

# Crisis Counseling Assistance and Training Program (CCP): Immediate Services Program (ISP) Application Overview

U.S. Department of Health and Human Services  
Substance Abuse and Mental Health Services Administration  
(SAMHSA)

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

# Welcome

- Introduction to CCP Grants
- Immediate Services Program Application
- Considerations for Programs During the COVID-19 Outbreak
- Question-and-Answer Session (Q&A) With SAMHSA and the Federal Emergency Management Agency (FEMA)

# CCP Grants

- The CCP is a short-term disaster relief grant for states, U.S. territories, and federally recognized tribes.
- CCP grants may be awarded after Individual Assistance has been approved on a Presidential major disaster declaration.
- CCP funding supports community-based outreach by training local individuals to conduct individual needs assessments that include the identification of serious emotional distress.

# Types of CCP Grants

The CCP provides funding through two grant programs:

- The Immediate Services Program, or ISP, grant provides funding for up to 60 days after a Presidential major disaster declaration including Individual Assistance. The application is due **14** days after the date that Individual Assistance is designated on the major declaration.
- The Regular Services Program (RSP) grant provides funding for up to 9 months after the notice of award. The application is due 60 days after the date that Individual Assistance is approved on the major disaster declaration.

# Types of CCP Services

## Primary CCP Services

- These are typically higher in intensity since they involve personal engagement with individuals, families, or groups.
  - Individual crisis counseling
  - Brief supportive or educational contacts
  - Group crisis counseling
  - Public education meetings
  - Community networking and support
  - Assessment, referral, and resource linkage

## *Special Considerations for COVID-19 Grantees*

- Consider the use of telephone, virtual, and social media outreach.
- Consider establishing or expanding existing helplines.
- Consider establishing a generic, branded email address where the community could reach your CCP.
- Consider hosting virtual support groups.
- Consider the creation of a website designed to serve as a hub of information.

# Types of CCP Services

## Secondary CCP Services

- Secondary CCP services focus on reaching as many people as possible.
  - Development and distribution of educational materials
  - Media and public service announcements

## *Special Considerations for COVID-19 Grantees*

- Consider producing print and electronic psycho-educational resources and distributing resources in creative ways.
- Consider optimizing the use of social media.
- Consider a mix of traditional and innovative promotional activities to maximize the reach of your resources.

# ISP Application Requirements

A complete ISP application package includes the following:

- [SF-424: Application for Federal Assistance](#)
- [SF-424A: Budget Information for Non-Construction Programs](#)
- [SF-424B: Assurances for Non-Construction Programs](#)
- [CCP ISP Grant Application](#)
  - PART I: General Application Information
  - PART II: Plan of Service/Needs Assessment
  - PART III: Response Activities
  - PART IV: Budget
    - [Budget Worksheet](#)
  - PART V: Assurances
  - PART VI: Application Checklist

# ISP Application Resources

- The online [CCP Toolkit](#)
- The [CCP Guidance](#)
- [ISP Supplemental Instructions](#)

The screenshot displays the SAMHSA website interface. At the top left is the SAMHSA logo with the text "Substance Abuse and Mental Health Services Administration". To the right are links for "Home", "Site Map", and "Contact Us", along with a search bar labeled "Search SAMHSA.gov". A dark navigation bar contains links for "Find Treatment", "Practitioner Training" (which is highlighted), "Public Messages", "Grants", "Data", "Programs", "Newsroom", "About Us", and "Publications". Below this, a breadcrumb trail reads "Practitioner Training / DTAC / CCP Toolkit".

The main content area is divided into three columns. The left column is a sidebar menu with a red header "DTAC" and a grey header "CCP Toolkit". Under "DTAC" are links for "About DTAC" and "CCP". Under "CCP Toolkit" are links for "Apply for Funding", "'Just in Time' Web-based Training", "Train Your CCP Staff", "Evaluate Your CCP", "CCP Data Forms and Training", "Mobile and Online Data Collection", and "CCP Reporting". Below these are sections for "Recovering From Disasters", "Disaster Planners", and "Disaster Survivors".

