

Behavioral Health & Technical Assistance Resource Guide



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

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Overview

The California Governor's Office of Emergency Services (Cal OES), Interagency Recovery Coordination is comprised of six Recovery Support Functions (RSF) teams. The teams are Community Planning & Capacity Building (CPCB), Natural & Cultural Resources (NCR), Health & Social Services (HSS), Economic (ECON), Housing (HSG), and Infrastructure Systems (INF). The role of the RSF teams is to help communities with long-term recovery after disasters strike.

In the last several years, California has experienced unprecedented wildfire impacts. From 2018 through the 2021 wildfire fire season, over 9 Million acres have burned. Local populations have lost 39,704 structures and 139 fatalities have been recorded. Some communities have experienced back to back fires or multiple fire recurrence. Some communities have experienced multiple evacuation orders over the course of the same fire.

Although drought has exacerbated the occurrence of wildfire in California, the unpredictability of wildfire and natural disasters often leaves survivors in a state of shock. During the 2022–2023-year California faced back-to-back extreme weather conditions that almost affected the entire state. Psychological distress is common among survivors as well as socio-economic distress. People may experience Post Traumatic Stress Disorder, PTSD, anxiety, depression. Many may be in a state of denial. Some may turn to substance use that often exacerbates the overall negative impacts on mental health.

Feelings of despair following traumatic experiences can disrupt the fully functioning life of survivors for prolonged periods of time. The most vulnerable populations tend to feel the greatest impacts. Psychological effects are more drastic among children, women, dependent and the elderly populations. Associated symptoms can be severe stress or uncontrollable stress, grief, sadness, or a lack of hope.

The resources compiled within this Guide are trauma informed disaster behavioral health tools that may be helpful in mitigating the social and emotional impacts related to trauma.

Technical Assistance

Disaster Distress Helpline	
Program Description	The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline provides 24/7 crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. The Disaster Distress Helpline is staffed by trained counselors from a network of crisis call centers located across the United States. Callers to the hotline can also connect with counselors in over 100 other languages via 3rd-party interpretation services.
Website	https://www.samhsa.gov/find-help/disaster-distress-helpline
Contact Information	Phone/Text: 1-800-985-5990 Email: DisasterDistress.samhsa.gov

CalHOPE Warm Line	
Program Description	The CalHOPE warm line connects callers to other people who have persevered through struggles with stress, anxiety, depression, including emotions triggered by the COVID-19 pandemic. The peer counselors listen with compassion, provide non-judgmental support, and guide you to additional resources that can give hope and help them cope.
Website	https://www.calhope.org/Pages/default-bak.aspx
Contact Information	Phone: 833-317-4673 Email: calhope@dhcs.ca.gov

CalHOPE Connect	
Program Description	CalHOPE Connect offers safe, secure, and culturally sensitive emotional support for all Californian's who may need support relating to disaster informed loss, including COVID-19. CalHOPE partners with California Mental Health Services Association which has a statewide experienced workforce comprised of peers, community mental health workers, and other non-licensed personnel. Individuals in need of emotional and/or crisis support can receive "visits" by phone, videoconference, smart device, or computer chat. Depending upon needs and situation, family and/or group support sessions are also available. CalHOPE connect offers culturally sensitive emotional support.
Website	https://www.calhopeconnect.org/
Contact Information	24-Hour Suicide and Crisis Lifeline Hotline

	<p>Call or text 988 or chat 988lifeline.org</p> <p>24-Hour Domestic Violence Hotline Phone: 1-800-799-7233</p> <p>CalHope warm line after hours 833-317-4673 Español – 949-776-5520</p>
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CalHOPE Red Line	
Program Description	The CalHOPE Red Line, a peer support program run by the California Consortium for Urban Indian Health (CCUIH), is a phone, chat, and video chat service providing State and local resources, referrals, and trauma-informed support for Urban Indian and Tribal populations. These include resources related to COVID-19, social services, and financial resources. Service is available Monday through Friday, 9:00am - 5:00pm.
Website	https://ccuih.org/redline/
Contact Information	<p>CalHOPE Red Line Phone: 1-888-368-4090 Text: 916-252-5002</p> <p>Jackie Pierson Behavioral Health Coordinator Email: jackie@ccuih.org Phone: 415-345-1205 (Ext.1031)</p>

