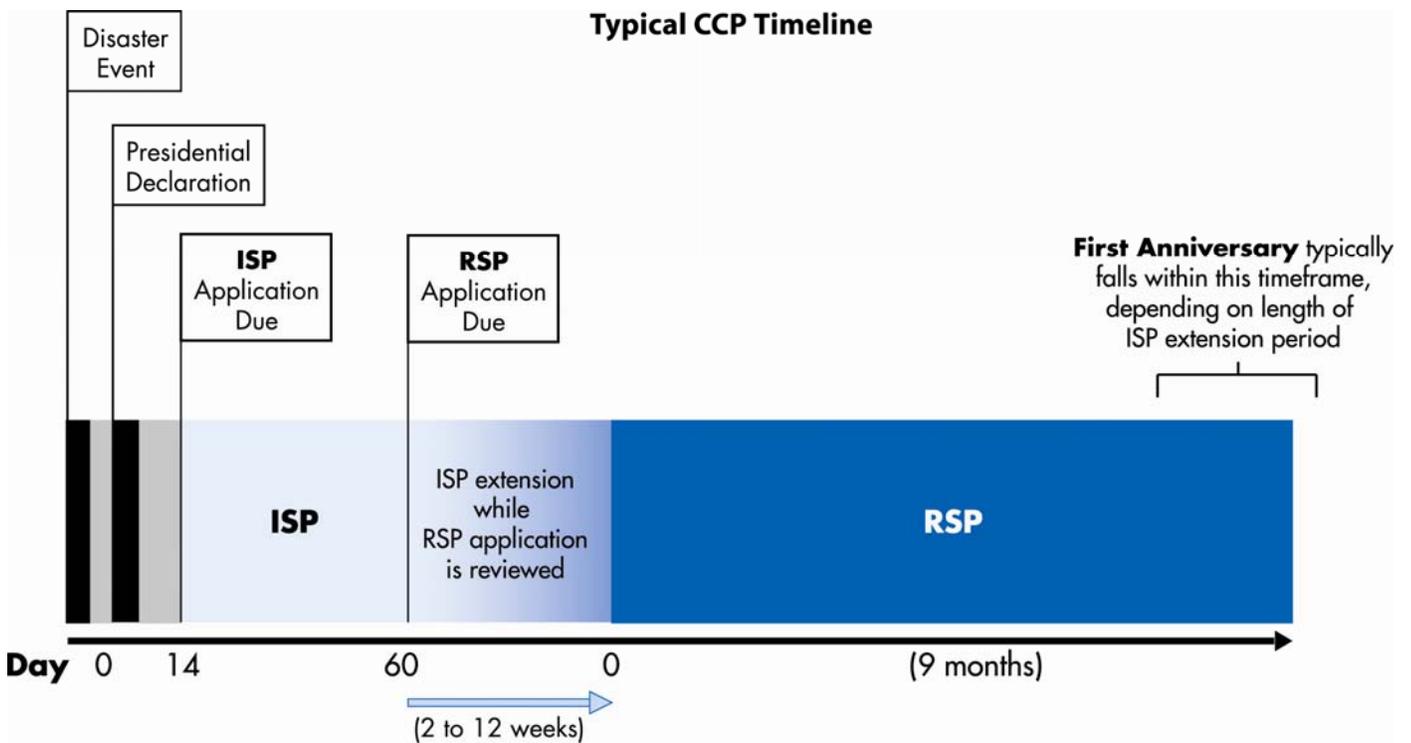


Crisis Counseling Assistance and Training Program State and Territory Timeline and Checklist

This timeline and checklist provides State and Territory Mental Health Authority (SMHA) staff with recommended action steps required for a typical disaster response effort and application for the Federal Emergency Management Agency (FEMA) Crisis Counseling Assistance and Training Program (CCP) Immediate Services Program (ISP) and Regular Services Program (RSP). Because each disaster is unique, this document is not intended to capture every unusual circumstance and subsequent action step. Please note that the timeline reflects calendar days not business days. State and Territory staff are encouraged to consult with the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS) Emergency Mental Health and Traumatic Stress Services Branch (EMHTSSB) for additional guidance.



