



*Expanding Access to Crisis and Emotional Support
Throughout the Disaster Cycle*

Presented by Christian Burgess, LMSW

Partners in Emergency Preparedness – 4/3/2024





Disclaimer

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Disaster
Distress
Helpline

Call or Text 1-800-985-5990
disasterdistress.samhsa.gov

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Emotional Health

Introduction



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Agenda

- Definitions- What is Crisis and Emotional Support?
- Emotional and Mental Health Impacts Throughout the Disaster Cycle
- Expanding Access: the national Disaster Distress Helpline
- Outreach and Collaboration with Emergency Managers
- Discussion / Q&A



Definitions

Disaster
Distress
Helpline

Call or Text 1-800-985-5990
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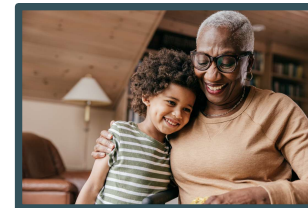
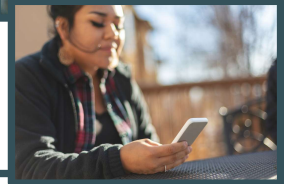
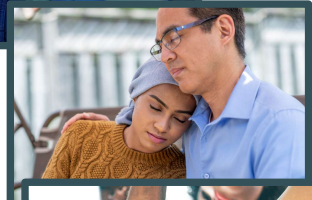
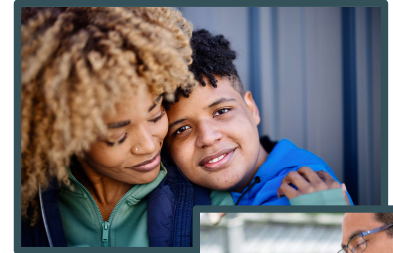
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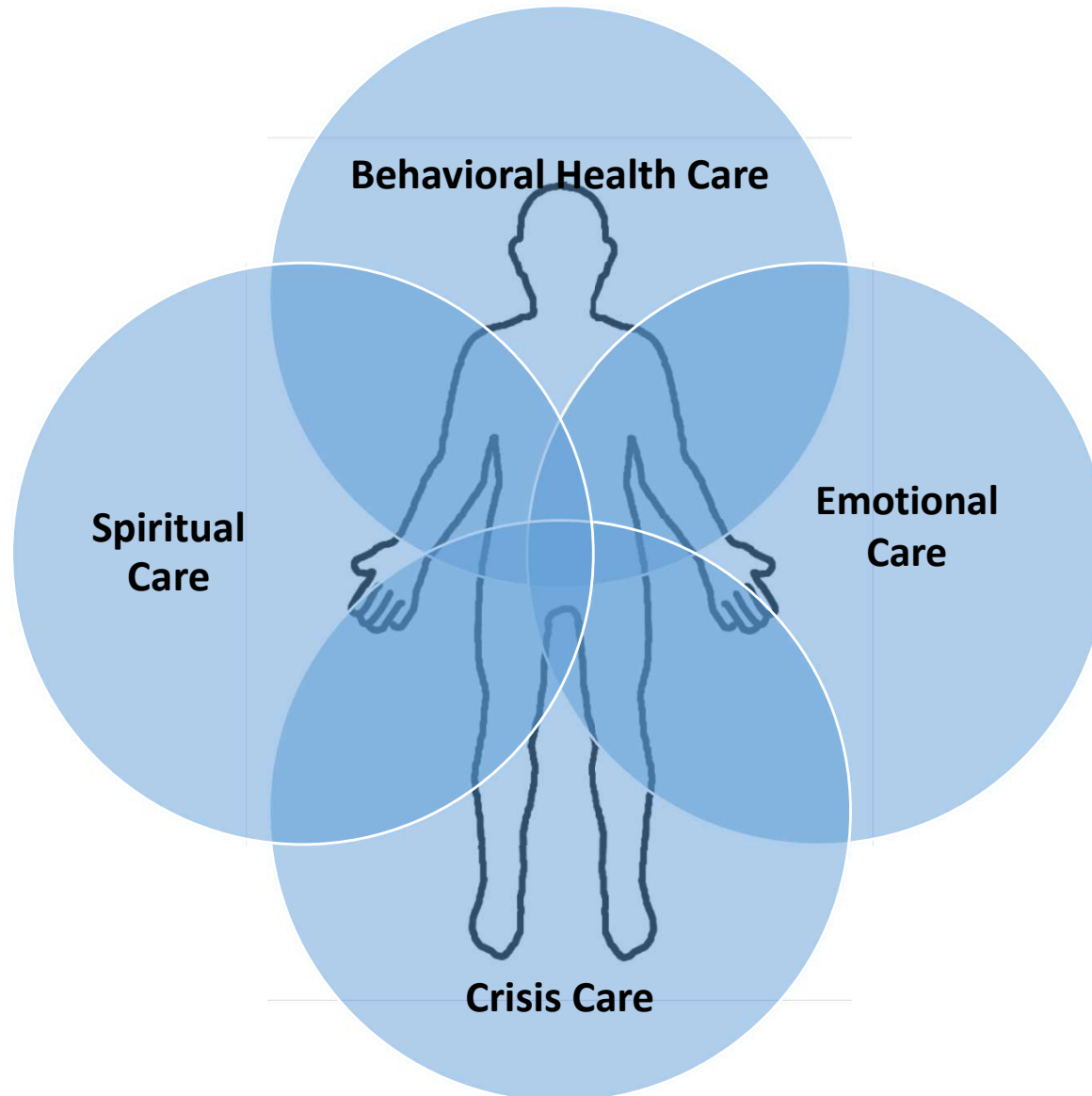
Emotional Care