First Responders:

Psychological First Aid (PFA) Mobile	
Program Description	<p>The Psychological First Aid (PFA) Mobile app lets community service workers or responders review guidelines and assess their readiness to deliver PFA in the field. The app provides additional support when community service workers or responders are in the field by providing tips on different survivor groups (infant/toddler, preschool, school-age, adolescent, adult) and keeping track of survivor concerns and referral needs. Resource links are included to facilitate referrals.</p> <p><i>PFA Mobile™</i> supplements other resources that trained individuals utilize before, during, and after a disaster response.</p>

Website	https://www.nctsn.org/resources/pfa-mobile
Contact Information	The National Child Traumatic Stress Network (nctsn.org) 11150 W. Olympic Blvd., Suite 650 Los Angeles, CA 90064 Phone: 310-235-2633 Fax: 310-235-2612

Skills for Psychological Recovery (SPR) Online Training

Program Description	<p>Skills for Psychological Recovery is a free course that aims to assist behavioral health providers support survivors with skills to manage distress and cope with post-disaster stress and adversity. This course utilizes skills-building components that have shown to be helpful in a variety of post-trauma situations.</p> <p>Research suggests that a skills-building approach is more effective than supportive counseling. SPR is appropriate for developmental levels across the lifespan and is culturally informed.</p>
Online Instructions	<p>The course is free, but to access one must create an account.</p> <p>To view in the National Child Traumatic Stress Network Learning Center:</p> <div style="background-color: #0070C0; color: white; padding: 2px 10px; display: inline-block; text-align: center;"> view on the learning center </div> <ul style="list-style-type: none"> Click on the link above. Login or create an account After logging in, you will be able to view the course. <p>On the far right click on:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Popular</p> <div style="display: flex; align-items: flex-start;"> <div style="width: 30px; height: 30px; background-color: #ccc; margin-right: 5px;"></div> <div> <p>Skills for Psychological Recovery (SPR) Online</p> <p>Skills for Psychological Recovery (SPR) is a 5-hour interactive course designed for providers to help survivors gain skills to manage distress and cope with post-disaster stress and adversity. This course is for individuals who want to learn about using SPR, learning the goals and rationale of each ...</p> </div> </div> </div>
Website	https://www.nctsn.org/resources/skills-psychological-recovery-spr-online
Contact Information	The National Child Traumatic Stress Network (nctsn.org) 11150 W. Olympic Blvd., Suite 650 Los Angeles, CA 90064 Phone: 310-235-2633 Fax: 310-235-2612

Center on Positive Behavioral Interventions & Supports

Program Description	<ul style="list-style-type: none"> Delivering a continuum of technical assistance (TA) to SEAs and LEAs, including federal grantees, to build local capacity to implement, sustain, and scale PBIS. Engaging multiple and diverse perspectives and lived experiences in TA, implementation, and evaluation. Creating freely available resources (assessments, briefs, guides, and tools) to assist educators in implementing and sustaining PBIS across an extended array of contexts. Providing model demonstrations of implementation of tiered PBIS framework and improved outcomes (e.g., social, emotional, behavioral, and academic growth). Extending the lessons learned from PBIS implementation to the broader agenda of educational improvement and improved quality of life for students, families, and educators.
Website	https://www.pbis.org/
Contact Information	Email: info@pbisca.org