Immediate Services Program (ISP)

The ISP is a 60-day Grant Program.

Pre-Disaster (for disasters that have a warning/threat phase such as hurricanes)

- Carry out alert and notification activities outlined in your organization's mental health/behavioral health all-hazards disaster plan.** For example, ensure that SMHA facilities, offices, and programs are appropriately prepared for the impending disaster event; alert disaster behavioral health response staff that they may be called upon to respond; and coordinate with organizations that will be setting up disaster relief centers/shelters.
- If possible, communicate with SMHA leadership staff about the potential eligibility to apply for ISP funds in the event of a Presidential Disaster Declaration.**
- Ensure that you have up-to-date ISP application materials and instructions.** Contact the SAMHSA Disaster Technical Assistance Center (DTAC) to obtain up-to-date materials (1-800-308-3515, dtac@esi-dc.com) or visit the CMHS CCP Web page at <http://mentalhealth.samhsa.gov/cmhs/EmergencyServices/progguide.asp>.
- Ensure that systems are in place to document initial disaster behavioral health response efforts.**
- Communicate with the State Emergency Management Agency (SEMA), the FEMA Regional Office, and local contacts in the threatened regions.** This will ensure that you will be able to quickly collect needs assessment and damage impact information following the disaster event.

Disaster Event (impact and immediate rescue/recovery phase)

- Carry out acute disaster behavioral health response activities.** Do these according to your organization's all-hazards disaster plan and the needs of the disaster event. Document the initial disaster behavioral health response efforts (this information will be needed for the ISP application).
- Contact SAMHSA CMHS EMHTSSB or SAMHSA DTAC for any technical assistance (TA) needs.**

Days 0–14: Presidential Declaration of Disaster and Development and Submission of ISP

The date of the declaration is Day 0; a disaster identification number is assigned to the State by FEMA. The day after the declaration date is Day 1 (for determining application due date).

Days 0–2

Communicate with SMHA leadership, the Governor's Authorized Representative (GAR) or designee, and State fiscal staff to determine if an ISP application will be submitted. The GAR is usually located within the SEMA. Ensure that leadership staff understand the basic programmatic, regulatory, and fiscal requirements of a CCP as well as the SMHA staff time that will be needed to administer the program.

Contact your designated FEMA Regional Individual Assistance Coordinator or Disaster Field Office (DFO) to request Preliminary Damage Assessment (PDA) information. This will be needed to complete the needs assessment section of the ISP application. Supplement this with information obtained from local contacts, media reports, and other disaster response organizations such as the American Red Cross. FEMA registrant data, as they become available, may also be used to inform the needs assessment.

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- Communicate with your SAMHSA CMHS Project Officer.** Typically, he or she will contact the State Disaster Mental Health Coordinator (DMHC) to accomplish the following:
 - Verify receipt of application package and TA materials.
 - Determine if State intends to apply for an ISP.
 - Offer TA on application process, scope, and limits of program.
 - Reinforce application protocols and explain roles of FEMA, SEMA, SAMHSA CMHS, and SAMHSA DTAC.

