



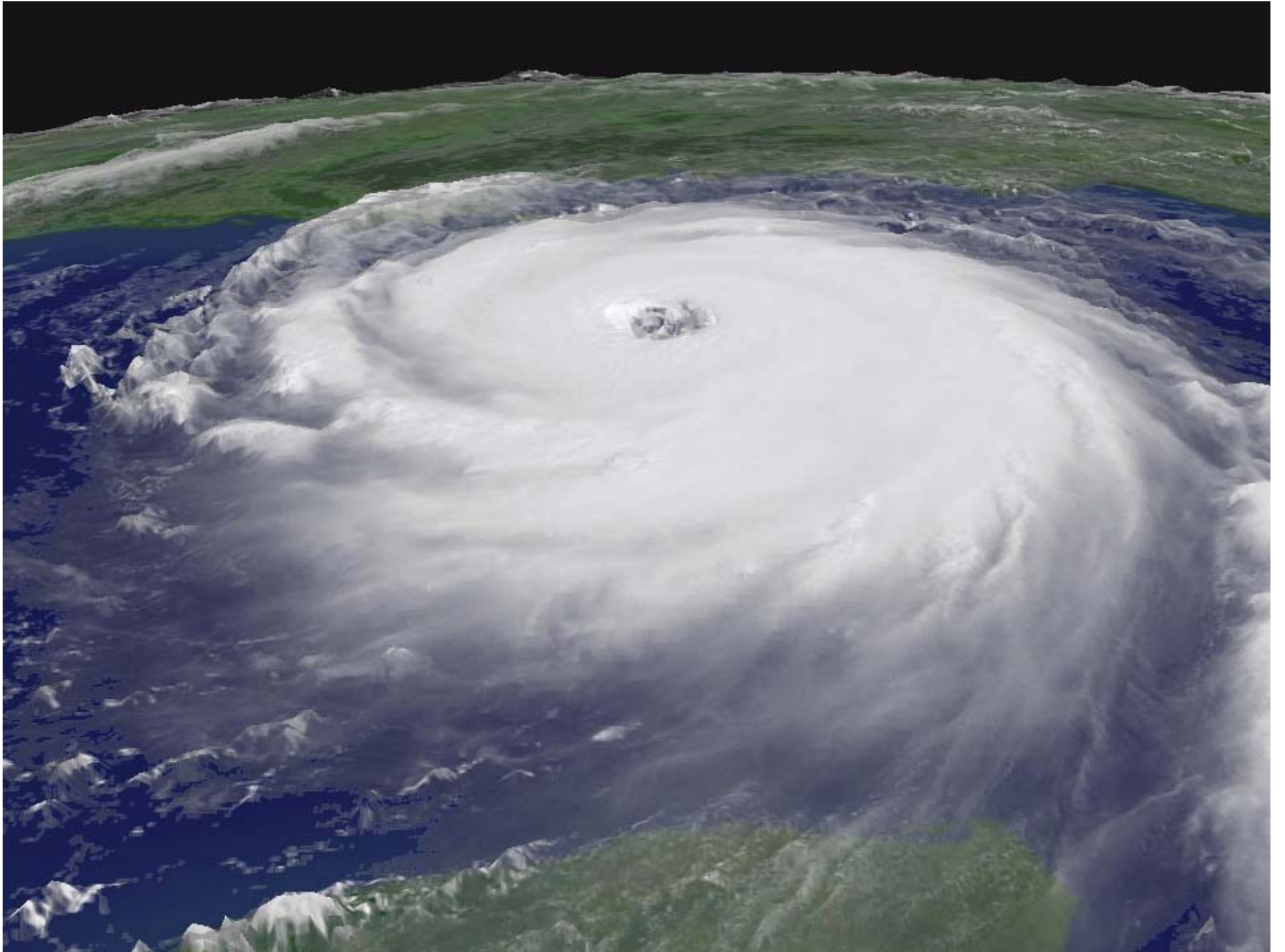
## **Crisis Counseling for Hurricane Survivors**

Southern Regional Conference on Mental Health Statistics

November 7

New Orleans, Louisiana

Anthony H. Speier, Ph.D.



