

Behavioral Health is Essential To Health



Prevention Works



Treatment is Effective



People Recover



Promising Practices in Disaster Behavioral Health (DBH) Planning: Implementing Your DBH Plan

July 28, 2011

Presented by Terri Spear, Amy Mack, and
Steven Moskowitz



Welcome Remarks

Speaker

Terri Spear, Ed.M.

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Welcome

- This is the fourth webinar in the 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

Amy R. Mack, Psy.D.

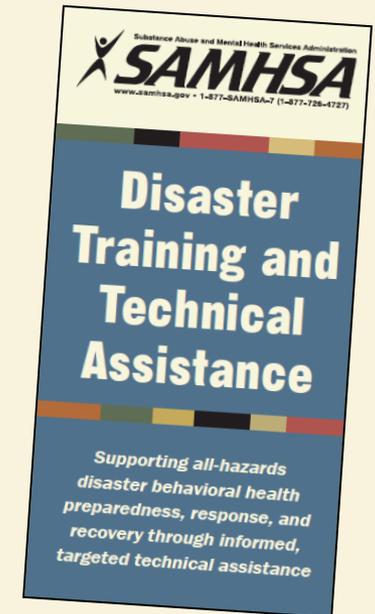
Project Director

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 Crisis Counseling Assistance and Training Program (CCP)
- ***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 on these topics:
 - DBH preparedness and response
 - Specific disasters
 - Specific populations

SAMHSA
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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: Haiti](#)
- [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.
- *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, please access the following resources:

- Toll-free phone: 1-800-308-3515
- Email: DTAC@samhsa.hhs.gov
- Website: <http://www.samhsa.gov/dtac>

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Speaker

Steven N. Moskowitz, LMSW

Director of Disaster Preparedness and Response
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Learning Objective

- To identify the essential components and proven strategies in implementing a DBH plan



Implementing Your DBH Plan

- Implementation of a DBH plan can be seen from two distinct perspectives:
 - The **macro** view looks at the process of creating a plan and obtaining the buy-in necessary for the plan to be “owned” by those who will use it.
 - The **micro** perspective identifies and defines the key mechanisms and processes that put a plan into action in response to an event.

Key Indicators for Plan Implementation

- In the promising practices process conducted by **SAMHSA DTAC**, the theme that emerged with the loudest voice was...

“...the need to ensure that the mechanisms identified to implement a plan must transcend the theoretical.”

Key Indicators for Plan Implementation

(continued)

- Description of implementation strategies to address a variety of potential incidents
- Identification of existing mechanisms to implement a CCP
- Processes to provide training for DBH first responders
- Processes to deploy DBH responders
- Descriptions of qualifications or competencies for responders

Key Indicators for Plan Implementation

(continued)

- Integration with emergency and public health response
- Provision of representation of behavioral health at the Emergency Operations Center
- Provision of coordination with local government and non-governmental entities
- A plan of action for operating during the first 24 hours following a disaster

Essential Components

- Acknowledgment of all-hazards perspective
 - As described in the first indicator on the SAMHSA list, the plan must possess the ability to respond to a variety of potential incidences.
- Precise definition of roles and responsibilities
 - Resources are identified and committed to plan:
 - **Who** does what, **what** exactly do they do, and under **what set of circumstances** is it done?

Essential Components (continued)

- Triggers and activation
 - When do plans get implemented—what are the thresholds that activate your plan?
 - Methods used to activate—**who** makes the call, by **what authority**? Only one or multiple launching points?

Essential Components (continued)

- Horizontal and vertical integration of the DBH plan into existing processes at the Federal/ State/ Territory/ Tribe and local levels
 - The vertical would refer to the way your plan fits into the emergency management structures.
 - Horizontal would be how DBH activity is organized among the various governmental and non-governmental organizations that possess the DBH resources.

Essential Components (continued)

- Creation and maintenance of resources
 - The role of training to support the plan
 - Activities to ensure that identified resources are capable and available
- Specific and reality-based plan
 - The plan must detail the **HOW's**, the **WHO's**, and especially the **WHEN's** in order to be effective.

Essential Components (continued)

- **Dynamic** - Anticipating the potential challenges the plan may encounter requires the inclusion of a strategy for responding to change.

Acknowledgment of All-Hazards Perspective

- A plan should anticipate more than a single type of response.
 - **Example:** *Plan lists each type of potential hazard the State may face and identifies factors that could affect the psychological response and planning considerations and includes examples of typical response steps. Responses have also been adapted for different (geographic) areas.*

Acknowledgment of All-Hazards Perspective (continued)

- A plan should be sufficiently flexible to accommodate events that differ in scale and/or type.
 - **Example:** *Having a brief table that **outlines the all-hazards risks**, the factors influencing the psychological response, and planning considerations assists in the implementation of the response and identifying specific outreach strategies. If we could add something to the table, it would be a column for examples of resources that other States have successfully used.*

Acknowledgment of All-Hazards Perspective (continued)

- A plan should be sufficiently flexible to accommodate events that differ in scale and/or type.
 - **Example:** *One State's DBH coordinator reported that the State has plans for **natural and human-made disasters** and commented that when it comes to implementation, **practice differs from the plan**. A lot of work has been done to upgrade what responders do, but the updates have not been written into the plan.*

Precise Definition of Roles and Responsibilities

- **Example:** *Have a really clear expectation of what you want your disaster responders to do. We even have a code of conduct for our responders. As part of their applications, they also have to supply references. The expectations of what they are getting into are clear.*

Precise Definition of Roles and Responsibilities (continued)

- Make sure that the plan clearly defines what services are included.
 - Fully describe the **scope** of services.
 - Identify **who** will provide **what** and in **what circumstances**.
 - Provide a description of **how long** services will be available.