Days 2–9

- Write ISP application, conduct ongoing needs assessment, and continue disaster response activities.**
- Continue to carry out initial disaster behavioral health response and crisis counseling activities.** Follow your organization’s mental health/behavioral health all-hazards disaster plan and the needs of the disaster event. Document all response efforts. The State should carefully track and document the types of allowable CCP services provided in case the State is interested in requesting reimbursement for interim costs from the date of the incident (refer to the section on interim costs in the ISP Supplemental Instructions).
- With SMHA leadership, identify the team that will write the ISP application.** Ensure that they have the time to complete the task by identifying additional staff to take over other essential duties, if necessary. Identify the team leader responsible for managing the application process. It is essential that a fiscal staff person is a member of the team as fiscal mechanisms will need to be quickly established to process ISP funds.
- Develop an ISP application that meets FEMA and SAMHSA requirements within the 14-day timeframe.** An actual meeting of team members may not be possible or necessary at this time. ISP application development is a process that goes on for several days. Communication among team members regarding their responsibilities for developing the application should be managed by the team leader. The activities listed below are not necessarily sequential steps, but they are important and must be completed within the 14-day timeframe.
 - Create a timeline for the application writing process and assign responsibilities to team members to ensure that the ISP application will be completed within the 14-day timeframe. Discuss how major aspects of the ISP application and resultant program will be addressed (needs assessment, State and local resources and capabilities, response activities, plan of services including staffing plan and training, and budget).
 - Ensure that the timeline accommodates completing standard grant forms and obtaining signatures of the GAR and SMHA leadership staff.
 - Conduct needs assessment evaluating the disaster situation, State and local resources and capabilities, and response activities to date.
 - Use the available ISP documents. These include the ISP Application, ISP Supplemental Instructions, CCP Quarterly and Final Report Format, CCP Guidance, and required data collection forms.
 - Identify potential providers, determine how the program will be staffed, and decide how staff will be hired in a timely manner.
 - Develop a plan of services including a staffing plan, training, and budget.
 - Provide an orientation to the participating local providers on the scope and purview of the CCP model outlining allowable versus nonallowable services and costs.
 - Determine how and where program staff will receive required 2-day CCP Core Content Training. Contact the SAMHSA CMHS Project Officer or SAMHSA DTAC for TA support for recommended qualified instructors.
 - Ensure that State fiscal mechanisms will be in place to process FEMA funds so that service providers will be able to efficiently access funding.
 - As needed, contact the SAMHSA CMHS Project Officer and SAMHSA DTAC for TA.

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Days 10–13

- Submit a draft ISP application.** The SMHA may opt to submit a draft ISP application to the SAMHSA CMHS Project Officer for review. Submission of a draft application can identify issues early, help the State identify the appropriate size of the program, and avoid formal conditions being placed on the ISP grant award. The SMHA must inform the SAMHSA CMHS Project Officer that they intend to submit a draft as early as possible so that Federal staff can ensure adequate time is scheduled for review.
- Incorporate SAMHSA CMHS Project Officer feedback into a final draft for formal submission.** If the State submits a draft ISP application to the SAMHSA CMHS Project Officer for review, he or she will return written or verbal comments within 24 hours of receipt of the draft. The State and the SAMHSA CMHS Project Officer will work together on a feasible timeline to allow for adequate review and turnaround time to obtain signatures (e.g., holidays and weekends may complicate the timeline).

Day 14: Final application is due.

- Submit the original, signed final ISP application to the FEMA Regional Office.** Send electronic and hardcopy versions of the application to the SAMHSA CMHS Project Officer.

Days 15–60: Program Implementation and Service Delivery

- Address any grant conditions in writing according to the due date indicated in the award conditions letter. FEMA and SAMHSA CMHS make every effort to review ISP applications as quickly as possible. Following review, the ISP grant may be awarded as written (without conditions), awarded with conditions attached, or denied.
- Formalize State fiscal mechanisms to process ISP funds. Execute contractual agreements with service providers. Ensure that mechanisms have the capacity to address ISP continuation funding which often occurs following Day 60 of the ISP up to the award of the RSP grant (should the State choose to apply for an RSP). (Note: In some States, legal operating procedures will allow continuation only upon official notice of additional funding or extension of the grant. Therefore, the SMHA may not be able to ensure uninterrupted continuation of the program without some official notice of the grant award prior to the date that the grant is supposed to start. Consult with the SEMA on disaster emergency waivers.)
- Establish clear program branding that is separate and distinct from the regular mental health system to ensure that disaster survivors and impacted people can access services. A program name and logo, outreach or psycho-educational materials, and use of media or hotlines are typical mechanisms for program branding and promulgation.
- Conduct a CCP Core Content Training. A CCP Core Content Training will need to occur to ensure that staff understand the CCP model, are competent with crisis counseling interventions, are able to identify severe reactions to disaster and refer people appropriately, and are able to collect program data.
- Implement the plan of services described in the ISP application, and conduct crisis counseling activities.
- Collect and analyze program data. Collect data using the required CCP data collection tools specified in the award letter and use the information to target outreach and service delivery, as well as determine and justify the need for an RSP.