- Care and compassion for another person(s)
- Ranges from informal to formal
- Encompasses many types of care
- Intersects with other practices (spiritual, psychological, etc.)
- Disaster Emotional Care and Disaster Spiritual Care

Crisis Care

- Care for when someone is experiencing acute distress
- Assessment, intervention, referral
- May or may not involve emergency services
- Mobile Crisis Teams
- Part of a continuum of behavioral healthcare







Emotional and Mental Health Impacts throughout the Disaster Cycle

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Disaster Distress Risk Factors

- Exposure
- Loss
- Response & Recovery Work

Other factors that influence risk for distress:

- Pre-disaster level of functioning
- Size and scope of event
- Degree of exposure/loss
- Access to care post-event
- Access & functional needs



Disaster Distress: Research

- *Norris, 2002: Disaster Survivors Speak*
9% minimal reactions; 51% moderate; 23% severe; 17% very severe

Distress Symptoms

Mild (Transitory) → Moderate → Severe (Psychopathology)

Short-term → Long-term

Also: Post-Traumatic Growth





Expanding Access: Resources from the national Disaster Distress Helpline

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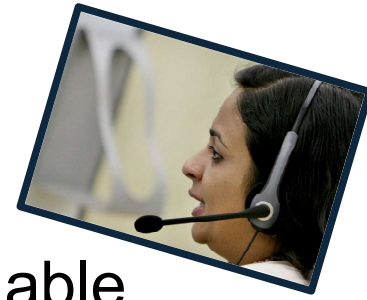
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Video: #DDHTurns10

https://www.youtube.com/watch?v=KOffayYI_M0



Disaster Distress Helpline: Overview



- A national hotline (call or text **1-800-985-5990**) available to anyone in the U.S. states/territories before, during & after natural or human-caused disasters



Goal: To assist individuals and families experiencing emotional distress related to disaster, in order to help them move forward on the path of recovery

- **Multi-lingual** interpretation services in 100+ languages; live 24/7 crisis counseling in **Spanish** available via the hotline and SMS (press “2”)



- Videophone for Deaf/Hard of Hearing ASL users
- 24/7 moderated **Online Peer Support** with **Crisis Support Over Messenger** for survivors and responders



Additional DDH Resources

- *SAMHSA Website*

<http://disasterdistress.samhsa.gov>



🖱 Information & resources for providers, risk groups, general public

- *Strength After*

<http://strengthafterdisaster.org>

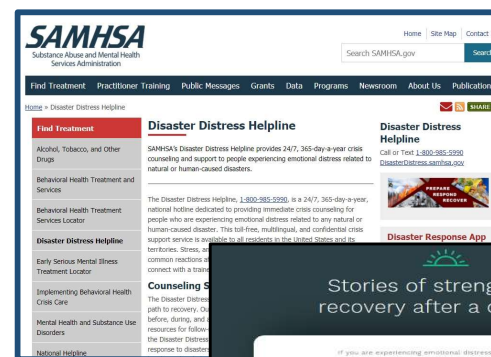
🖱 Online platform for sharing stories of hope & strength during recovery, across disasters

- *Social Media*

-  /distresshelpline
-  @distressline

- *DDH Materials*

- Brochures, Wallet Cards
- English & Spanish



Disaster Distress Helpline: Key Players



Funder

- Resource Coordination (DTAC, CCPs)
- Liaison w/ HHS, State DMH/DSA

Administrator

- Operations; STP; Comms; Outreach; etc.
- Steering Committees, Advisory Task Forces