The middle column features a banner for the "Disaster Technical Assistance Center" with a "24/7" icon and a flow diagram. Below the banner is the heading "Crisis Counseling Assistance and Training Program (CCP) Toolkit". The text reads: "Learn how to establish a Crisis Counseling Assistance and Training Program (CCP) after a major disaster. Access tools to help guide you through the CCP process." A paragraph below states: "This toolkit includes guides and training materials to help states, U.S. territories, and tribes apply for and establish a Crisis Counseling Assistance and Training Program (CCP)." Underneath is the heading "Getting Started" and a paragraph: "Before applying for funding, refer to the [Federal Emergency Management Agency \(FEMA\) Crisis Counseling Assistance and Training Program Guidance \(PDF | 1.2 MB\)](#) for a complete overview of the CCP and its services. [Read this document first](#)."

The right column has a dark banner for the "Disaster Distress Helpline" with the number "1-800-985-5990". Below this is a "Contact Us" section with the text: "For disaster technical assistance inquiries, contact SAMHSA DTAC at 800-308-3515 or [dtac@samhsa.hhs.gov](mailto:dtac@samhsa.hhs.gov)". Another paragraph says: "For people experiencing emotional distress related to a disaster, SAMHSA offers toll-free crisis counseling and support through the [Disaster Distress Helpline](#), 1-800-985-5990." At the bottom of this section is a link for "Contact SAMHSA".

At the very bottom of the right column is a red banner for "DTAC Bulletins and Newsletters".

# ISP Application Overview

- The ISP application is the implementation plan for your CCP.
- The three most critical components of the application are the needs assessment, plan of services, and budget.
- Each component of the application builds upon the previous component(s).
- Ongoing technical assistance (TA) and consultation are provided by a SAMHSA project officer (PO), FEMA Joint Field Office (JFO) and headquarters staff, and a SAMHSA DTAC technical assistance (TA) specialist.

# Part I: General Application Information

1. Request Date:
2. Declaration #:
3. Declaration Date:
4. Name of State, Indian Tribal Government, or Territory Requesting Services:
5. Primary Point of Contact (POC) for the Administration of this Program:
  - 5a. POC Name:
  - 5b. POC Organization:
  - 5c. POC Mailing Address:
  - 5d. POC Email Address:
  - 5e. POC Phone Number:
6. Amount requested for ISP funding:

# Part II: Plan of Service/Needs Assessment

7. Please describe current state and local mental health services and explain why they cannot meet the disaster-related mental health needs caused or aggravated by the disaster.

# Part II: Plan of Service/Needs Assessment (continued)

## 8. Estimated Population to Be Served

### *Special Considerations for COVID-19 Grantees*

- Consider the impact of the outbreak.
- Consider your available state resources and capacity for immediate response.
- Consider special needs populations, such as those at high risk of exposure, the disaster unemployed, and those out of school for multiple weeks.

# Part II: 8. Estimated Population To Be Served: Option A

## Needs Assessment Option A

- Grantees may opt to use their own method for determining the estimated population to be served. Please cite any data sources and the methodology used to determine the estimated population to be served. Please also list proposed providers and the numbers of direct and non-direct staff anticipated for each.
  - Note: Grantees that elect to use this method may want to refer to the SAMHSA Center for Mental Health Services (CMHS) Needs Assessment Worksheet that is included as Appendix A in the [ISP Supplemental Instructions](#).

# Part II: 8. Estimated Population To Be Served: Option B

## Needs Assessment Option B

- Use the following table to estimate the affected population for each requested service area (for example, county, parish, tribal land). Populate the table using census data for the total population for each designated service area.

Service Provider Name (if known) and Requested Declared Service Areas	Total Census Population in Requested Declared Service Areas	Percentage Impact Factor (0.0075 to 0.02)	Estimated Population to Be Served Within 60 Days	Number of Direct Staff FTEs (Crisis Counselors, Team Leads) (Typically 300:1 Ratio)	Number of Non-Direct Staff FTEs (Admin., Fiscal, Data, etc.) (Typically 15–20%)
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
			0.00		
<b>TOTALS:</b>	0.00		0.00	0.00	0.00

# Part II: 8. Est. Population To Be Served: Option B (continued)

## Needs Assessment Option B, continued

- Multiply the “percentage impact factor” by the “total census population” to arrive at an estimated population to be served during the ISP. Please select a “percentage impact factor” between ¾ percent (0.0075) and 2 percent (0.02) of your census population to target for services. Provide a brief justification for the “percentage impact factor” you have chosen in the box below.