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Key Dates Within Days 25–60

Days 25–40

- Ensure that you have up-to-date RSP application materials and instructions.** Contact the SAMHSA Disaster Technical Assistance Center (DTAC) to obtain up-to-date materials (1-800-308-3515, dtac@esi-dc.com) or visit the CMHS CCP Web page at <http://mentalhealth.samhsa.gov/cmhs/EmergencyServices/progguide.asp>.
- Within this time period, meet with SMHA leadership to review ongoing needs assessment data and determine if an RSP application will be submitted.** Ensure that leadership staff understand the basic programmatic, regulatory, and fiscal requirements of an RSP; how it differs from an ISP; and the SMHA staff time that will be needed to administer the program. Be aware that ISP and RSP funds are separate grant awards; therefore, ISP funding does not roll over into the RSP grant.

Day 40

- Confirm intent to submit an RSP application.**
- Inform the SAMHSA CMHS Project Officer and the FEMA Regional Contact of the State's intent to submit an RSP application.**

Days 40–59: Write RSP application.

- Write the RSP application.** Put together a team to write the RSP application. Identify a team leader and assign tasks to team members. Review the RSP Application and RSP Supplemental Instructions documents. The RSP application is similar in format to the ISP application, but the State is expected to develop a more thorough response appropriate for the longer (9-month) program. Grant reviewers will expect a more detailed needs assessment based on current information, and selection of service providers and targeting of services related to the identified need. As a separate grant, the RSP application must reflect the need for services for the 9-month program and should not be viewed as just a continuation of the ISP. TA is available from the SAMHSA CMHS Project Officer on the requirements and content development of the application, and from SAMHSA DTAC on resources and materials. (Note: The ISP Midprogram Report is contained within the RSP application. By completing the RSP application, you will also be meeting the requirement for the ISP Midprogram Report. States are only required to submit an ISP Midprogram Report if they are applying for an RSP.)

RSP Application Without an ISP

Typically, a State applying for an RSP grant has also had an ISP in response to the disaster. If a State is seeking an RSP without having had an ISP, particular care will need to be given to both the needs assessment and response activities from date of incident sections of the RSP application. The State will be expected to provide a detailed justification of need for RSP services.

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Day 45: Letter for ISP extension is due.

- Submit ISP extension request letter to the FEMA Regional Contact with a copy to the SAMHSA CMHS Project Officer.** If the State is submitting an RSP application, the State must submit a formal letter to the FEMA Region requesting an extension of the ISP to continue services until the time that a decision is rendered on the RSP application. The State may request a no-cost or a funded extension. Please contact the SAMHSA CMHS Project Officer for specific requirements.
- Ensure that State fiscal and contracting mechanisms will enable funds to continue to be disbursed to providers throughout the ISP extension period. The FEMA Region will provide the State with an approval letter of the extension request. If the State has any concerns regarding its inability to continue with uninterrupted services, staff should notify SAMHSA CMHS and the FEMA Region immediately.

Day 60: RSP application is due.

- Submit the original, signed, final RSP application to the FEMA Regional Office. Send electronic and hardcopy versions of the application to the SAMHSA CMHS Project Officer.**

Day 61–?: ISP Extension Period

The ISP will move into an extension period while the RSP application is under official review at SAMHSA CMHS and FEMA. The ISP will continue in this extension period until the RSP application review process is completed and a decision is rendered on the RSP. This process usually takes 8–12 weeks.