# What is Louisiana Spirit?

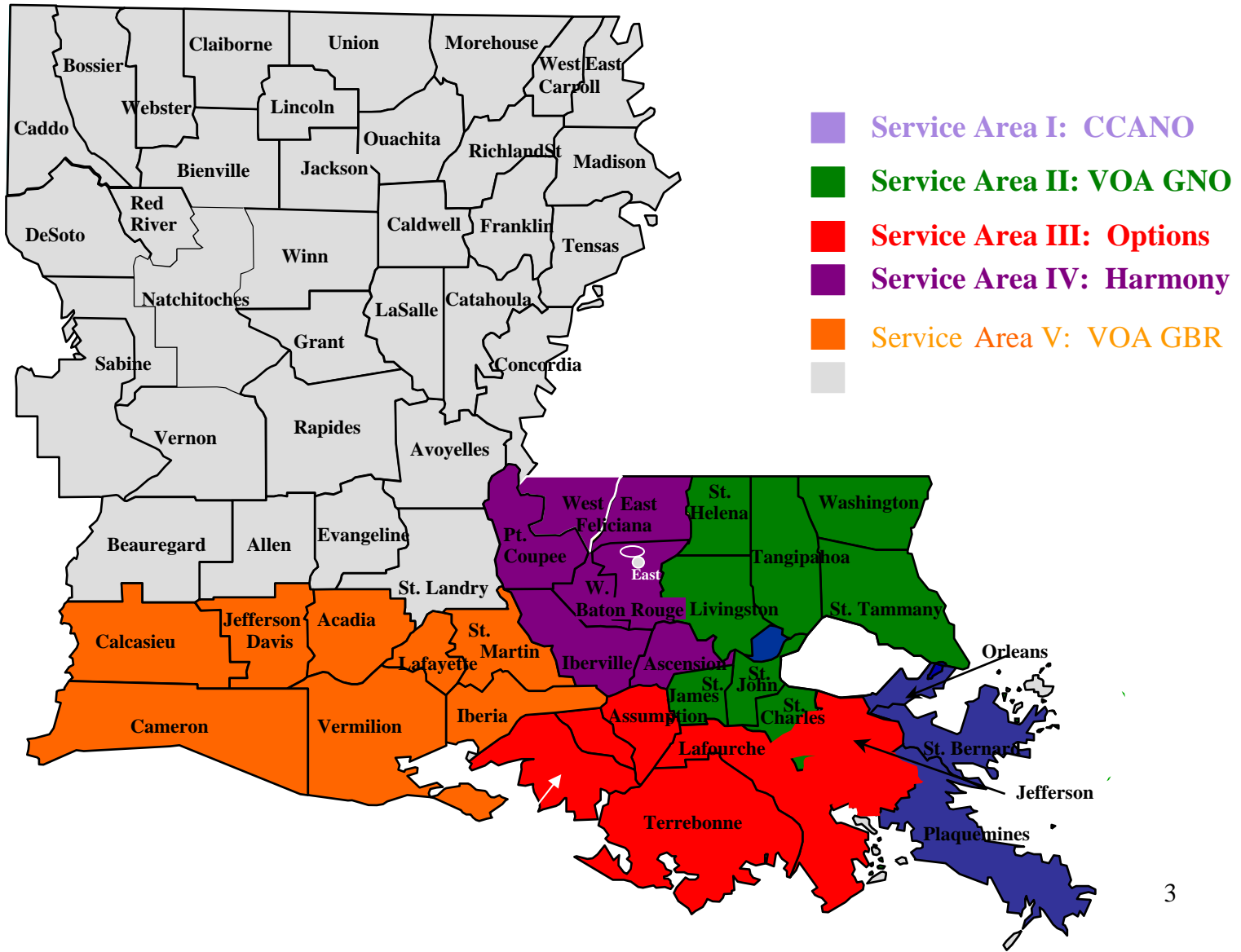
- Louisiana Spirit is an outreach crisis counseling program designed to address the emotional and mental health needs of those impacted by Hurricanes Katrina and Rita.
- It is funded through the Federal Emergency Management Agency (FEMA) and administered through the Substance Abuse and Mental Health Services Administration, Center for Mental Health Services (CMHS).

# ISP and RSP Grant Awards

- The State of Louisiana was awarded a total of
  - **\$19,990,655** for the Immediate Services Program through August 31, 2006.
  - **\$34,651,835.00** for Regular Services Program (RSP) for Hurricane Katrina parishes.
  - **\$2,308,237** for Hurricane Rita parishes.
  - **\$ 2,044,724** for the Undeclared Parishes (Northern Louisiana).
  - A total of **\$39,004,796** for ongoing RSP services.
  - Louisiana Spirit CCP funds are targeted to the residents of all 64 parishes affected by the devastation of Hurricanes Katrina and Rita.