Service Provider Name (if known) and Requested Declared Service Areas	Total Census Population in Requested Declared Service Areas	Percentage Impact Factor (0.0075 to 0.02)	Estimated Population to Be Served Within 60 Days	Number of Direct Staff FTEs (Crisis Counselors, Team Leads) (Typically 300:1 Ratio)	Number of Non-Direct Staff FTEs (Admin., Fiscal, Data, etc.) (Typically 15–20%)
█	█	█	0.00	█	█
█	█	█	0.00	█	█
█	█	█	0.00	█	█

# Part II: 8. Est. Population To Be Served: Option B (continued)

## Needs Assessment Option B, continued

- Please also list the number of direct and non-direct staff anticipated.

Total Census Population in Requested Service Areas	Percentage Impact Factor (0.0075 to 0.02)	Estimated Population to Be Served Within 60 Days	Number of Direct Staff FTEs (Crisis Counselors, Team Leads) (Typically 300:1 Ratio)	Number of Non-Direct Staff FTEs (Admin., Fiscal, Data, etc.) (Typically 15–20%)
█	█	0.00	█	█
█	█	0.00	█	█
█	█	0.00	█	█

### *Special Considerations for COVID-19 Grantees*

- Consider using a combination of lay crisis counselors and professional credentialed staff.
- Consider using a mix of more specialist staff and fewer traditional crisis counselors.

# Part II: 8. Estimated Population To Be Served: Narrative

- Please describe any special circumstances not captured in the above table that will have an impact on the need for crisis counseling services. Include any high-risk groups or populations of concern (e.g., children, adolescents, older adults, ethnic and cultural groups, people with disabilities and other access and functional needs, lower-income populations, first responders). Please include your plan to reach these populations.

## *Special Considerations for COVID-19 Grantees*

- Grief and loss, mass bereavement, fatality management
- Difficult decisions faced by the healthcare community
- Financial stress
- Reduced natural social supports
- School and childcare closures
- Anxiety related to the unknown progress of COVID-19
- Increased sense of hopelessness and possible suicidal ideation

# Part II: Plan of Service/Needs Assessment (continued)

9. Provide a brief description of administrative oversight plans (supervision and monitoring of crisis counselors, team leads, data collection efforts, monitoring and managing stress, etc.).
  - Note: Applicants may want to consider including an organizational chart for the program to provide a clear demonstration of lines of authority and supervision for grant reviewers.

## *Special Considerations for COVID-19 Grantees*

- Follow local and state guidelines. Limit person-to-person contact, and follow stay-at-home or shelter-in-place directives.
- Remain flexible, and plan to adjust service delivery as the situation evolves.
- Protect staff and provide them with self-care strategies.
- Familiarize program leadership with risk communication resources from the Centers for Disease Control and Prevention and SAMHSA.

# Part II: Plan of Service/Needs Assessment (continued)

10. The CCP requires mandatory training during the ISP as described in the CCP Guidance. Please describe additional training (if any) that you plan to provide and the rationale for providing such training.

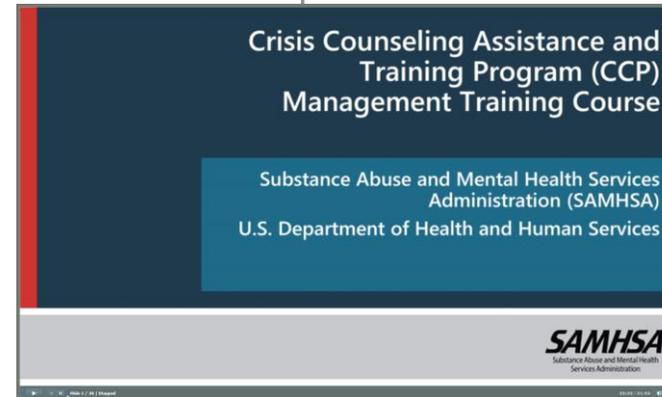
10a. Does the state, Indian tribal government, or territory have experienced CCP trainers?

## *Special Considerations for COVID-19 Grantees*

- Consider virtual training for staff using online platforms.
- SAMHSA DTAC can provide a revised Core Content Training module and participant workbook for programs planning a virtual training.
- If you do not have an experienced trainer, contact SAMHSA DTAC for assistance in locating a trainer.

# Additional Available Training Resources

- [Just-in-Time](#) Web-based Training
- [Data Collection and Evaluation](#) Online Trainings
- Online [CCP Management Training Course](#)
- SAMHSA DTAC



# Part III: Response Activities

11. Please describe any mental health-specific response activities undertaken from the date of incident to the date of application.