A Guide to Compassionate and Empathic Dialogue

Program Description	This complete guide, and the accompanying quick reference materials, will help responders learn how to begin a dialog with a compassionate approach and empathic engagement lens with fellow workers, survivors, and volunteers.
Website	<p>Quick Reference: https://files.asprtracie.hhs.gov/documents/guide-compassional-empathic-dialog-flash-card-508.pdf</p> <p>Complete Guide: https://files.asprtracie.hhs.gov/documents/guide-compassionate-and-empathic-dialogue-508.pdf</p>
Contact Information	Email: askasprtracie@hhs.gov

Educators:

National Center on Safe Supportive Learning Environments	
Program Description	<ul style="list-style-type: none"> • Help State and local educational agencies improve the achievement of preschool, elementary, and secondary school students • Support equal access to services to help every child achieve. Congress has directed us to pay particular attention to children who are from low-income families, have disabilities or developmental delays, are educationally disadvantaged, or are English Learners, Native American, migrant, homeless, or in foster care • Advance educational improvement at the State and local levels; and • Provide financial assistance to local educational agencies whose local revenues are affected by Federal activities.
Website	https://oese.ed.gov/resources/
Contact Information	Contact Us - Office of Elementary and Secondary Education

Office of Elementary and Secondary Education	
Program Description	<p>OESE provides technical assistance support and resources through a variety of technical assistance centers working directly with local and state educational agencies, schools, communities, and parents. On this page, you will find information about specific resources, organized by topic, and intended audience. Resources include websites, webinars, guidance documents, practice briefs and tools created by OESE, our technical assistance Centers and other partners across the Department and government to support K-12 education programs.</p>
Website	https://oese.ed.gov/resources/
Contact Information	Contact Us - Office of Elementary and Secondary Education

Center to Improve Social and Emotional Learning and School Safety WestEd

Program Description	The Center has compiled this list of external, individual resources to support states, districts, and schools as they serve students throughout the COVID-19 pandemic.
Website	https://selcenter.wested.org/resource/covid-19-resources/
Contact Information	Website: https://selcenter.wested.org/contact-us/

Child Welfare Agency Resource:

A Toolkit for Child Welfare Agencies to Help Young People Heal and Thrive During and After Natural Disasters

Program Description	This Toolkit is for child welfare staff, supervisors, and administrators who work with and on behalf of children, youth, and families who experience a natural disaster. The information and resources included in the Toolkit provide evidence- and trauma-informed guidance for promoting positive outcomes for children and youth who experience natural disasters.
Website	https://www.childtrends.org/publications/toolkit-child-welfare-agencies-natural-disasters
Contact Information	Email: sruss@childtrends.org Website: https://www.childtrends.org/about-us/contact

Community Leader Resource:

Protecting Youth Mental Health

Program Description	Supporting the mental health of our nation's youth is a major priority for the Surgeon General. In a new Surgeon General's Advisory, available below, Dr. Vivek Murthy calls for a whole-of-society effort to mitigate the mental health impacts of the pandemic, to address longstanding challenges, and to prevent future mental health challenges. The advisory outlines actionable steps for young people and their families and caregivers, schools, health leaders, community organizations, funders, media and technology companies, employers, and governments to protect youth mental health. All of us have a role to play.
Website	https://www.hhs.gov/surgeongeneral/reports-and-publications/youth-mental-health/index.html

	https://www.hhs.gov/sites/default/files/surgeon-general-youth-mental-health-advisory.pdf
Contact Information	Phone: 202-401-7529 Email: surgeongeneral@hhs.gov

Parent and Caregiver Resources:

Trinka and Sam: The Big Fire	
Program Description	Helps young children and their families talk about feelings and worries they may have after experiencing a large-scale fire, like a wildfire. This children's book describes some of Trinka's and Sam's reactions and talks about how their parents help them to express their feelings and feel safer. A caregiver guide is available in the back of the book that provides ways parents can use the story with their children
Website	https://www.nctsn.org/resources/trinka-and-sam-big-fire
Contact Information	Phone: 310-235-2633

After a Crisis: Helping Young Children Heal	
Program Description	Offers tips to parents on how to help young children, toddlers, and preschoolers heal after a traumatic event.
Website	https://www.nctsn.org/resources/after-crisis-helping-young-children-heal
Contact Information	Phone: 310-235-2633