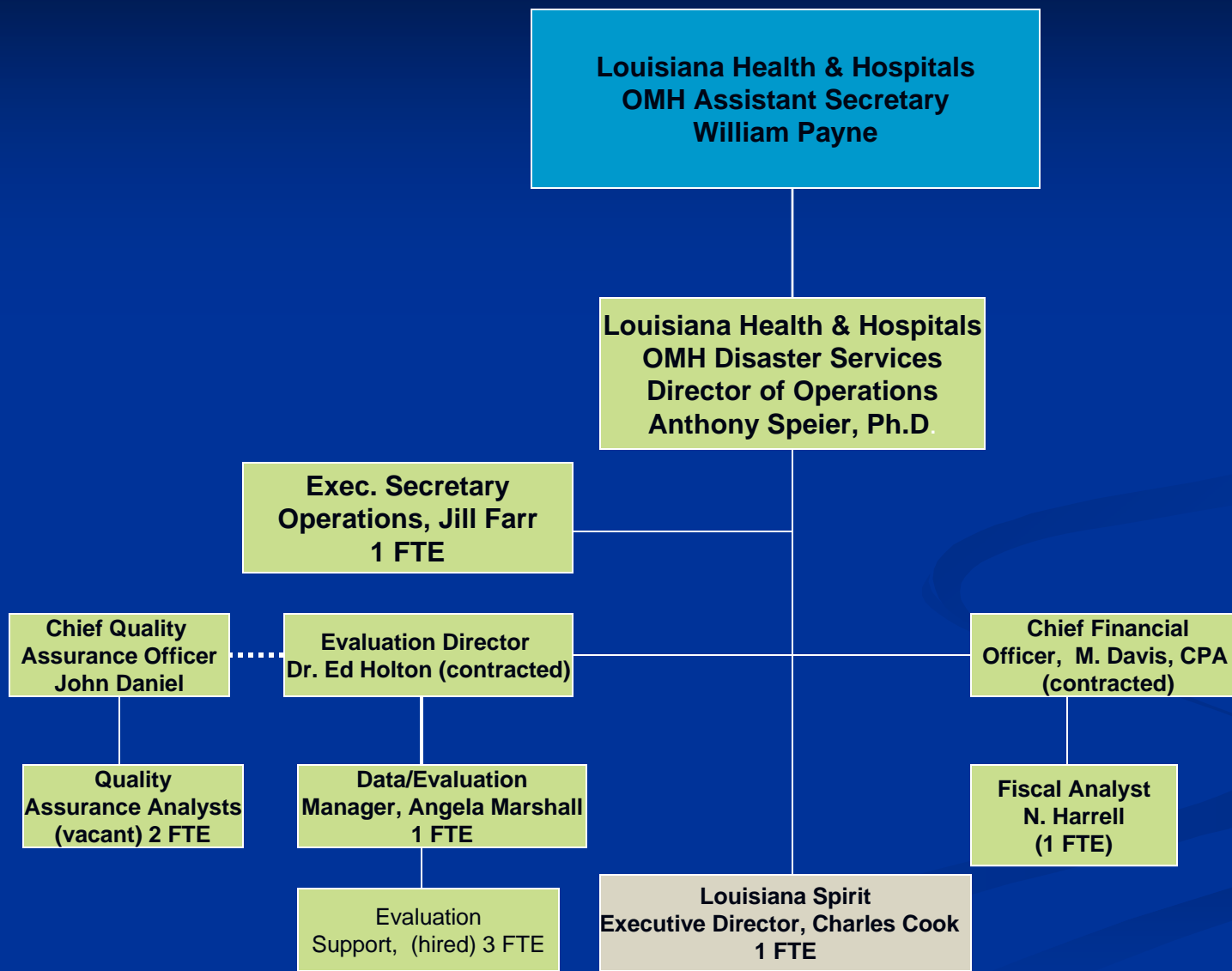
# Staff and Core Service Providers

- Louisiana Spirit Hurricane Recovery program currently employs a diverse workforce of over 500 staff, primarily Crisis Counselors and Outreach Workers.
- Six Provider Agencies in designated service areas:
  - **Louisiana State University Health Science Center (LSUHSC) Department of Psychiatry,**
  - **Catholic Charities Archdioceses of New Orleans,**
  - **Harmony Family Support & Outreach Services,**
  - **Options for Independence , Inc.,**
  - **Volunteers of America of Greater Baton Rouge**
  - **Volunteers of America of Greater New Orleans.**