Primary Network

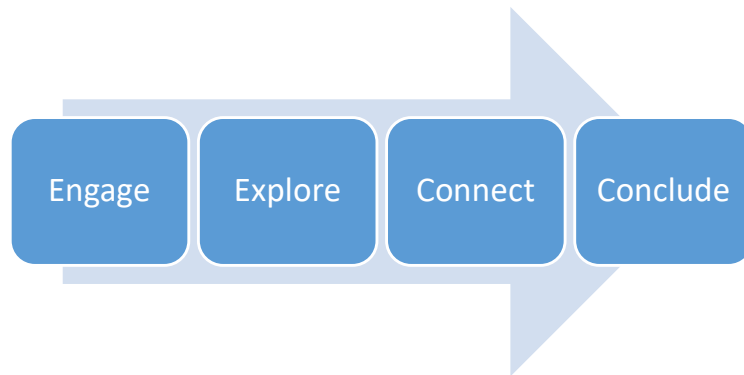
- Training/TA support in DMH, Disaster Prep, etc., for 200 Centers across the U.S.
- DDH backup

Key Stakeholders

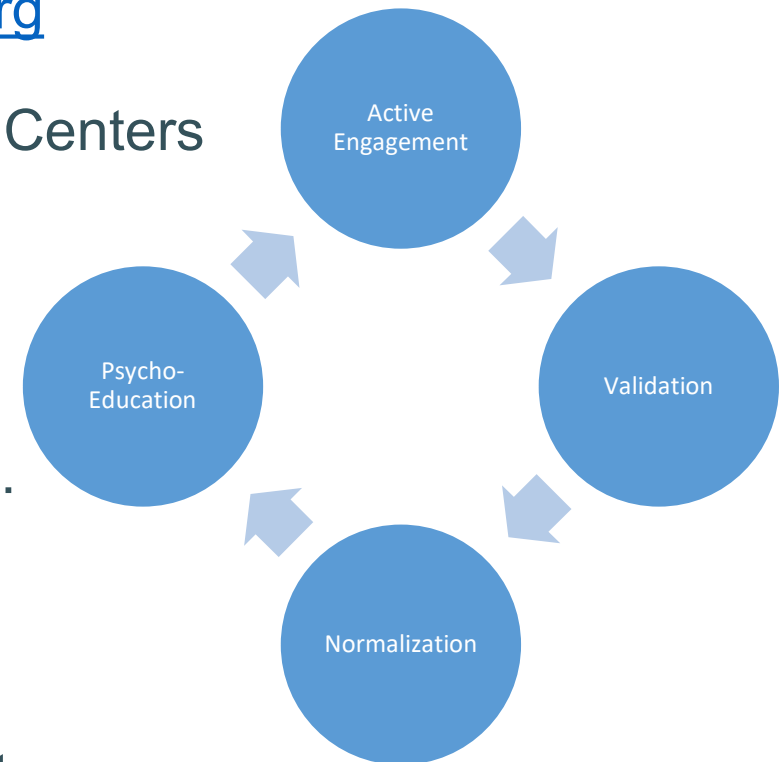
- Resource Coord.
- Promote disaster mental health, staff wellness, access &

Disaster Distress Helpline: When Someone Calls or Texts ...

- Psychological First Aid
 - NCPTSD/NCTSN <http://learn.nctsn.org>
- Disaster Crisis Counseling for Crisis Contact Centers



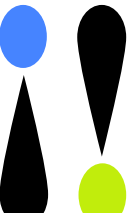

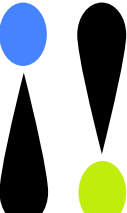
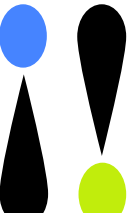
Using...



- Crisis Assessment, Intervention and Referral
- “Just In Time” training/TA support, post-disaster



DDH Videophone for ASL Users

- 
- 
- 
- 
- Offers a 24/7 direct connection to trained DDH counselors fluent in American Sign Language (ASL)
 - People who are Deaf, hard of hearing, or anyone for whom ASL is their primary or preferred language can connect in two ways:
 1. Call the DDH 1-800-985-5990 via their videophone-enabled device
 2. Access the “ASL Now” option via the SAMHSA DDH website
 - DeafLEAD, a Lifeline- and DDH-networked not-for-profit crisis center, staffs and responds to DDH VP calls



ASL NOW



DDH Videophone for ASL Users

- Additional DDH VP Resources:

