

COVID-19 Crisis Counseling Assistance and Training Program (CCP)

Monday, February 1, 2021
12:00 PM – 1:00 PM



This Bidders Conference is being recorded.

Agenda

- Welcome and Introductions
- Overview of CCP
- CCP Training and Reporting
- Chat Platform
- Learning Management System (LMS)
- Next Steps and Closing

Overview

- The California Mental Health Services Authority (CalMHSA) is a Joint Powers Authority (JPA) of the County & City Public Mental Health Departments.
- CalMHSA in partnership with the Federal Emergency Management Agency (FEMA) and state of California Department of Health Care Services (DHCS), is seeking proposals from potential contractors with the experience and expertise to rapidly implement the [FEMA Crisis Counseling Assistance and Training Program \(CCP\)](#) to provide non-clinical emotional and crisis support in response to the ongoing COVID-19 pandemic and associated stressors.
- CCP is one component of the larger CalHOPE response to the COVID-19 pandemic.
- The CCP is currently scheduled to provide services through August 8, 2021. A total of \$26,227, 601.78 will be awarded to CCP providers.

CCP Goals

- Assist individuals and communities in recovering from the effects of natural and human-caused disasters
- Assist survivors in understanding their current situation and reactions, mitigating stress, developing coping strategies, providing emotional support, and encouraging linkages with resources and longer-term supportive services.
- Provide community outreach and support for hardships caused by COVID-19
- Provide statewide community outreach and support leveraging a virtual service delivery.

CalHOPE and CCP

- Immediate Services Program – March to November- \$6 million Media
 - Warm Line
 - Website
- COVID-19 CCP Regular Service Program November 2020 to August 2021
- \$70 million Two Fire Declarations of Emergency covering 20 Counties
- Normalize the stress, anxiety and support people feeling the impact of isolation, physical health issues, economic uncertainty, food insecurity-
ultimately prevent a wave of deaths of despair!

CalHOPE and CCP

**Warm Hand Off to
Treatment Services**

CalHOPE Support-
Up to six concordant sessions,
American Indian Native Alaskan,
CalHOPE Student Support

**CalHOPE
Peer Warm Line**

www.calhope.org
Together for Wellness

CalHOPE Media
Broad and Targeted Messaging

Compassion. Action. Change.



CCP Training and Reporting

- Federal CCP Online Toolkit: <https://www.samhsa.gov/dtac/ccp-toolkit>
 - Includes General CCP Information
 - Includes CCP Management Training
 - Includes CCP Counselor Training
 - Includes Data Forms and Training
- Just In Time Web-Based Training
- Federal CCP Online Data Collection and Evaluation System (ODCES)

Chat Platform

The screenshot shows the CalHope Connect website. At the top left is the logo for CalHope Connect, which includes a map of California and the text "CalHope Connect Confidential Peer Support". To the right of the logo are navigation links: "HOME", "FREQUENTLY ASKED QUESTIONS", "POPULATIONS", and a prominent orange "LIVE CHAT" button. Below the navigation is a large banner with a sunset background. The word "Connect" is written in large white letters. Underneath the banner is a section titled "CONNECTIONS FOR YOU:" in white text on an orange background. Below this title is a dark grey horizontal bar containing eight categories of support: "African American / Black", "Asian and Pacific Islanders", "General", "Latino / Latinx", "LGBTQ+ Community", "Older Adult", "Veterans", and "Young Adult". At the bottom of the banner, there is a white text box with the message "If you need somebody to talk to, you can find trained supportive peers here:" and a white "LIVE CHAT" button.

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Learning Management System (LMS)

- LMS available to CCP Partners
- Trainings that support CCP but not required by FEMA/SAMHSA
- No fee to use
- Access levels: learner, teacher and coordinator
- Export trainings completed (individual or organization wide)
- Additional information with registration will be sent upon execution of the contract

Next Steps

- Follow-up with each potential CCP Provider
 - Confirm FTE requests
 - Confirm CCP to Admin ratio
 - Pre-contract execution work

Questions

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