# Louisiana Spirit Organization Chart 1

## Statewide Oversight, Implementation & Integration

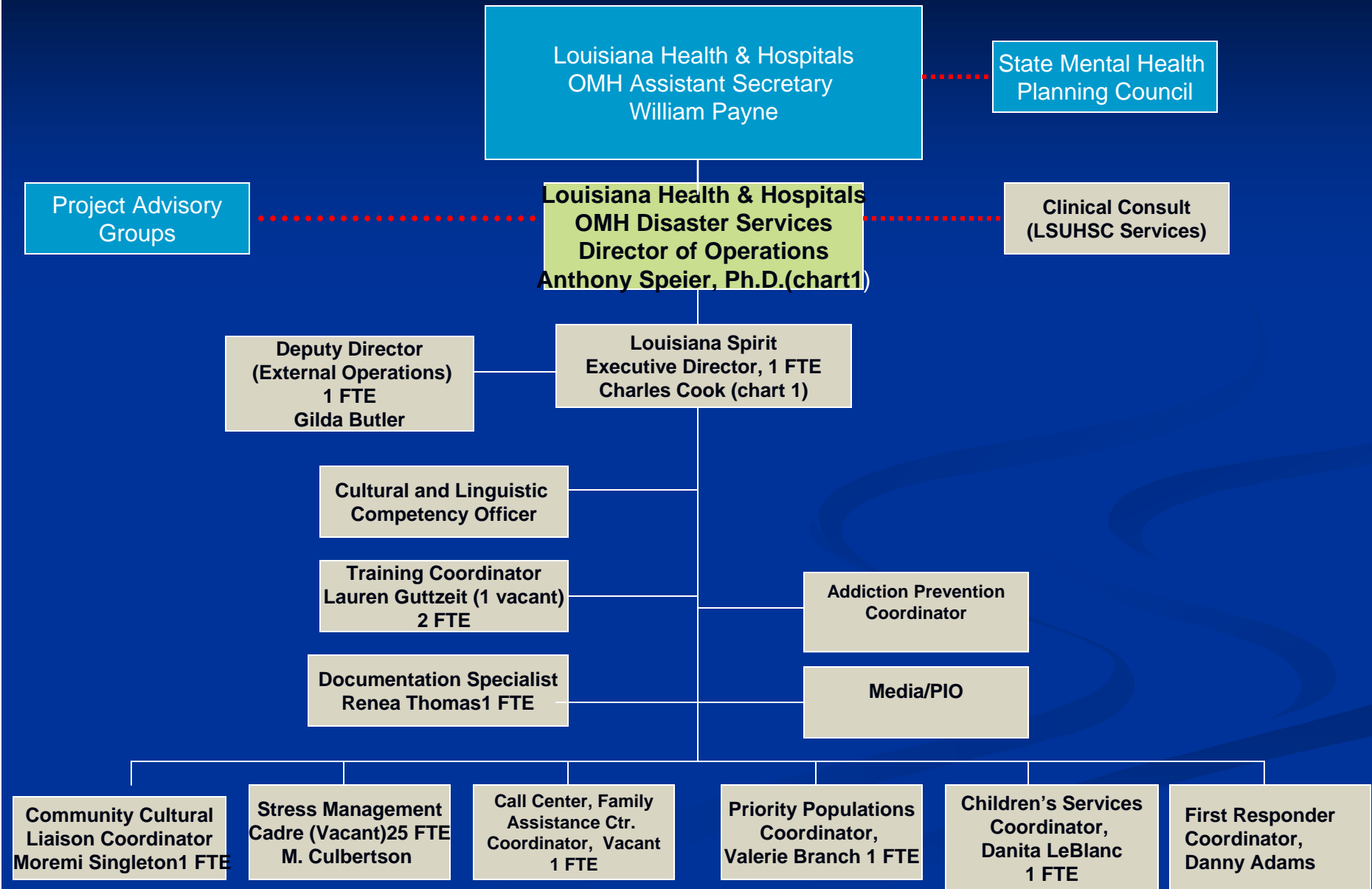


LA SPIRIT STAFF CHART 1 = 10.5  
Total Charts 1&2 = 83.5

Continued on Chart 1A, 2, & 3

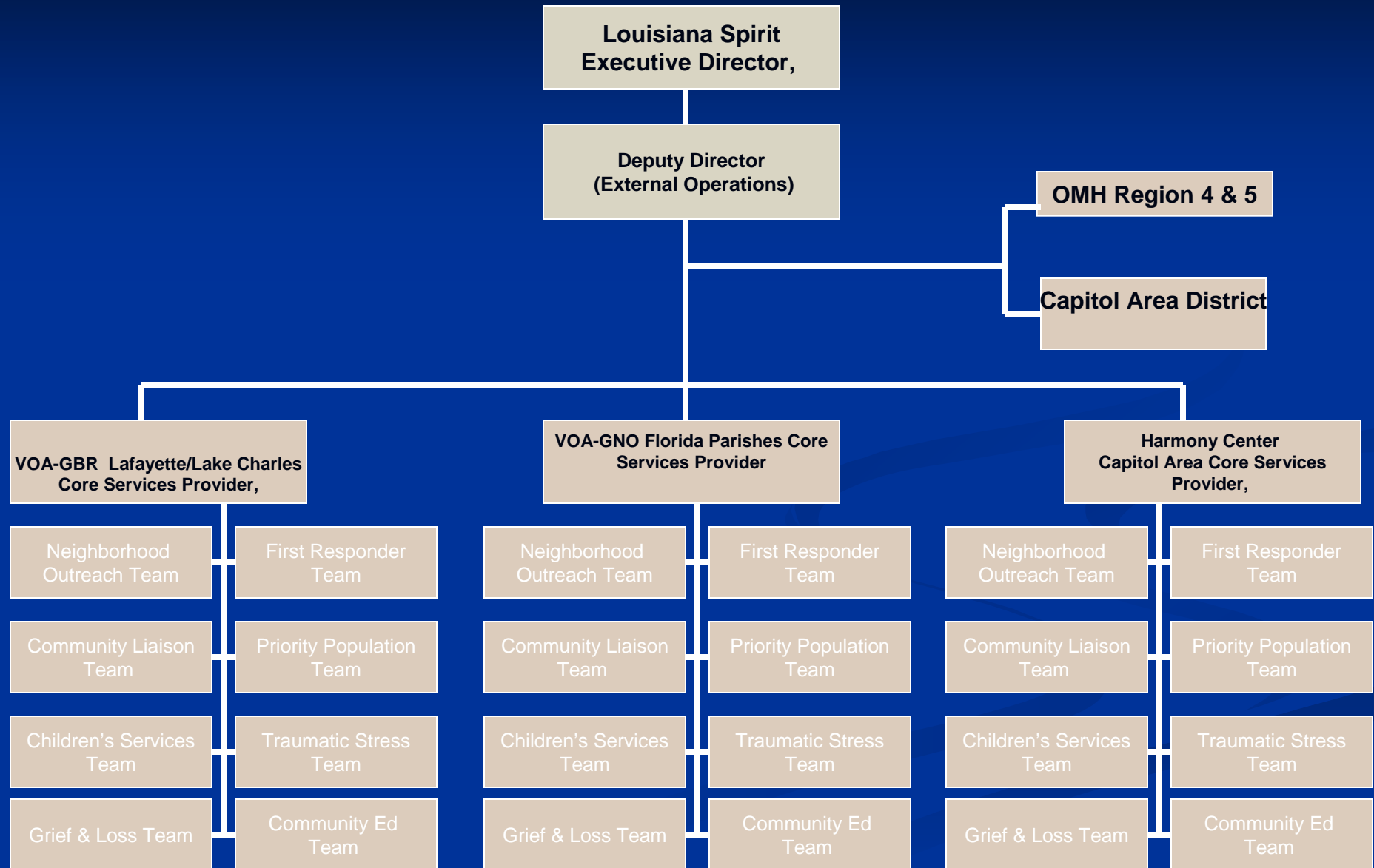
# Louisiana Spirit Organization Chart 1a