- Arrange tentative date(s), trainer(s), and location(s) for the Transition to RSP Training.** The State is encouraged to arrange tentative dates for the Transition to RSP Training; however, the State will need to wait for the formal RSP grant award to confirm and fund the training. If the State anticipates hiring a significant number of new crisis counselors for an RSP, they will also need to repeat the CCP Core Content Training for the new staff. If the State did not receive an ISP grant, they will need to conduct a Core Content Training instead of the Transition to RSP Training.
- Prepare to implement RSP when awarded.** While the State will need to wait for the formal RSP grant award to fund RSP activities, they may prepare drafts of outreach and education materials, develop drafts of job ad postings for new CCP staff, review additional data collection and reporting requirements for an RSP, and otherwise prepare to implement the program quickly and effectively immediately following notice of grant award (NOGA).
- Communicate with the SAMHSA CMHS Project Officer on the status of the grant application and the NOGA issuance.**
- Work with SAMHSA CMHS and FEMA to select a start date for an RSP.** When it becomes clear that the RSP grant has been approved and will be awarded, there is some flexibility to select a start date that will allow for a smooth programmatic and fiscal transition from the ISP to RSP. Before a NOGA is issued to the State, the State and the SAMHSA CMHS Project Officer should work together on identifying the start date for an RSP which will be reflected on the NOGA. The State should advise SAMHSA CMHS of any problems regarding uninterrupted continuation of services between ISP and RSP.

Regular Services Program (RSP)

The RSP is a 9-Month Grant Program Organized into 3 Quarters.

RSP Quarter 1

RSP Quarter 1: Days 1–15

- Address any grant conditions in writing according to the due date indicated in the award conditions letter.** FEMA and SAMHSA CMHS make every effort to review RSP applications as quickly as possible. Following review, the RSP grant may be awarded as written (without conditions), awarded with conditions attached, or denied.
- Formalize State fiscal mechanisms to process RSP funds.** Execute contractual agreements with service providers. Ensure that mechanisms have the capacity to address RSP funding issues. For example, some RSP grant awards will be disbursed in two separate allotments of funds.
- Conduct outreach to ensure that disaster survivors and impacted people can access services.** Ensure that community stakeholders, at-risk populations, and impacted survivors are aware of the RSP and can access services easily. (Note: Outreach is conducted throughout the RSP, but is much more intense in the first and second quarter. In the third quarter, it is typical to shift from individual to more community-based group services in preparation for the phasedown of the RSP.)
- Recruit and hire new staff (if indicated).**
- Conduct Transition to RSP Training and address evaluation and data collection issues.** In addition to the required RSP data collection forms, the State has the option to use additional tools designed for the RSP. Ensure that mechanisms are in place to facilitate data collection and evaluation and that staff have been trained on the use of the data collection tools.
- Implement the plan of services described in the RSP application and conduct crisis counseling activities.**

RSP Quarter 1: Days 16–90

- Continue to deliver services.** Carry out crisis counseling activities, conduct ongoing needs assessment, meet regularly with staff and providers, monitor quality of services and data collection, and ensure that staff stress management opportunities exist.
- Complete ISP closeout.** The ISP Final Program Report and Final Fiscal Report will be due to FEMA and SAMHSA CMHS 90 days following the end date of ISP funding (i.e., the day before the start of the RSP). The State is encouraged to begin working on ISP closeout soon after the end of program funding to ensure that they make the reporting deadline. This process includes data collection and analysis, fiscal accounting, report writing, and financial voucher preparation. States must use the CCP Quarterly and Final Report Format for the ISP Final Program Report. States typically use the SF269a, short form, for the ISP Final Fiscal Report.
- Administer the Participant Feedback Survey (optional).** The Participant Feedback Survey is an optional data tool that is administered to individuals who receive individual or group crisis counseling. It is administered twice during a typical RSP. A week in which to administer the survey is selected. The CCP should consider selecting a week in the first quarter for the first administration of this survey, although it may be administered within a different time period if preferred.