Note: The description should include all of the following:

- Types of crisis counseling services provided
- Location of service provision
- Types of staff who provided the services
- Hourly rates of staff who provided the services
- Number of hours that staff worked
- Types and numbers of disaster survivors who received services

# Part IV: Budget Overview

## Budget Formats

The ISP application requires several specific budget formats:

- Estimated funding section of the main SF-424
- SF-424A (serves as a total budget for the program)
- Applicant and provider projected narrative tables

### *Special Considerations for COVID-19 Grantees*

- Follow your state requirements and consult CCP guidance documents to ensure you are using funds in allowable ways.
- Ensure that your needs assessment, staffing plan, plan of services, and budget are in alignment.
- Provide justification for everything you include in the ISP budget.

# Part IV: Budget Process

The process for completing the budgets is as follows:

- Step 1: Individual provider line-item figures must be totaled and rolled into the state budget. Those states that contract with service providers must roll individual service provider budgets into the Provider Contractual Costs line item of the state budget. Those states that do not contract with service providers must reflect all costs by line item in the state budget.
- Step 2: The state budget is then entered in SF-424a.
- Step 3: The SF-424a lines should be collapsed further and included in the estimated funding section on the main SF-424.

# Part IV: Budget

## 12. Attach Standard Form 424: Request for Federal Assistance (SF-424) and Standard Form 424A: Budget Information: Non-Construction Programs.

- The SF-424 should include all projected operating costs as well as pre-award costs, if any.
- Pre-Award Costs: Nonfederal entities may request reimbursement for costs associated with crisis counseling services provided from the date of the incident to the date of the ISP application. Reimbursement is limited to crisis counseling services allowable under the CCP and not for any other type of mental health or substance use-related response and must be approved in writing.

# Additional Budget Resources

- Tips for completing the SF-424 and SF-424A are available in Appendix C of the [ISP Supplemental Instructions](#).
- An overview of allowable and non-allowable costs is available in the [Budget Worksheet](#) template.

# Part IV: Budget

13. Attach a budget narrative explaining each line item on the SF-424A. Identify pre-award costs requested, if any.

Note: Appendix D of the [ISP Supplemental Instructions](#) provides more guidance on allowable CCP services.

## *Special Considerations for COVID-19 Grantees*

- Consider including phones for all crisis counselors to be able to provide remote phone counseling and complete data entry. You may also consider laptops or tablets if virtual meetings, training, and crisis counseling are occurring.
- Consider including additional supplies or subscriptions if warranted by your plan of services, such as virtual meeting platform subscriptions, ad buys, or multimedia software.

# Part IV: Provider Budget Narrative Worksheets

Applicants should provide a budget for each provider organization (subgrantee) that includes the following detailed line items. A template and example are available in the [Budget Worksheet](#).

- Salaries and wages
- Fringe benefits
- Travel
- Equipment
- Supplies
- Consultants/trainers
- Media/public information
- Other contractual costs

ISP Narrative Budget Tool for the Local Provider												
Name of Local Provider:												
Geographic Areas to be Served:												
Budget Line Item Description							Pre-Award Costs		Projected Costs		Total Funded Costs	Total In-kind Costs
<b>Direct Costs</b>												
Direct Personnel Costs				No. of FTE	Hours per Day	Rate	Pre-Award Days	Pre-Award Costs	Projected Days	Projected Costs	Total Funded Costs	Total In-kind Costs
<b>Personnel Subtotal</b>								\$0.00		\$0.00	\$0.00	\$0.00
<b>Fringe</b>								Pre-Award Costs		Projected Costs	Total Funded Costs	Total In-kind Costs
<input type="checkbox"/> Check this box to confirm that this is the usual and customary rate for this organization.												
<b>Fringe Benefits Subtotal</b>								\$0.00		\$0.00	\$0.00	\$0.00
Direct Travel Costs				Miles	Rate	Pre-Award Days	Pre-Award Costs	Projected Days	Projected Costs	Total Funded Costs	Total In-kind Costs	
<input type="checkbox"/> Check this box to confirm that these are the usual and customary rates for this organization.												
<b>Travel Subtotal</b>								\$0.00		\$0.00	\$0.00	\$0.00
Direct Equipment Costs				Unit Cost	No. of Units	Pre-Award Days	Pre-Award Costs	Projected Days	Projected Costs	Total Funded Costs	Total In-kind Costs	

# Part IV: State Budget Narrative Worksheet

Applicants should provide a budget for the state organization that includes the following detailed line items. A template and example are available in the [Budget Worksheet](#).