## Statewide Project Operations



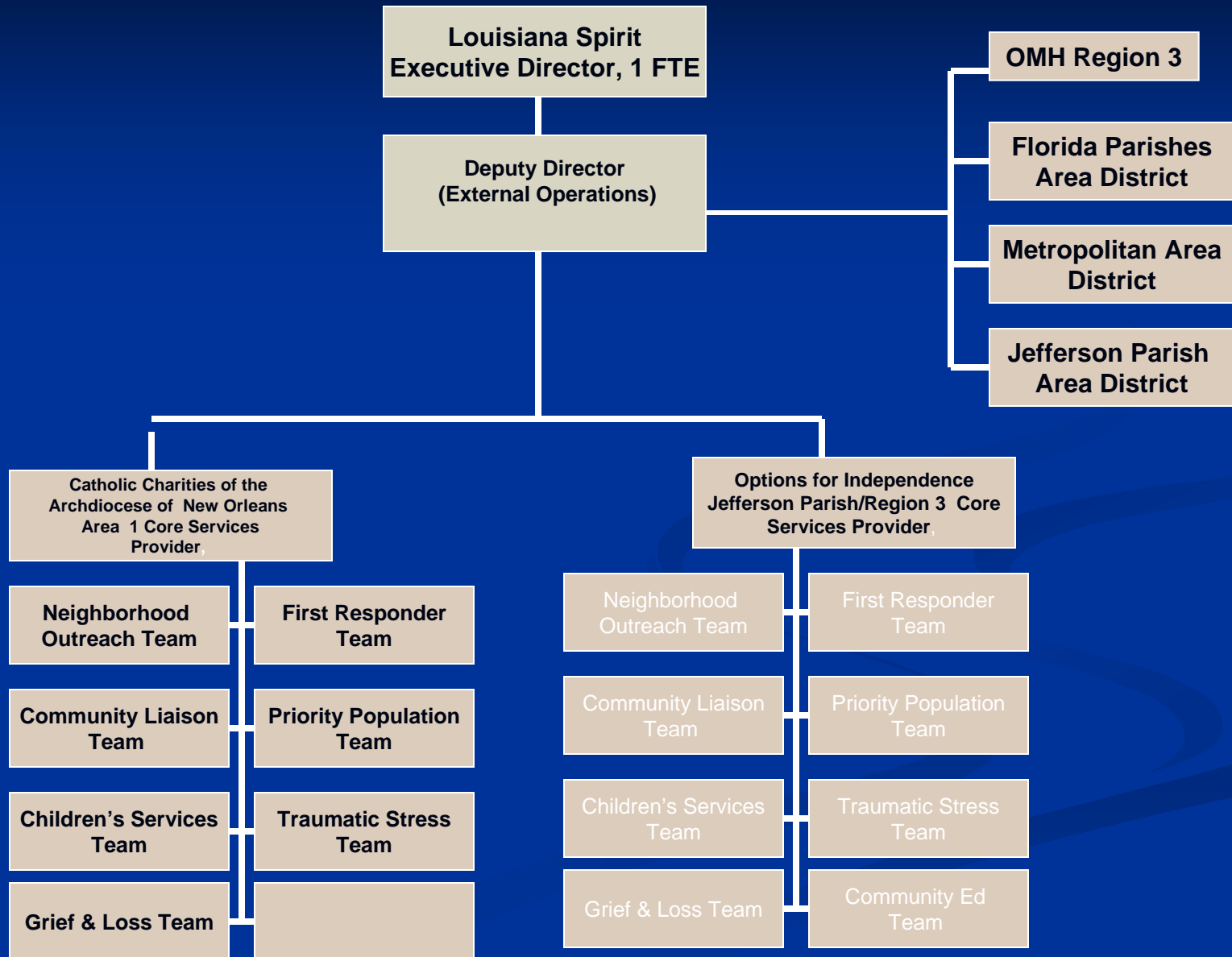
# Louisiana Spirit Organization Chart 2

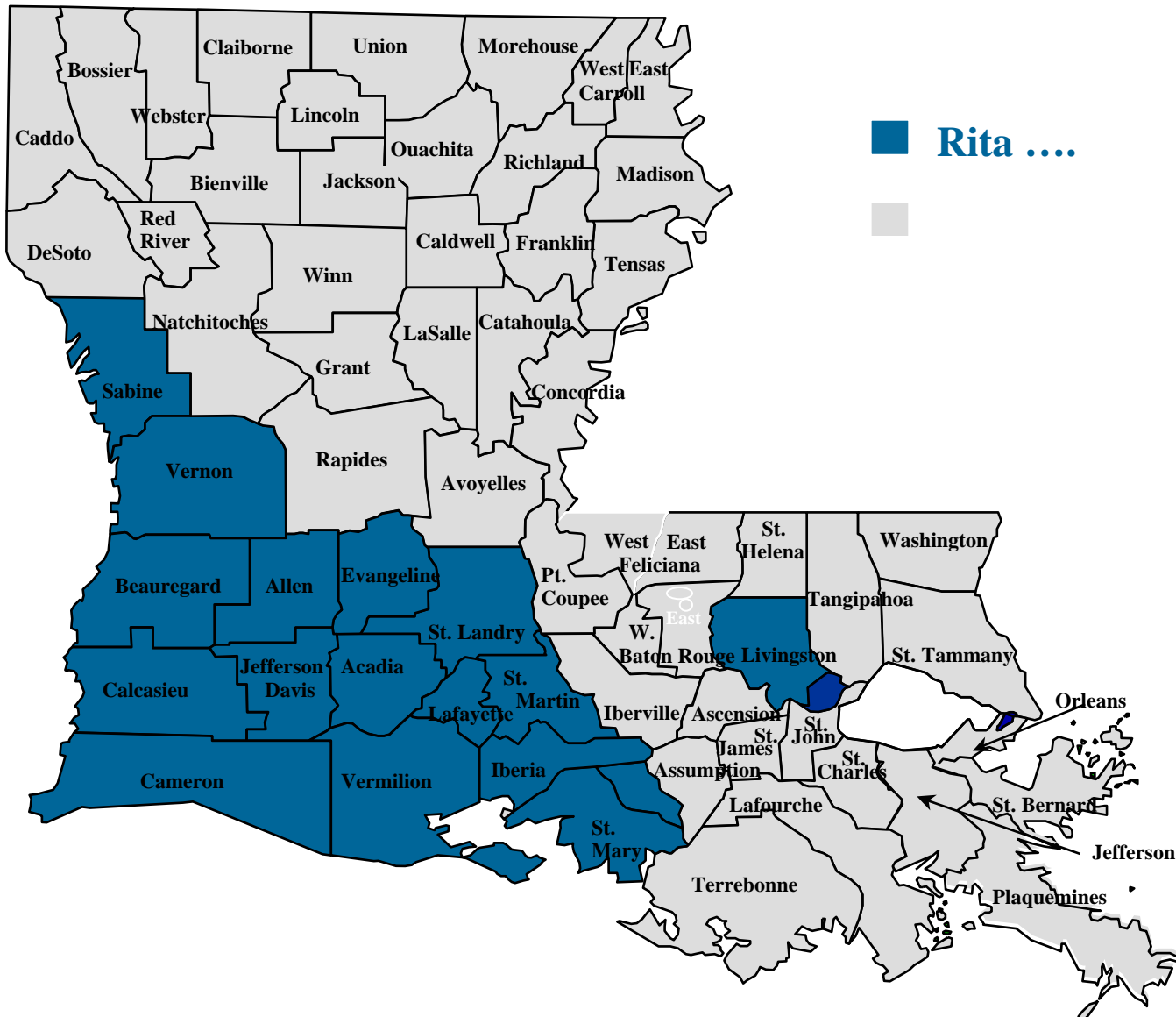
