



STATE OF CONNECTICUT FEMA Crisis Counseling Assistance and Training Program (CCP) for Individuals Experiencing Homelessness

FREQUENTLY ASKED QUESTIONS (FAQs) July 2020 (Version 1.0)

The Department of Mental Health and Addiction Services (DMHAS) has received funding through Federal Emergency Management Agency (FEMA) for a short-term Crisis Counseling Assistance and Training Program (CCP) to work with individuals experiencing homelessness/housing instability throughout the state. The program is administered by Advanced Behavioral Health, Inc. and the crisis counselors are employed by six (6) agencies throughout the state.

1. WHO SHOULD BE REFERRED TO THE PROGRAM AND HOW?

The target population is individuals experiencing homelessness, primarily those who have been impacted by social distancing policies resulting in temporary relocation to a hotel or other facility. Crisis Counselors will participate in regional Coordinated Access Networks (CAN) meetings, where referrals can be identified.

Individuals can also self-refer through 2-1-1 and will be directed to a Team Lead for connection to a local Crisis Counselor

2. WHAT IS THE CCP MODEL?

Crisis Counselors will use the CCP model which is based on responding to natural disasters. The model is strengths-based, anonymous, outreach-oriented, culturally aware, conducted in non-traditional settings designed to strengthen linkages with existing community supports systems based on an assumption of material resilience and competence.

3. WHAT ASSISTANCE WILL THE CRISIS COUNSELORS PROVIDE?

Staff will provide short term outreach-oriented interventions focusing on:

- Brief Contacts
- Educational or Informative Contacts
- Individual / Group Crisis Counseling Encounters
- Assessment, Referral, and Resource Linkage
- Community Support and Networking
- Public Education including development and distribution of educational materials

- 4. WHAT IS THE DURATION OF THE CCP?** It is important to remember that the CCP is a short-term 60-day service model. The program can be extended by FEMA for up to nine (9) additional months.
- 5. IS THE CCP THE SAME AS CASE MANAGEMENT?** Crisis Counselors offer services specifically related to the disaster, and educate, inform and support survivors to problem solve, prioritize needs, and improve communication skills to empower survivors to advocate for themselves. The intent of CCP resource linkage services is to assist disaster survivors in accessing resources without developing the expectation of a long-term relationship and a structured case plan.
- 6. IS THE CCP THE SAME AS TRADITIONAL MENTAL HEALTH TREATMENT?** Crisis Counselors support survivors in understanding their current situation and reactions, mitigating stress, developing coping strategies, providing emotional support, and encouraging linkages with other individuals and agencies that help survivors in their recovery process. The CCP is community based, does not diagnose but instead uses a psycho-educational approach, and does not keep identifying records.

The FEMA CCP is funded by the CT Department of Mental Health and Addiction Services (DMHAS)