### Appendix C: Allowable Crisis Counseling Assistance and Training Program (CCP) Services

#### Brief Educational or Supportive Contact
- Lasts for fewer than 15 minutes.
- Provides basic educational or emotional support to individuals or groups related to disaster reactions.

#### Individual Crisis Counseling
- Lasts for more than 15 minutes.
- Helps disaster survivors understand their situation and reactions, review their options, and connect with other individuals and agencies that may assist them.
- Includes working with an individual or family unit.
  - Involves active listening by staff, who provide emotional support, identify and teach coping skills and stress management techniques, and help prioritize needs for the survivors.

#### Group Crisis Counseling
- Provides group members with emotional support and helps them to understand their situation and reactions and to review their options.
- May involve group activities, which must be appropriate to the age category and may be on emotional or practical concerns.
- Assists group members by referring them to other services and provides them with skills to cope with their situation and reactions.
- Involves situations in which group members do most of the talking.

#### Public Education
- Provides general educational information to survivors on disaster services available and key concepts of disaster behavioral health.
- May involve such common activities as public speaking at community forums, in-service group meetings, and local government meetings.
- Involves situations in which a crisis counselor does most of the talking and is presenting information.

#### Assessment, Referral, and Resource Linkage
- Assessment determines the need for referral to additional services, such as disaster relief or traditional mental health or substance use treatment.
- Referral directs survivors to formal mental health or substance use treatment if they are experiencing severe reactions.
- Referral may also direct survivors to other disaster relief resources that meet a wide range of physical, structural, or economic needs.
- Resource linkage connects disaster survivors with health and behavioral health services, disaster recovery resources, and tangible goods.
### Community Networking and Support
- Networking allows for stronger community coalitions to promote recovery and access to services.
- Crisis counselors may be available at community events to provide a compassionate presence and crisis counseling services.
- These services involve coordinating with school personnel, community centers, community leaders, and/or faith-based organizations in order to provide crisis counseling services.

### Distribution of Educational Materials
- Typically includes flyers, brochures, tip sheets, guidance documents, or website content.
- Includes topics such as basic disaster information, key concepts of disaster behavioral health, disaster reactions and coping skills, and individual or community recovery or resilience.
- Should include materials that address the needs of special populations and are available in multiple languages.
- Does not include data collection tools, such as the Participant Feedback Survey and Provider Feedback Survey forms.

### Media and Public Service Announcements
- This category of services refers to activities and public messaging conducted in partnership with media, state and local governments, charitable organizations, or other community brokers of information.
- Activities and messaging are designed to reach a large number of people in order to promote access to CCP services or to provide basic information concerning disaster, key concepts of disaster behavioral health, disaster reactions and coping skills, and individual or community recovery and resilience.
- Venues for this messaging are varied and might include media interviews with CCP spokespeople, television or radio public service announcements, use of websites or email, advertising, and social media such as Facebook and Twitter.