- Frequently Asked Questions about the service (in ASL and English) <https://www.samhsa.gov/find-help/disaster-distress-helpline/asl-faq>

- Short PSA Video 1: <https://bit.ly/3pttwl3>

- Short PSA Video 2: <https://bit.ly/30SyNZj>

- Deaf Influencer Videos:

Leila Hanaumi <https://bit.ly/3okVHkE>

Angela Maria Nardolillo <https://bit.ly/3Dm9m1d>

Andy Pleasants <https://bit.ly/3qL8zC4>

Rikki Poynter <https://bit.ly/3tO4miZ>



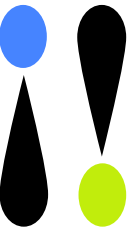

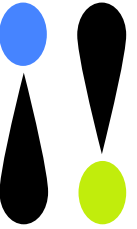
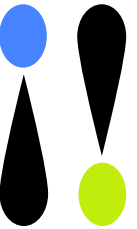
DDH Online Peer Support Communities

- Private, moderated “communities” offered via Facebook Groups where disaster survivors and responders can offer/receive mutual aid & support during recovery: Access via [StrengthAfterDisaster.org](https://www.strengthafterdisaster.org) or <https://www.facebook.com/DDHpeersupport>
- Currently there are two DDH OPSCs:
 1. Survivors of Mass Violence
 2. Survivors and Responders of COVID-19
- Connect with trained DDH Peer Supporters
- Access DDH Crisis Counselors via Crisis Support Over Messenger





Outreach and Collaboration: What Emergency Managers Can Do to Expand Access to Crisis and Emotional Support Throughout the Disaster Cycle

- 
- **Promote** resources to individuals and communities served & as resource for self –care among staff/volunteers who may be at risk for vicarious trauma, burnout, etc.
 - **Provide Vibrant/DDH** with information and resources
 - **Connect through social media** before, during and after disasters; **include DDH and other disaster emotional care resources/content in press releases and other communications as appropriate**
 - **Coordinate service delivery** before, during and after disasters w/ local, state and national disaster emotional and spiritual care leadership/teams, others



Communication – Coordination – Collaboration – Cooperation (VOAD)



Additional Resources

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Vibrant's Crisis Emotional Care Team

- Over 1000 mental health professional volunteers across the US
- Provides care to communities and organizations after disasters or crises
- Conducts regular trainings and webinars on disaster mental health
- Hosts annual Disaster Behavioral Health Symposium

Responses include:

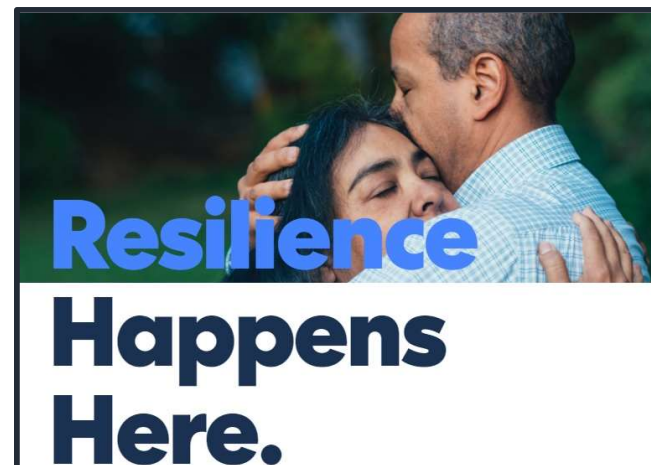
- Supporting US refugees and immigrants
- Supporting KY flood survivors
- Trainings for mental health professionals following mass violence incidents
- Trainings for frontline healthcare workers on disaster mental healthcare





