

# Behavioral Health is Essential To Health



Prevention Works



Treatment is Effective



People Recover



# Promising Practices in Disaster Behavioral Health (DBH) Planning: Building Effective Partnerships

July 27, 2011

Presented by Terri Spear, Lori McGee, and Curt Drennen



# Welcome Remarks

Speaker

Terri Spear, Ed.M.

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# Welcome

- This is the third webinar in a series of nine webinars presented by SAMHSA.
- The program is intended for State and Territory DBH Coordinators and others involved with disaster planning, response, and recovery.
- Today's program is about 60 minutes in length.

# Speaker

Lori A. McGee, M.A.

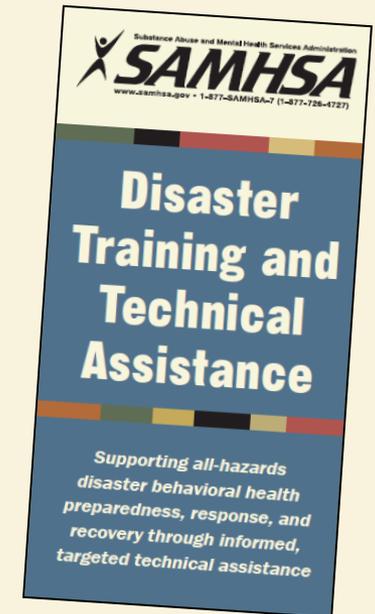
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SAMHSA Disaster Technical Assistance Center (DTAC)

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# About SAMHSA DTAC

Established by SAMHSA, DTAC supports SAMHSA's efforts to prepare States, Territories, and Tribes to deliver an effective behavioral health (mental health and substance abuse) response to disasters.



# SAMHSA DTAC Services Include...

- ***Consultation and trainings*** on DBH topics including disaster preparedness and response, acute interventions, promising practices, and special populations.
- ***Dedicated training and technical assistance*** for DBH response grants such as the Federal Emergency Management Agency (FEMA) Crisis Counseling Assistance and Training Program.
- ***Identification and promotion of promising practices*** in disaster preparedness and planning, as well as integration of DBH into the emergency management and public health fields.

# SAMHSA DTAC Resources Include...

- The Disaster Behavioral Health Information Series, or DBHIS, which contains themed resources and toolkits about:
  - DBH preparedness and/or response
  - Specific disasters
  - Specific populations

**SAMHSA**  
Substance Abuse and Mental Health Services Administration

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## SAMHSA DTAC Resources

In addition to the SAMHSA DTAC Resource Collection library, SAMHSA DTAC maintains four additional resources useful to the field of disaster behavioral health.

- [SAMHSA Disaster Behavioral Health Information Series](#)
- [The Dialogue](#)
- [DTAC Bulletin](#)
- [SAMHSA DTAC Discussion Board](#)
- [SAMHSA Disaster Kit](#)

### SAMHSA Disaster Behavioral Health Information Series (DBHIS)

The SAMHSA DBHIS contains themed resource collections and toolkits that are pertinent to the disaster behavioral health field. All resources for which links are provided are in the public domain or have been authorized for noncommercial use. Hardcopies of some materials may be ordered by using the publication numbers cited in bibliographies. If utilized in program materials, stakeholders should acknowledge the source of the materials.

SAMHSA DBHIS Resource Collections

- [Children and Youth](#)
- [Deployed Military Personnel and Their Families](#)
- [Disaster-Specific Resources \(New!\)](#)
- [Federal Resource Collection on Disaster Behavioral Health](#)
- [Immediate Disaster Response: Deepwater Horizon Oil Spill](#)
  - [Archives: Multi](#)
- [Languages Other Than English \(New!\)](#)
- [Older Adults](#)
- [Pandemic Influenza](#)
- [Persons with Functional and Access Needs \(New!\)](#)
- [Public Safety Workers](#)

#### DTAC Quick Links

- » [DTAC Home](#)
- » [About DTAC](#)
- » [Crisis Counseling Assistance and Training Program](#)
- » [DTAC Resources](#)

#### Featured Resource

**Tips for Dealing With the Gulf Oil Spill:** tips for professionals, the general public and emergency response workers in dealing with the Gulf Oil Spill available in English, French, Italian, Spanish

# SAMHSA DTAC E-Communications

- SAMHSA *DTAC Bulletin*, a monthly newsletter of resources and events. To subscribe, email [DTAC@samhsa.hhs.gov](mailto:DTAC@samhsa.hhs.gov).
- *The Dialogue*, a quarterly journal of articles written by DBH professionals in the field. To subscribe, visit <http://www.samhsa.gov>, enter your email address in the “Mailing List” box on the right, and select the box for “SAMHSA’s Disaster Technical Assistance newsletter, The Dialogue.”
- SAMHSA DTAC Discussion Board, a place to post resources and ask questions of the field. To subscribe, register at <http://dtac-discussion.samhsa.gov/register.aspx>.

# Contact SAMHSA DTAC

For Training and Technical Assistance Inquiries:

- Toll-Free Phone: 1-800-308-3515
- Email: [DTAC@samhsa.hhs.gov](mailto:DTAC@samhsa.hhs.gov)
- Website: <http://www.samhsa.gov/dtac>

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# Speaker

Curt H. Drennen, Psy.D., RN  
Manager, Disaster Behavioral Health Services  
Emergency Preparedness and Response Division  
Colorado Department of Public  
Health and Environment

# Objectives

- Define and identify core components of effective partnerships.
- Provide guidance on building effective partnerships.
- Illustrate process through an introduction to Colorado's Crisis Education and Response Network.