- Salaries and wages
- Fringe benefits
- Travel
- Equipment
- Supplies
- Consultants/trainers
- Media/public information
- Other contractual costs

ISP Narrative Budget Tool for the State, Territory, or Tribe									
Name of State or Tribe:									
Budget Line Item Description				Pre-Award Costs		Projected Costs		Total Funded Costs	Total In-kind Costs
<b>Direct Costs</b>									
Direct Personnel Costs	No. of FTE	Hours per Day	Rate	Pre-Award Days	Pre-Award Costs	Projected Days	Projected Costs	Total Funded Costs	Total In-Kind Costs
<b>Personnel Total: The total on this line should be reflected in line 6a. of the SF-424a.</b>					\$0.00		\$0.00	\$0.00	\$0.00
<b>Fringe</b>					Pre-Award Costs		Projected Costs	Total Funded Costs	Total In-Kind Costs
								\$0.00	\$0.00
<input type="checkbox"/> Check this box to confirm that this is the usual and customary rate for this organization.									
<b>Fringe Benefits Total: The total on this line should be reflected in line 6b. of the SF-424a.</b>					\$0.00		\$0.00	\$0.00	\$0.00
Direct Travel Costs		Miles	Rate	Pre-Award	Pre-Award	Projected	Projected	Total Funded	Total In-

# Part V: Assurances

14. Please acknowledge that the state, territory, or tribal government will comply with the following assurances as referenced in the FEMA-state/FEMA-tribe agreement and the U.S. Department of Homeland Security Standard Terms and Conditions available at <http://www.dhs.gov/publication/fy15-dhs-standard-terms-and-conditions>.
- a. Lobbying
  - b. Drug-free workplace
  - c. Disbarment and suspension and other responsibility matters

# Part V: Assurances (continued)

15. By signing below, the Governor or Chief Tribal Executive agrees to and/or certifies that:

- The requirements are beyond the state, territory, or tribal government's capabilities.
- The program, if approved, will be implemented according to the plan contained in the application approved by the SAMHSA Regional Administrator.
- The state, Indian tribal government, or territory will maintain close coordination with and provide reports to the Regional Administrator.
- The state, Indian tribal government, or territory's emergency plan, prepared under Title II of the Stafford Act, will include disaster mental health planning.

## Part V: Assurances (continued)

16. By signing below, the Governor's Authorized Representative (GAR) or the Chief Tribal Executive affirms that the foregoing questions have been answered correctly and truthfully to the best of their knowledge.

# Part VI: Application Checklist

17. The following documents have been submitted with this application:

- a. Completed ISP Application
- b. Request for Federal Assistance (SF-424)
- c. Budget Information—Non-Construction Programs (SF-424A)
- d. Assurances for Non-Construction Programs (SF-424B)
- e. Budget Narrative

# Next Steps for Applicants

- SAMHSA POs and your assigned FEMA and SAMHSA DTAC staff are available for additional technical assistance and support.
- Applicants are required to submit their signed, complete applications 14 days after the disaster declaration date.
  - Federal partners will review the application. If the application is incomplete, it will be sent back to the state, territory, or tribe for completion with guidance from the FEMA JFO.
  - The ISP application will then be awarded as written, awarded with conditions, or denied.
  - The FEMA JFO is responsible for the ISP obligation, which comes from the Disaster Fund (managed by the FEMA JFO).

# Additional Helpful SAMHSA Resources

- SAMHSA's [Coronavirus \(COVID-19\)](#) website provides the latest resources and guidance.
- The [SAMHSA Disaster Distress Helpline](#) is a national service providing crisis counseling and support via toll-free hotline (1-800-985-5990) and SMS (text "TalkWithUs" to 66746) to anyone in U.S. states and territories.
- The [National Suicide Prevention Lifeline](#) provides free and confidential support for people in distress.
  - English: 1-800-273-8255 (1-800-273-TALK)
  - Spanish: 1-888-628-9454
  - Option for people who are deaf or hard of hearing: 1-800-799-4889

# Q&A

Submit questions for our federal panel using the chat feature.

For more information or technical assistance after the webinar, contact

SAMHSA DTAC at

Phone: 1-800-308-3515 (toll-free)

Email: [dtac@iqsolutions.com](mailto:dtac@iqsolutions.com)

Web: <https://www.samhsa.gov/dtac>