

Crisis Counseling Program Service Grant

DMH/DD/SAS will hire a State Grant Coordinator (SGC) and a State Project Manager (SPM) to oversee aspects of the grant. The SGC will be the lead contact between NC DMH/DD/SAS and the partners FEMA and SAMHSA. The SPM will be the lead contact between DMH/DD/SAS and the LME/MCOs including coordinating events to provide certified CCP:ISP training for all staff initially hired for the grant. DMH/DD/SAS will also hire two Data Specialists to both assist the LME/MCOs with data, i.e. tracking that data is being collected and submitted correctly and analysis at the local level for enhanced direction of local efforts; and to evaluate the performance of the LME/MCOs and sub/sub contractors on performance using the data at the state level to assist in directing efforts in support of the CCP:ISP. DMH/DD/SAS will also hire a Community Liaison/Resource Linkage Coordinator (CL/RLC) to work with Community Liaison/Linkage Coordinators at each LME/MCO and to interface with the Department of Public Safety (DPS) Disaster Case Management (DCM) grant awardee and other state and federal partners at the central office location. The CCP:ISP will require an Administrative Assistant to manage schedules, travel, and staffing for the SGC, SPM and for the State CCP hotline. The State will also hire a Child Specialist to develop an outreach program within the CCP guidelines to direct outreach specifically to children. Children are known to be resilient, however, again, many of them are experiencing a second major disruption to their lives due to storms within a two year span. Many schools in the affected areas remain closed and children are not only displaced from their homes, neighborhoods and schools, but don't know when there may be a return to a semblance of normalcy. Outreach during the past CCP grants indicated that focusing on children early and often, is also an excellent avenue for engaging parents.

DMH/DD/SAS will operate a 1-800 phone line, manned by a live person 24/7. The phone center is located in the main office of DMH/DD/SAS in Raleigh and will be staffed by temporary staff and supervised by the SGC. The phone line and number have already been secured and work is being done on a communications plan for publication. DMH/DD/SAS will man the phones with internal staff until other staff can be hired.

Each LME/MCO will hire a Project Manager to oversee implementation of the CCP:ISP in its catchment area. Those duties include oversight of the Team Leads who will oversee the Teams of counselors for their area. The LME/MCOs will also each have a team of Community Liaison/ Resource Linkage (CL/RL) staff with one person assigned to each county DSS office in the catchment area. The county DSS are responsible for eligibility determination for a number of resource programs. The CL/RLs will be clinical staff with responsibilities for screening citizens who come to the DSS office and have been affected by the disaster. They will have enhanced availability for linkages to local DCM and other state and federal resources. The CL/RL will also have a fiduciary reporting relationship to the state CL/RLC with additional information connected to the DCM. By maintaining a physical presence at the DSS office, the CL/RL can both address the crisis counseling needs as well as connect the citizens in need to other resources. During the NC Hurricane Matthew response, there was very poor connectivity between the various federal grants and programs intended to serve dislocated and affected citizens. The state office that receives the most dramatic increase in contacts seeking assistance is the DSS office in each county. The CL/RL will in each county office can assure that citizens waiting for eligibility services or to speak with

social services staff have an opportunity to discuss their disaster experience and receive information about community resources beyond those offered by DSS. The LME/MCOs will also each employ a Child Specialist. The Child Specialist will have a fiduciary link to the Child Specialist at the state level and will develop and/or customize programs directed at pre-school, latent and school age children. The child programs will also be customized in response to regional population differences such as Native American, migrant, etc. If the LME/MCO sub-contracts with a single provider to provide CCP services for the entire region, the sub/sub contractor may hire the Project Manager, Housing and Child Specialists and the LME/MCO will manage the contract through their system. If the Project Manager works directly for the LME/MCO or is employed by the sub/sub-contract provider, there is a fiduciary reporting relationship to the State Project Manager for the CCP:ISP at DMH/DD/SAS.

Both the State and the LME/MCOs have designated Disaster Coordinators (DC). The DCs will work with the CCP:ISP staff to provide support and direction with their commitment represented as an in-kind contribution to the overall program.

DMHDDSAS will have responsibility for overall management of the grant through sub-contracts with the LME/MCOs. Grant requirements will be incorporated into the funding allocation letters provided by DMHDDSAS to the LME/MCOs. DMHDDSAS will hire a State Grant Coordinator (SGC) and a State Project Manager (SPM). The SGC will report to the DMHDDSAS Executive Sponsor, Assistant Director of the Division.