Crisis Emotional Care Team

<https://www.vibrant.org/cect>

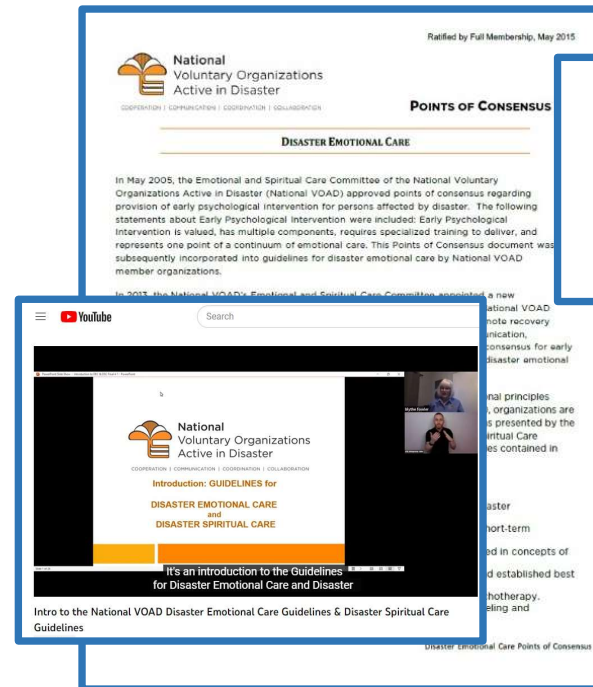
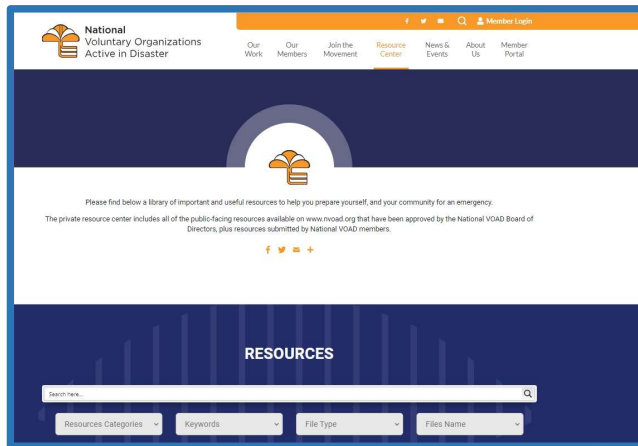


- Crisis Emotional Care Team
crisisemotionalcare@vibrant.org
- Amy Carol Dominguez, MPA, Director
adominguez@vibrant.org



National VOAD Emotional and Spiritual Care Resources

- *NVOAD.org/resources-center*
- *Points of Consensus, Guidelines, Light Our Way, “Quick Guides”, more*
- *Webinars to guide you through resources (captioned + with ASL interpretation)*
- *Points of Consensus and Light Our Way also available in Spanish*



Ilumina Nuestro
Camino

Guía de Cuidado Espiritual en Desastre
Para Voluntarios de Respuesta en Desastre, Primeros en Respuesta y Planificadores de Desastre



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FEMA ESF / RSF:

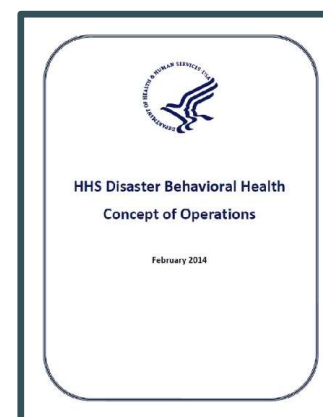
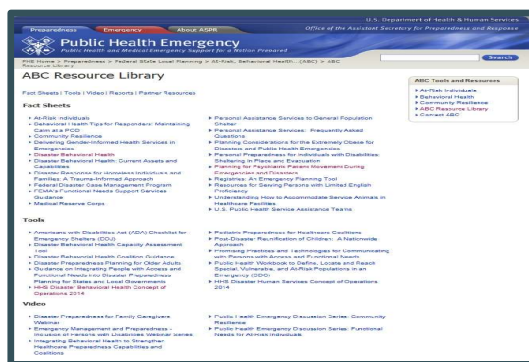
Dept. of Health and Human Services

- *Support Agency for ESF 6*
- *Coordinator / Primary Agency for ESF 8*
- *Coordinating Agency for RSF Health and Social Services*

→ HHS Disaster Behavioral Health Concept of Operations (ConOps)

- *Updated November 2016*
- *Available at HHS ASPR “At-Risk, Behavioral Health & Community Resilience” (ABC) Resource Section:*

<http://www.phe.gov/preparedness/planning/abc>



SAMHSA Disaster Technical Assistance Center (DTAC)

- <http://www.samhsa.gov/dtac>



NEW SAMHSA DISASTER MOBILE APPLICATION
AVAILABLE AT / MORE INFO: [BIT.LY/DISASTERAPP](https://bit.ly/disasterapp)



SAMHSA set out to develop a [mobile app](https://bit.ly/disasterapp) that:

- Provides the evidence-based resources of the Disaster Kit.
- Identifies local treatment facilities.
- Shares resources directly from the app via text message or email.
- Functions with limited internet connectivity.
- Would be a valuable tool for behavioral health disaster responders.

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For more information, questions, DDH materials
and other coordination or requests, email us:



ddh@vibrant.org

 /distresshelpline

X @distressline



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