

COVID-19 RSP 4482 Crisis Counseling Program Guidance for CalMHSA Counseling Subcontractors, G-1

Refer to [Federal CCP Online Toolkit](#) for any questions on federal requirements, forms, or trainings.

The federal Crisis Counseling Program (CCP) Online Toolkit provides information and trainings regarding the CCP. The numerous trainings provided by SAMHSA seek to inform state and local CCP partners about the rules and structure of the CCP, the data system required of CCP grantees to use (ODCES), the forms required to be completed, and training for counselors to provide non-clinical emotional and crisis support in response to disasters, including the ongoing COVID-19 pandemic and associated stressors.

All Administrative Staff Complete SAMHSA: [Management Training Course](#)

Federal CCP Online Data Collection and Evaluation System (ODCES), CalMHSA Contact: [Katie Daley; katie.daley@calmhsa.org](mailto:katie.daley@calmhsa.org)

All ODCES trainings are available online and can be completed at any time.

1. Obtain ODCES log-in passwords for administrative staff from Katie Daley.
2. Complete [ODCES State Staff Training](#) at bottom of this linked page.
3. Subcontractors' administrative staff will set-up accounts for their CCP counselors.
4. See *Tips for ODCES and Mobil App Users* at top of Data Form Training Page on ODCES.
5. See [CCP ODCES Job Aid](#)
6. Complete [Mobile App Data Collection Trainings](#), both admin staff and counselors.
7. See [CCP Mobile App FAQs](#) at bottom of above page.
8. Complete [Assessment and Referral Tools Training](#)

Additional Federal Trainings for Administrative Staff and Counselors, CalMHSA Contact: [Kim Flores, kim.flores@calmhsa.org](mailto:kim.flores@calmhsa.org)

Who's required to complete the trainings? All staff must complete the Just-in-Time Training. CCP counselors, Program Coordinators and any other staff involved in oversight of the counselors, must attend all the trainings.

1. [Just-in-Time Training](#). Save Certificate of completion and upload to LMS. LMS is still in development, we will notify you when certificates can be uploaded.
2. [Data Forms Training](#)
3. **Core Content Training:** to be provided by FEMA Trainers, March 23-24, Spanish interpretation will be available. Please register in advance via the links below. *You must participate in both days to complete the training.* Trainings will be recorded and can be viewed at a later time, however, we encourage you to attend the live trainings.

Core Content | March 23-24, 2021 from 12:00 to 4:00pm PST on each day

- Register for 3/23: https://zoom.us/meeting/register/tJEtcOyprjMsHtTWClcF1s1SGsh_cXJ-NRO3
- Register for 3/24: <https://zoom.us/meeting/register/tJArc--gpzorGdxlyxBwROhixLYm0DcL27yK>

Please keep a record of staff names & CCP RSP role (i.e. counselor, lead, coordinator). All trainings will be held virtually & will be recorded for later reference. Also, please save the date & register in advance for the other required CCP RSP trainings listed below:

Transition & Mid-Program

- April 6-7, 2021 from 12:00 to 4:00pm PST on each day
 - Register for 4/6: <https://zoom.us/meeting/register/tJwudOuvpj4qG9SvbmYTNRtv3Tk6vwwthJJ>
 - Register for 4/7: <https://zoom.us/meeting/register/tJEvceihpj0qHdA7cJ0Gbb66A16vm6I86WCR>
- April 13-14, 2021 from 12:00 to 4:00pm PST on each day
 - Register for 4/13: https://zoom.us/meeting/register/tJwlfu2qrj0oGNFs6L6y_IAYNZOyLd9FLak
 - Register for 4/14: https://zoom.us/meeting/register/tJ0sceGtqD4pHtJI95d_RUhpj8eJ6XpJ5shZ

Anniversary & Phasedown

- June 15-16, 2021 from 12:00 to 4:00pm PST on each day
 - Register for 6/15: <https://zoom.us/meeting/register/tJAtcOuvrTsqGdad6dmszs9zn4Fr36gzY-wo>
 - Register for 6/16: https://zoom.us/meeting/register/tJcrd-ivqzktE9Nss98jDnPH_WdCKj6Mo_M8
- 4. Encourage staff to watch the six [SAMHSA CCP Training Videos](#), located at the bottom of this link. These videos are to help crisis counselors build essential CCP skills, and include a [stress management video](#) that we strongly encourage all staff to watch.

[CalHOPE Connect Chat App Training](#), CalMHSA Contact: Lorena Campos, Lorena.Campos@calmhsa.org

CalMHSA will provide a training for the CalHOPE Connect Chat App on Wednesday, March 10th from 12-1pm. This will be recorded for later viewing. CalMHSA has developed 3 manuals for the Chat App and manuals will be sent prior to training. Chat App will go live on March 15th.

1. Obtain password for administrative access to CalHope Chat App from CalMHSA.
2. Assign passwords to CCP counselors and assign counselors to the appropriate target population in the app (i.e. African-American, Veterans). Counselors can and should be added to multiple populations. Make sure your counselors cover all the target populations you agreed to cover in your contract.
3. Program coordinators and counselors read through the appropriate CalHope Connect User Guides. There is a separate guide for supervisors, or program coordinators.
4. Subcontractors are encouraged to practice on the app among their staff.
5. Subcontractors' supervisor or program coordinator add organization's sessions to the App's calendar and regularly update it. Directions are included in the Supervisor's Manual.