Age-Related Reactions to a Traumatic Event	
Program Description	Describes how young children, school-age children, and adolescents react to traumatic events and offers suggestions on how parents and caregivers can help and support them.
Website	https://www.nctsn.org/resources/age-related-reactions-traumatic-event
Contact Information	Phone: 310-235-2633

Preparing Children After a Wildfire Damages Your Community

Program Description	Offers guidance to parents and caregivers on deciding whether or not a child should return to their home or neighborhood after it was damaged in a wildfire.
Website	https://www.nctsn.org/resources/preparing-children-after-a-wildfire-damages-your-community
Contact Information	Phone: 310-235-2633

Simple Activities for Children and Adolescents

Program Description	Offers activity ideas to parents and caregivers whose families are sheltering in place, social distancing, and homeschooling due to school closures amidst the COVID-19 outbreak
Website	https://www.nctsn.org/resources/simple-activities-children-and-adolescents
Contact Information	Phone: 310-235-2633

Help Kids Cope (Disaster Mobile App)

Program Description	Helps parents talk to their kids about the disasters they may face and know how best to support them throughout—whether sheltering-in-place at home, evacuating to a designated shelter, or helping your family heal after reuniting. This mobile app is also a great resource for teachers and other professionals involved in children's lives.
Website	Help Kids Cope The National Child Traumatic Stress Network (nctsn.org)
Contact Information	Phone: 310-235-2633

PFA: Parent Tips for Helping Adolescents

Program Description	Is a handout from <i>Psychological First Aid Field Operations Guide</i> (PFA). This handout provides parents with common reactions after a disaster, ways to respond to those reactions, and examples of things you can say to your adolescent.
Website	PFA: Parent Tips for Helping Adolescents The National Child Traumatic Stress Network (nctsn.org)
Contact Information	Phone: 310-235-2633

PFA: Parent Tips for Helping Infant and Toddlers after Disasters

Program Description	Is a handout from <i>Psychological First Aid Field Operations Guide</i> (PFA). This handout provides parents with common reactions after a disaster, ways to respond to those reactions, and examples of things you can say to your infants or toddlers
Website	PFA: Parent Tips for Helping Infants and Toddlers after Disasters The National Child Traumatic Stress Network (nctsn.org)
Contact Information	Phone: 310-235-2633

Parent Guidelines for Helping Children Impacted by Wildfires

Program Description	Offers parents guidance on helping their children after a wildfire. This fact sheet describes common reactions children may have after a wildfire, what to do to help, and self-care tips for parents.
Website	Parent Guidelines for Helping Children Impacted by Wildfires The National Child Traumatic Stress Network (nctsn.org)
Contact Information	Email: info@nctsn.org

Tips for Families on Addressing Anniversaries

Program Description	Offers parents and caregivers information about ways that children may respond to the anniversary of a traumatic event. This tip sheet tells parents about what to look for before the anniversary of an event, who might need special support, and how they can support their families.
Website	Tips for Families on Addressing Anniversaries The National Child Traumatic Stress Network (nctsn.org)
Contact Information	Email: info@nctsn.org

Juvenile Justice Agency Resource:

A Toolkit for Juvenile Justice Agencies to Help Young People Heal and Thrive During and After Natural Disasters	
Program Description	Helps juvenile justice agencies support children and youth during and after natural disasters. This toolkit is for juvenile justice staff, supervisors, and administrators who work with and on behalf of children, youth, and families who experience a natural disaster. The information and resources included in the toolkit provide evidence- and trauma-informed guidance for promoting positive outcomes for children and youth who experience natural disasters.
Website	Available in English and Spanish: A Toolkit for Juvenile Justice Agencies to Help Young People Heal and Thrive During and After Natural Disasters - Child Trends – ChildTrends
Contact Information	Contact Us - Child Trends – ChildTrends