Precise Definition of Roles and Responsibilities (continued)

- There are a multitude of models of DBH response—they tend to reflect the organizational structure of the State, Territory, or Tribe.
- Your plan will reflect the organizational makeup in your State, Territory, or Tribe as well as the **types** and **quantity** of resources you have available to utilize.
- Memoranda of understanding and statements of understanding with various organizations are tools that can be utilized to effectively define roles and responsibilities.

Activation and Triggers

- It is necessary to make sure that there is both **clarity** in the process and that the plan is **capable** of working in various sets of circumstances that could trigger a response.

Activation and Triggers (continued)

- **Notifications:** The methods utilized to communicate the activation of your plan can be crucial.
 - **Example:** *We had difficulty in communication when a response was needed. The coordinator was sent an email message over the weekend that was not seen. This pointed out a need for redundancy in communication. A phone call would have facilitated a slightly quicker response to the need.*

Activation and Triggers (continued)

- **Notifications** (continued)
 - **Example:** *Maintain accurate contact information for volunteers who want to respond. Reach out to your membership on an ongoing basis. You do not want to be doing that during a disaster.*

Activation and Triggers (continued)

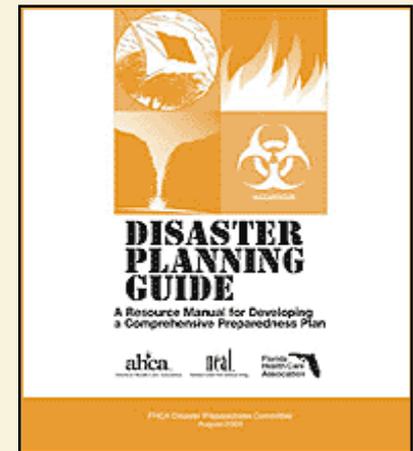
- **Notifications (continued): Include multiple means of putting the plan into action.**
 - **Example:** *...Make sure it has multiple **launching points**. There should be several positions that can activate the plan. We have it set up to where the DBH authority can launch the plan, but so can public health and so can emergency management. Others can launch the plan and get the ball rolling without having to wait on any specific entity or person to begin the process.*

Horizontal and Vertical Integration of the DBH Plan

- **Vertical integration** is ensuring that your plan fits **structurally** into existing government processes.
 - **Example:** *The State plan coordinator reported that working closely with the State's Homeland Security Office resulted in the state following the Incident Command System and having clear expectations of what responders are expected to do. Their plan includes policies and procedures and training requirements.*

Horizontal and Vertical Integration of the DBH Plan (continued)

- **Vertical Integration (continued)**
 - **Example:** *In this State, implementation is facilitated by nested plans. That is, local response plans are included in the State DBH plan. Have a really clear expectation of what you want your disaster responders to do. We even have a code of conduct for our responders. As part of their applications, they also have to supply references. The expectations of what they're getting into are clear.*



Horizontal and Vertical Integration of the DBH Plan (continued)

- Include provisions that describe how you would implement a CCP should the need arise.
- Access the CCP Application Toolkit at <http://www.samhsa.gov/dtac/CCPtoolkit/start.htm>.



Horizontal and Vertical Integration of the DBH Plan (continued)

- **Horizontal integration** is ensuring your plan fits across the behavioral health continuum.
- Integration must also be accounted for **programmatically**.
 - **Example:** *The plan coordinator reported that most of the planning and response takes place at the local level and includes the State Professional Volunteer Corps and local mental health authorities.*

Creation and Maintenance of Resources

- Definition and maintenance of human resources
 - The primary resource in your DBH plan is **the DBH responders**. Many models exist.
- Drills and exercises support the plan.

Specific and Reality-Based Plan

- The value of creating plans that are explicit and based on real life is an essential characteristic of every good plan.

Make Your Plan Dynamic

- Avoid becoming stale and outdated.
- Build in a process for a regular review and way to make adjustments in response to changing circumstances.



Make Your Plan Dynamic (continued)

- Anticipating potential trends will give your plan an ability to adjust to circumstances that occur over time.
 - **Example:** *Lack of funding during the previous two years inhibited training and support efforts to provider organizations. The plan is clear about who will respond, when, and how; training, qualifications, and competencies for responders are less clearly delineated.*

Questions for Mr. Moskowitz?

Conclusion

- This concludes the Implementing Your DBH Plan webinar, a part of 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 DBH plan.

Next Steps

- The next webinar addressing **assessing services and information** will be held on **August 4, 2011 at 2 p.m. eastern time** (1 p.m. central time / 12 p.m. mountain time / 11 a.m. pacific time) featuring **Dr. Anthony Speier**.

Other Upcoming Webinars

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

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Thank You