The SGC will supervise the SPM. In addition to the Project Manager, the SGC will supervise a Data Specialist in charge of analyzing incoming data to evaluate Program performance, to assist with linkages to other data sources, and to assist in preparing data documents to the state DHHS for communications to the Governor's Office and the public. THE SGC will also supervise the state Community Liaison/Resource Linkage Coordinator Specialist, who will be the primary coordinator between the CCP and the DCM at the state level conveying all pertinent information to the CL/RLs in the regions. The SGC will have a dedicated administrative assistant.

The SPM will supervise the staff at the 1-800 number and a Data Specialist charged with assuring that data is collected correctly at the LME/MCO level and providing technical assistance to the LME/MCO teams when necessary. The SPM will also plan and schedule training, as required by the CCP:ISP arranging for a certified Trainer and the Trainer travel. The SPM will work directly with both the State Disaster Coordinator and the Regional Project Managers (RPM) at either the LME/MCO or the sub/sub contract, depending on the arrangement within the contract of the LME/MCO and the provider(s) engaged to implement Hope 4 NC. The SPM will travel, often with the State Disaster Coordinator, to visit the LME/MCOs and observe the Teams and the overall Program for administrative and technical support.

In all LME/MCO CCP:ISP implementations, the goal is to hire, train and employ persons within the affected catchment areas. If a subcontract is used by the LME/MCO, the sub/sub contractor must have at least regional offices within the LME/MCO catchment area. The LME/MCO and/or provider use of space for staffing, meetings, etc. will be considered in-kind contributions to the Program. Each

LME/MCO CCP:ISP implementation will include one Community Liaison/Resource Linkage Coordinator (CL/RL) per county within the catchment area. The CL/RLs will be assigned to each county Division of Social Services (DSS) office and will be physically located at that office to assist with interface between the DSS eligibility consultations and behavioral health and disaster recovery resources. Each LME/MCO will also contract for a Child Specialist to adapt children's programs to the special populations present within the various catchment areas such as Native American, migrant, etc. Special attention is to be placed on the areas that are flooded and have citizens displaced for a second time within two years. Each LME/MCO will have CCP Team Leaders to supervise teams of 2 crisis counselors, with no more than four teams per Team Leader.

The Team Leaders will have a fiduciary reporting relationship with the SPM and there will be weekly phone calls, decreasing to every two weeks after three months depending upon need, to discuss strategy, review progress and discuss any course corrections necessary. Crisis Counseling Program (CCP) counselors will work in teams of 2 with a Team Leader overseeing up to, but no more than four teams. First teams hired will be assigned to existing shelters and FEMA Disaster Coordinator Agency (DCA) locations to relieve the state, LME/MCO and out of state staff that are currently providing that service.

The Community Liaison/Resource Linkage Coordinators (CL/RL) will report weekly to the LME/MCO PM of their catchment area to review the data collected for download to the federal website and to staff any cases that indicate a need for additional attention/information. The Child Specialist at each LME/MCO shall report to the LME/MCO PM and provide a specialized program for each LME/MCO, based on the special populations present in the region, at least every third week with a mechanism for collecting feedback from the citizens and the CCP team members about receptivity for the program. Working with the SGC, the SPM will schedule training and regular meetings among the CCP Teams.

Team Leads will meet with Crisis Counselors a minimum of twice weekly to review data collections, conduct peer discussions of any individual cases that may require additional referral and/or supervision and to verify and sign timesheets and travel logs. The Team Leaders will report to the RPM in their region. Team Leaders will report to the RPM information about the week's activities, discussions of any severe "pockets" of need identified, i.e. small rural communities that may not have accessed other available services but where there is clear need, and to verify and sign timesheets and travel logs. The Team Leader will rotate participation on each of the Teams to directly observe interactions with citizens and provide additional support.

DMHDDSAS will require all staff engaged with the CCP initiative to complete the "Just in Time" training identified on the SAMHSA CCP website. The Core Content training course required for the ISP, will be provided in a central location to all CCP counselors that are active at the time of the training. Training to be held within 45 days of approval of funding based on scheduling availability of SAMHSA nationally certified trainer. In addition to the required CCP Core Content, DMHDDSAS will take advantage of having the statewide Program staff on site to provide some self-care and wellness strategies that can be used to cope with the stress of the field work. In addition, such stress management will be a part of the Regular Service Program (CCP:RSP) transition training if the grant proceeds to successful transition to CCP:RSP.