## Southwest Operations Team



# Louisiana Spirit Organization Chart 3

## Southeast Operations Team

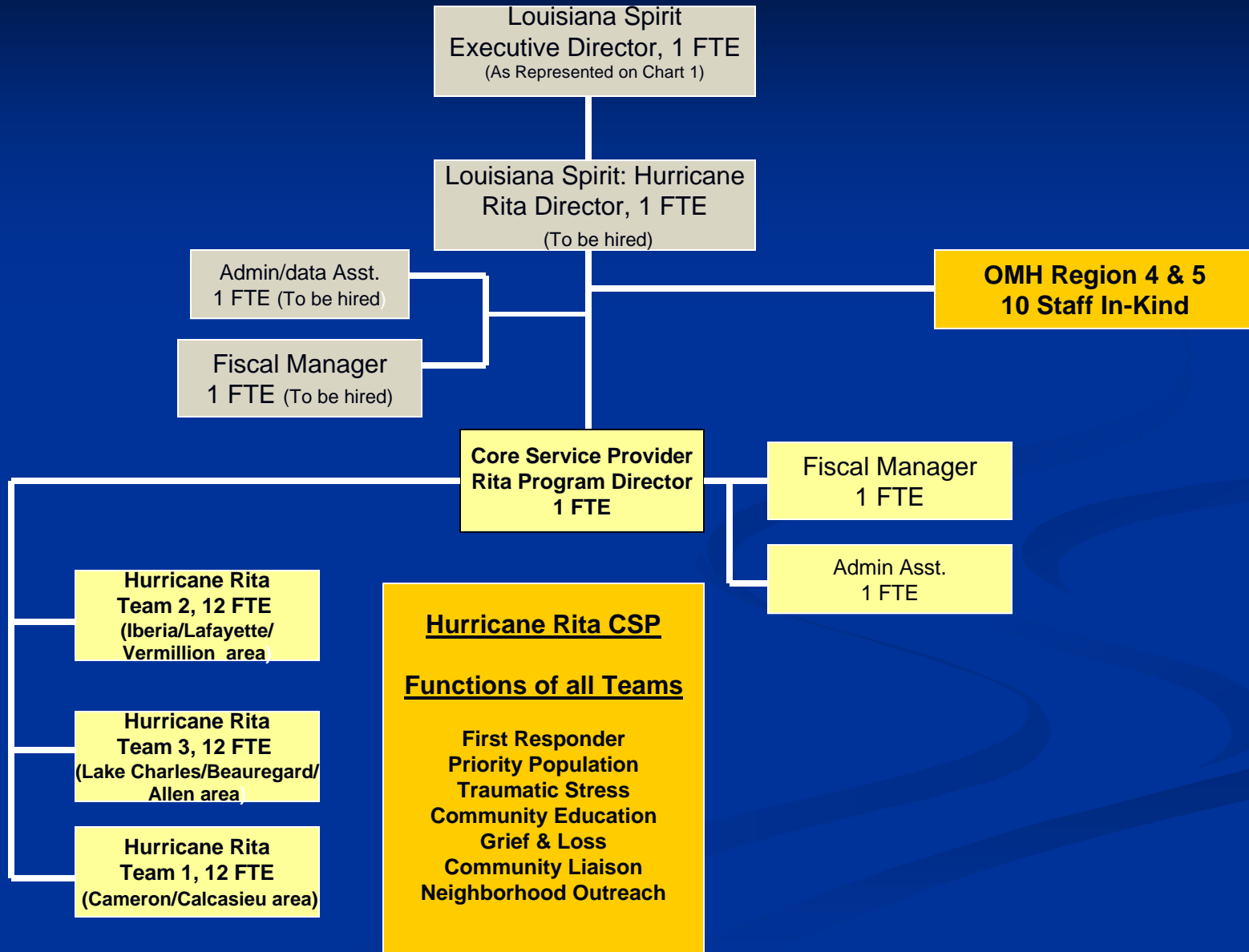




■ Rita ....



