested Reading for Trainers

**Counseling—Selzler**

SkillBuilding

SkillBuilding Selzler

**Skills—Nordboe**

SkIBldg

SkIBldgOv

Student Agenda

**Survivor Education—Ruzek**

SurvEd

Overview

SurvEdExercise

**Special Populations—Nordboe**

SpecPops

SpecPops

**Special Populations—Tuskan**

Refugee-Tuskan

***Stress Management***

**Stress Mngt Counselors—Carter**

BalLife Handout

Outline Handout

Reactcklst




























SMSOverview

StmngtExerc

StrCycl Graphic

Stress Management

StrmngtAgnda

Celebrating Our Recovery	
Celebrating Recovery	
Living Through Loss	
The Disaster Anniversary	
Tornado Disaster Recovery	
<i>Coping with Holidays</i>	
Grief Recovery During Holiday Season	
<i>Farmers-Rural</i>	
Neighbor to Neighbor	
<i>First Responders</i>	
When Your Assignment Ends	
<i>General Audience</i>	
After A Disaster - Guide for Caring Adults-brochure	
After the Disaster	
Common Reactions to Critical Incidents	
Common Signs and Symtoms - Stress Reactions	
Common Stress Reactions	
Compassion Fatigue	
Confidentiality - SD	
Coping With Disaster	
Moving On Ways of Coping	
Recovering From the Emotional Aftermath of a Disaster-brochure	
Stages of Grief	
Support	
Supporting your Peers	
The Crisis Was Bad, but the Stress is Killing Me-brochure	
Your Family Disaster Plan	
<i>Older Adults</i>	
After A Disaster - Elderly	
Special Concerns of Older Adults Following A Disaster	
What to Do after a Disaster (Spanish)	
<i>Phase-down</i>	
Learning To Say Good-Bye-brochure	
Moving On Ways of Coping	
<i>Stress Management</i>	
Common Signs and Symtoms - Stress Reactions	
Handling Disaster-Related Stress	
<i>Training</i>	
<b>Outreach Workers</b>	

**Stress Mngt Supervisors—Carter**

StMgtSupv

StMngtSupOtl

StMngtSupOv

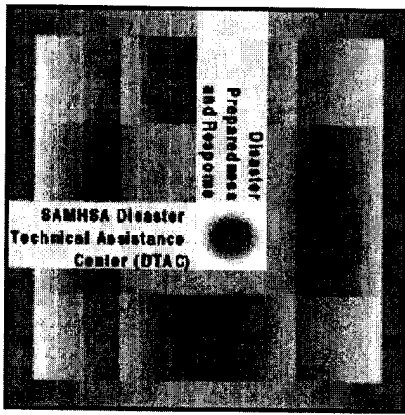
***SAMHSA Training Materials***

Field Manual

Risk Communications Guidelines

Training Manual

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## V. Outreach Materials

### How to Use the Public Educational Outreach Materials

Outreach, as it is used in the Crisis Counseling Program (CCP), is one of the methods for delivering crisis counseling services to disaster survivors. Public materials are distributed to individuals and community groups and target populations such as children, older adults, general audiences, farmers and The content of some of the materials also is phase-related to address specific disaster recovery including such needs as coping with holidays or the disaster and preparing the community for program closure.









Many of these public educational materials were developed by State crisis grant programs funded by the Federal Emergency Management Agency (FEMA) and Substance Abuse and Mental Health Services Administration (SAMHSA). Innovative brochures, flyers, and pamphlets are a sampling of materials submitted by State grantees in quarterly and final reports.

Outreach materials are categorized by target population or disaster phase. They are formatted in MS Word and Corel WordPerfect, quick, user-friendly to the user to save the materials for immediate use and modification. Users are encouraged to review carefully the sample materials prior to “customizing” individual program needs and disaster type. For example, MS Word and Corel allows the user to easily delete/insert individual project name/logos and headers. The user is responsible for the final product including putting the files through review and clearance processes for the individual State/Territory.

Although these materials are in the public domain and may be duplicated for State and local programs, materials should be referenced accordingly and author/development, where provided, should receive appropriate attribution to the agency. For further information, please contact SAMHSA DTAC at 1-800-458-5231 or e-mail the TA staff at [DTAC@esi-dc.com](mailto:DTAC@esi-dc.com).

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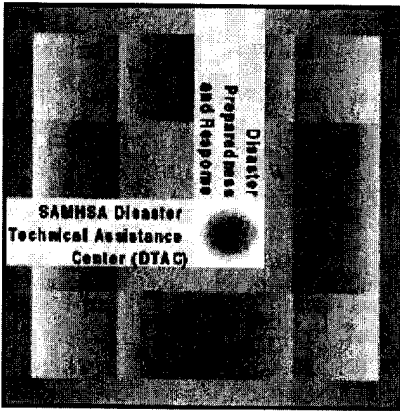
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#### *Children*

- All About Floods-Lakota Sioux
- Children's Reactions to Disaster
- Coping Strategies for Adolescents After Disaster
- Curriculum - Working With Children
- Helping Children After A Disaster
- Helping Children Cope With Disaster-brochure
- Helping Your Child Cope
- Moving Back Home
- Talking to Children about War and Terrorism
- Coping with Anniversaries*
- Anniversary Reactions
- Anniversary Tuscaloosa Tornado





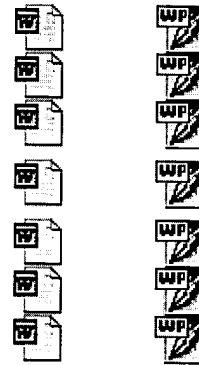










### IV. CCP Program Guidance

These CCP guidances developed by SAMHSA/CMHS discuss the basics of the program, managing a program, and evaluating a program.

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- 01-Overview of CCP
- 02-CC vs MH Treatment
- 03-Staffing in CCP
- 04-Case Mgmt and Advocacy in CCP
- 05-Substance Abuse Svcs in CCP
- 06-Fiscal Guidelines for CCP
- 07-Eval of CCP Grants



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