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RSP Quarter 2

- Continue to deliver services.** Carry out crisis counseling activities, conduct ongoing needs assessment, meet regularly with staff and providers, monitor quality of services and data collection, and ensure that staff stress management opportunities exist.
- Complete the RSP First Quarterly Report.** The RSP First Quarterly Report is due to FEMA and SAMHSA CMHS 30 days after the end of the first quarter of RSP services. States must use the CCP Quarterly and Final Report Format for RSP Quarterly Reports. The CCP database, copied on two CD-ROMs, also must be provided to SAMHSA CMHS with the RSP Quarterly Report.
- Complete the letter requesting second allotment of RSP funds.** If RSP funds were disbursed in two allotments, a written request for the second allotment of funds, including demonstration of continued need and accounting of funds spent to date, is required. Use the Budget Disbursement Request Template form to complete the written request. The request is typically submitted at the same time as the RSP First Quarterly Report.
- Administer the Service Provider Feedback Survey (optional).** The Service Provider Feedback Survey is an optional data tool that allows crisis counseling staff and their supervisors to rate quality of services as well as their reactions to the work. It is administered 6 months after the disaster event. CCPs should administer the survey as close to 6 months after the disaster event as possible. If a CCP lasts more than 12 months, the survey should be administered again at approximately 12 months after the disaster.
- Conduct RSP Midprogram Training.** The RSP Midprogram Training is typically presented near the midpoint of the 9-month RSP, and focuses on increasing staff morale and addressing staff stress, adjusting services to meet emergent survivor and at-risk population needs, and continuing outreach and service delivery while beginning to contemplate eventual phasedown.
- Administer the Participant Feedback Survey a second time (optional).**

RSP Quarter 3

- Continue to deliver services.** Carry out crisis counseling activities, conduct ongoing needs assessment, meet regularly with staff and providers, monitor quality of services and data collection, and ensure that staff stress management opportunities exist.
- Complete the RSP Second Quarterly Report.** The RSP Second Quarterly Report is due to FEMA and SAMHSA CMHS 30 days after the end of the second quarter of RSP services. States must use the CCP Quarterly and Final Report Format for RSP Quarterly Reports. The CCP database, copied on two CD-ROMs, also must be provided to SAMHSA CMHS with the RSP Quarterly Report.
- Conduct Disaster Anniversary Training.** The Disaster Anniversary Training is typically presented 6 to 8 weeks prior to the first anniversary of the disaster event. It is sometimes combined with either the RSP Midprogram or RSP Phasedown Training should the timeline of the CCP allow for this. It addresses survivor and community needs related to the anniversary, and allows for planning for any resultant changes in service delivery.
- Conduct RSP Phasedown Training.** The RSP Phasedown Training is typically presented 2 to 3 months prior to the end of RSP services. It addresses staff, individual survivor, and community needs, leaving a legacy of resilience-building materials and training; and deals with final program reporting issues related to the end of CCP services.
- Phase down program services.** Begin to phase down the program by informing community partners that services are coming to an end, engaging natural support systems to continue any support still needed, and leaving a legacy of educational and self-help materials in the community.

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- Conduct staff recognition activities.** Most RSPs prepare suitable staff recognition activities (e.g., presentation of appreciation certificates) or informal events (e.g., potluck gatherings) to promote closure and validate successes.
- Administer the Service Provider Feedback Survey a second time (optional).** If the CCP runs longer than 12 months after the disaster, administer the Service Provider Feedback Survey a second time.

RSP Closeout (Post-Quarter 3 Activities)

- Complete RSP closeout.** The RSP Final Program Report and Final Fiscal Report will be due to FEMA and SAMHSA CMHS 90 days after the end date of RSP funding. The State is encouraged to begin working on RSP closeout soon after the end of program funding to ensure that they make the reporting deadline. This process includes data collection and analysis, fiscal accounting, report writing, and financial voucher preparation. States must use the CCP Quarterly and Final Report Format for the RSP Final Program Report. States typically use the SF269a, short form, for the RSP Final Fiscal Report.
- Integrate lessons learned from your CCP into State disaster preparedness activities.** Integrate lessons learned from your CCP into State disaster behavioral health and emergency management preparedness activities and plans to inform disaster response and future CCPs.
- Stay connected with the disaster behavioral health field.** Contact SAMHSA DTAC for continued TA and support on any and all disaster behavioral health preparedness and response issues at 1-800-308-3515, dtac@esi-dc.com, or <http://www.mentalhealth.samhsa.gov/dtac>. Also, consider participating in the SAMHSA DTAC Web-based Discussion Board if you are not already a member.