# Louisiana Spirit: Hurricane Rita Organization Chart



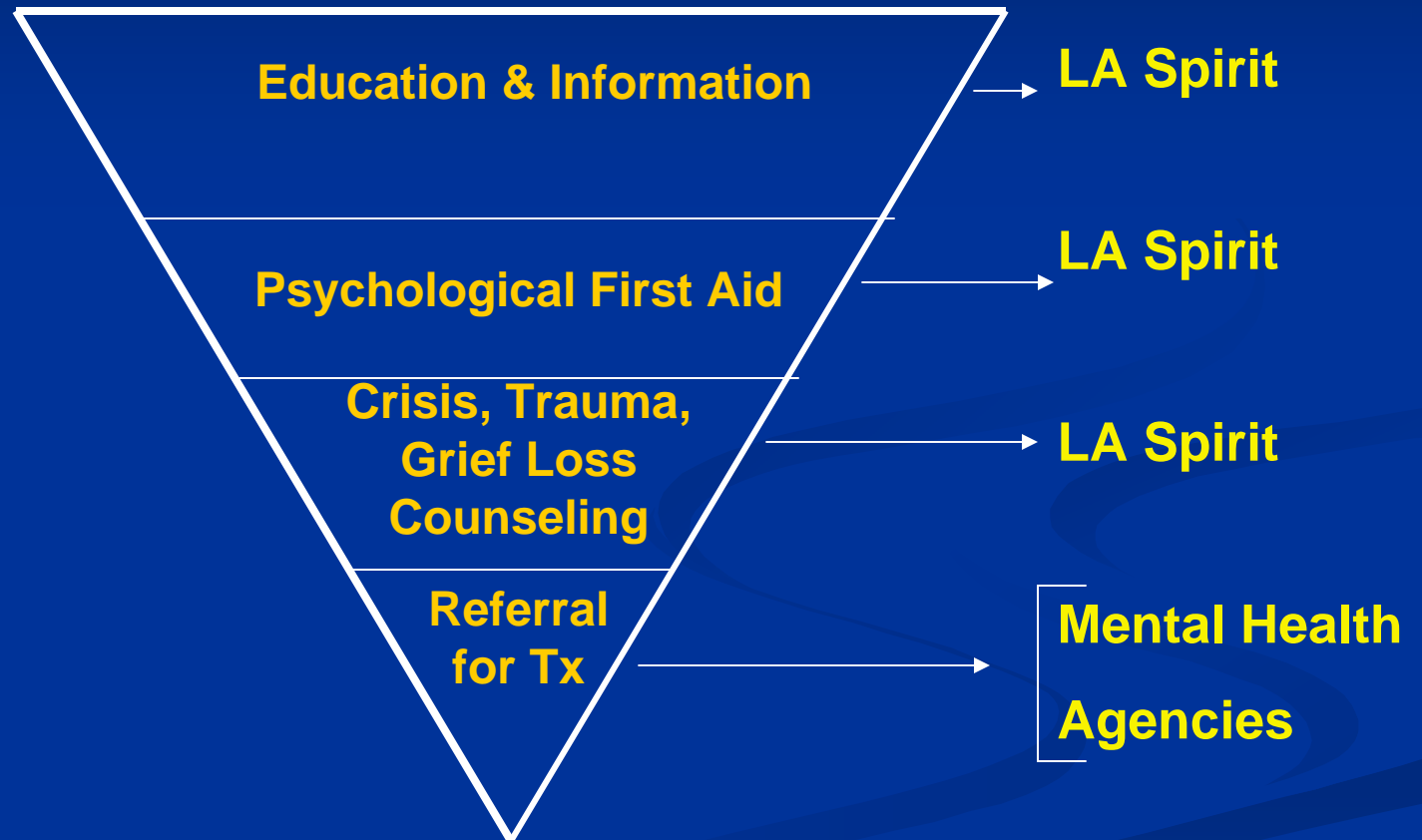
# Goals and Strategies

- Deliver services to large numbers of residents affected by Hurricanes Katrina and Rita who are diverse in age, ethnicity, and needs.
- Louisiana Spirit program design is multifaceted to reflect the culture, traditions, needs, and values of Louisiana residents.
- Service delivery, is designed to promote recovery among individuals, communities, and the entire affected population of Louisiana.
- The evaluation and quality improvement programs provide a constant flow of feedback and continually informs service delivery.
- Significant time and resources are dedicated to stakeholder support.
- A sustainable recovery requires ongoing community engagement and the routine monitoring of the health and recovery of the entire population.

# Community Based Outreach

- Louisiana Spirit is *community based, not office based*.
- Counseling is brief (1 -6 sessions), practical and is designed to help survivors return to a pre-disaster level of functioning, renewing the spirit of individuals and communities.
- Services target direct and indirect victims/survivors, evacuees displaced by the hurricanes and host communities throughout Louisiana.
- Programming targets special populations thought to be at risk including rescue and law enforcement personnel, children, and those with pre-existing health and behavioral health vulnerability.
- Services include support to stakeholders involved in the lives and recovery of hurricane victims/survivors as well as communities at large.

# Level of Service Needed



# Meeting the need

- To meet all the populations that make up the storm survivors, Louisiana Spirit put together teams specializing in First Responders, Stress Managers, Priority Populations, and children.
- Each group concentrates on meeting the populations mental health needs as well as conduct trainings to aid populations with self and community wellness.

# Children and Adolescent Services

- LSUHSC has provided over 5000 confidential screening assessments have been carried out by teachers and LSUHSC faculty, together with the assistance of SAMHSA volunteers and Louisiana Spirit Crisis Counselors at the request of school districts and administrations.
- Children and adolescents surveyed were those returning to the St. Bernard Parish Unified School District, students returning to Orleans and Plaquemines Parishes, and displaced and receiving students in St. John the Baptist Parish.

# Children and Adolescent Services

- **St. John**
  - 5th Ward Elementary
  - East St. John High School-
- **St. James**
  - 6th Ward Elementary
  - Lutcher High School
  - Romeville
- **St. Bernard**
  - St Bernard Unified School District
- **Plaquemines**
- **Orleans**
  - St. Rita
  - The MAX school (Xavier Prep, St. Augustine and St. Mary)
  - Ben Franklin
  - Milestone
- **Jefferson**
  - Outreach contacts have been made

# Children and Adolescent Services

- Thru our contract with CCANO:
- Services have been provided in the following School District summer camps: Capdau Charter School and Nelson Charter School.
- Summer Camps in conjunction with Save the Children and Summer Witness: Uptown Music Theater , Cathedral Academy , St. Alphonse's , St. Peter Claver , St. Joan of Arc.
- The Lutheran Church sponsored camps--CAMP NOAH: Washington Elementary ,
- Woods Elementary , Unified School in Chalmette , Lamb of God Church , Holy Faith Baptist Church , Peace Lutheran Church , and Unified School

# Children and Adolescent Services

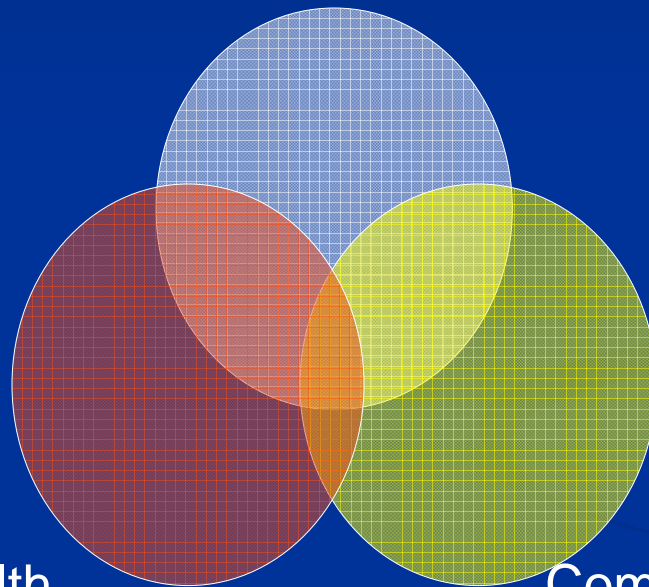
- The following schools have been offered LA/Spirit services: Belle Chase Primary, Middle and High School , James Singleton Charter School , Ben Franklin Elementary , Bishop Perry Elementary, Banneker Elementary, Craig Elementary ,Clark Senior High ,St. Tammany Jr. High, Slidell High , Northshore High , Eisenhower Elementary Charter School, and Bethune Elementary School.

# Children and Adolescent Services

- CCANO continues to offer outreach services and supportive counseling in schools in the 4 parish area. In addition, CCANO is:
  - Continuing with Camp NOAH collaborations
  - Teams assigned to Woods Elem & Washington Elem 6/12-16 in Kenner
  - Counseling support provided YMCA in Kenner
  - Coordinating with Fleur-de-Lis/Summer Witness ...provided MH support for 4 camps
  - 1:1 services @ Ben Franklin Elem

# Facilitating Integration

School Districts



Mental Health  
Service Providers

Community Service  
Providers

How to facilitate collaboration & coordination of services so that more needs are met effectively and efficiently?