# Assumptions

- The delivery of DBH is too large of an activity to be handled effectively by any one organization or agency.
- “Disasters are the worst time to hand out business cards.”
- Partner agencies have the community’s best interest at heart.

# Partnership Purposes

- Identify shared values, goals, and objectives.
- Identify individual roles and missions.
- Identify structures, plans, and protocols to be followed when the chaos of the disaster complicates communication, cooperation, and coordination.

# Defining Effective Partnerships

- Effective partnerships are defined by effective leadership. Effective leaders:
  - Identify vision regarding partnership.
  - Address potential partners' concerns.
  - Are willing to engage in productive conflict.
  - Follow principles of servant leadership applied by government agencies.
  - Are willing to challenge the processes.
  - Recognize the Power Principle.

# Defining Effective Partnerships (continued)

- Effective partnerships defined:

An ***effective partnership*** is one where all entities have focused the partnership on a specific set of goals and outcomes and where all partners see themselves as equal in the following key areas:

- Stature
- Power
- Responsibility

# Defining Effective Partnerships (continued)

- An effective partnership must include the basic components of any program evaluation:
  - Vision
  - Mission
  - Measurable goals and outcomes

# DBH Partnerships

- Federal
  - SAMHSA and SAMHSA DTAC
  - FEMA
- State
  - Emergency management
  - Public health
  - Public education

# DBH Partnerships (continued)

- Local
  - Community behavioral health
  - Schools
  - Nonprofits (American Red Cross, the Salvation Army, etc.)
  - Victim advocates
  - Private practitioners

# Steps to Building Effective Partnerships

1. Identify and define the purpose of the partnership clearly and succinctly.
  - Identification and definition of the purpose of the partnership clearly and succinctly
  - Inclusion of DBH in community-wide disaster response
  - Mitigation of impact on first responders
  - Coordination of DBH response across jurisdictions, organizations, and agencies

# Steps to Building Effective Partnerships

(continued)

2. Create clear definitions of the roles of each partner in the partnership.
  - “ESF #8a” lead
  - DBH command
  - DBH and sheltering
  - Victim assistance

# Steps to Building Effective Partnerships

(continued)

## 3. Create clear definition of the boundaries of the partnership.

- When is the partnership active?
- When does the partnership's role in the response end?
- Which organization leads the response and which organization(s) provide support and resources?
- Set up clear and succinct missions, goals, and outcomes with clear demobilization thresholds.

# Steps to Building Effective Partnerships

(continued)

4. Finalize agreements through a memorandum of understanding (MOU) or other formal process.
  - Understand pros and cons.
5. Maintain the partnerships through consistent and regular meetings, trainings, and exercises.

# Effective Partnerships—Example

## The Colorado Crisis Education and Response Network (December 2006)

1. Preplanning
  - A. Survey
  - B. Invitation
  - C. Clear goals prior to first meeting
2. Inclusive meeting
  - A. Vision and mission
  - B. Measurable goals and outcomes
  - C. Broader invitation to those not at the first table

# Effective Partnerships— Example (continued)

## Foundation and Protocol Development (2007–2008)

1. Core goals of partnership—define all of the following:
  - A. Structure
  - B. Response guidance for unified behavioral health command
  - C. Response guidance for unified behavioral health response
  - D. Standard communication expectations and processes
  - E. Floor expectations of behavioral health training and standards of care

# Effective Partnerships— Example (continued)

## Foundation and Protocol Development (2007–2008)

2. Writing protocols and guidance
  - A. Multiple drafts and partnership review
  - B. Approval of written guidelines
  - C. Testing and modification of protocols during unexpected disaster events
3. Implementation of partnership—2009
  - A. Formal signing
  - B. Setup of governing council

# Lessons Learned

- Through long-term partnership, understand that strong leadership must be flexible to the needs of the partnership.
- People and community agencies at times pull back from taking a strong leadership role for fear of overstepping their bounds or finding themselves in a position where they are either liable or left “holding the ball.”
- Partnerships need a core partner that is constantly invested in the partnership and holds all accountable to the agreements of the partnership.
- Partnerships with nonprofits and local organizations are stronger when led by a State organization with “earned” authority.



## Colorado Crisis Education and Response Network

<http://www.cdphe.state.co.us/epr/BehavioralHealth/cocern.html>

Questions for Dr. Drennen?

# Conclusion

- This concludes the Building Effective Partnerships webinar in the Promising Practices in DBH Planning series.
- Subsequent sessions will explore each of the standards in greater depth, providing examples, lessons learned, and good stories about how to enhance your State DBH plan.

# Next Steps

- The next webinars include:
  - **Implementing your DBH Plan on July 28 at 2 p.m. eastern time (ET)** (1 p.m. central time [CT] / 12 p.m. mountain time [MT] / 11 a.m. pacific time [PT]) featuring Mr. Steven Moskowitz.
  - **Assessing Services and Information on August 4 at 2 p.m. ET** (1 p.m. CT / 12 p.m. MT / 11 a.m. PT) featuring Dr. Anthony Speier.

# Other Upcoming Webinars

Logistical Support	Legal and Regulatory Authority	Integrating Your DBH Plan	Plan Scalability
<b>August 10</b> 2 p.m. ET 1 p.m. CT 12 p.m. MT 11 a.m. PT	<b>August 18</b> 2 p.m. ET 1 p.m. CT 12 p.m. MT 11 a.m. PT	<b>August 25</b> 2 p.m. ET 1 p.m. CT 12 p.m. MT 11 a.m. PT	<b>August 30</b> 2 p.m. ET 1 p.m. CT 12 p.m. MT 11 a.m. PT
Mr. Steve Crimando	Mr. Andrew Klatte	Mr. Steven Moskowitz	Dr. Anthony Speier

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Thank You