# First Responder Services

- NOPD, NOFD and other first responder groups provided 2,625 Outreach contacts were made and 150 Interventions were rendered at 415 different locations (fire stations, precincts, etc.).
- LSUHSC, provided confidential first responder screening assessments in Orleans and St. Bernard parishes in collaboration with the agencies being served (i.e., New Orleans Police Department, Fire Departments in Orleans and St. Bernard Parishes, New Orleans Emergency Medical Services, New Orleans City Workers and Health Department).
- After the screenings, first responders served by LSU: 269 NOPD police officers, 63 Orleans Parish emergency medical personnel, 262 NOFD firefighters, and 74 St. Bernard Parish firefighters.

# State-wide Services Highlights

## ■ Collaborative Service

- Schools, public and private
- State agencies, Region and District providers, OAD, DSS, OPH
- Faith-based organizations
- Crisis hotline through SAMHSA Lifeline 1-800-273-TALK

## ■ Training

- Disaster Mental Health Services
- Psychological First Aid
- Cultural Competency
- Data Privacy/HIPAA
- Disaster Stress and Trauma

**Louisiana Spirit  
Crisis Counseling  
Program Data  
(9/1/05 – 8/31/06)**



# Summary

- **197,750 Individual Contacts (140,151 first visits)**
- **756,054 Brief Contacts**
- **176,034 Phone or E-mail Contacts**
- **9,848,987 Materials Distributed**
  - **Child/youth self-help**
  - **Grief and bereavement**
  - **Stress management**
  - **Assisting first responders**

# Individual Crisis Counseling

- 197,750 Sessions Conducted
- 15 minutes or greater
- Assist person to understand situation
- Address emotional support and referral

# Brief Contacts

- 756,054 Contacts
- 15 minutes or less
- “Check Up”
- Refer individuals to other services if needed

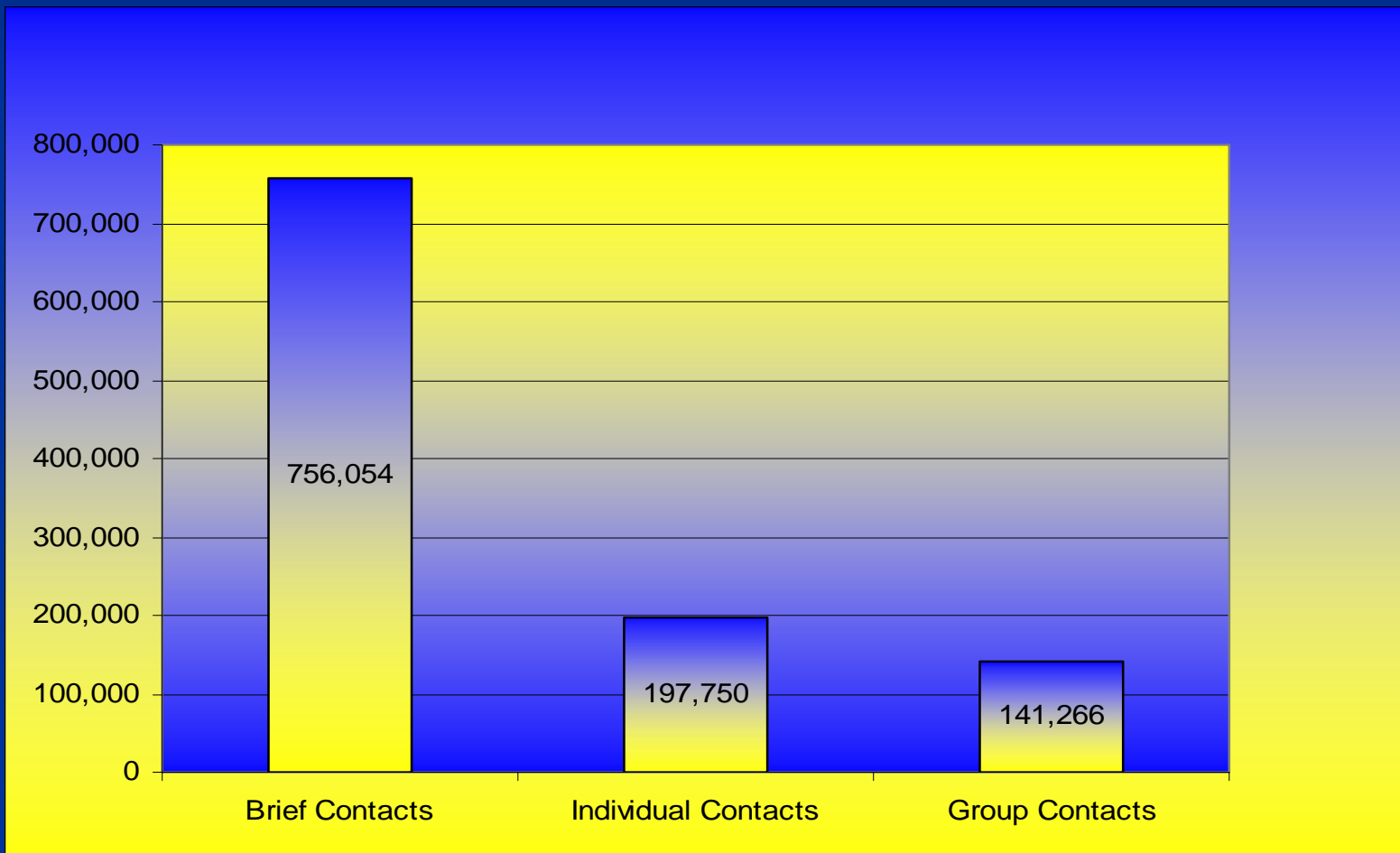
# Group Counseling and Public Education

## 141,266 Contacts Within Group Total

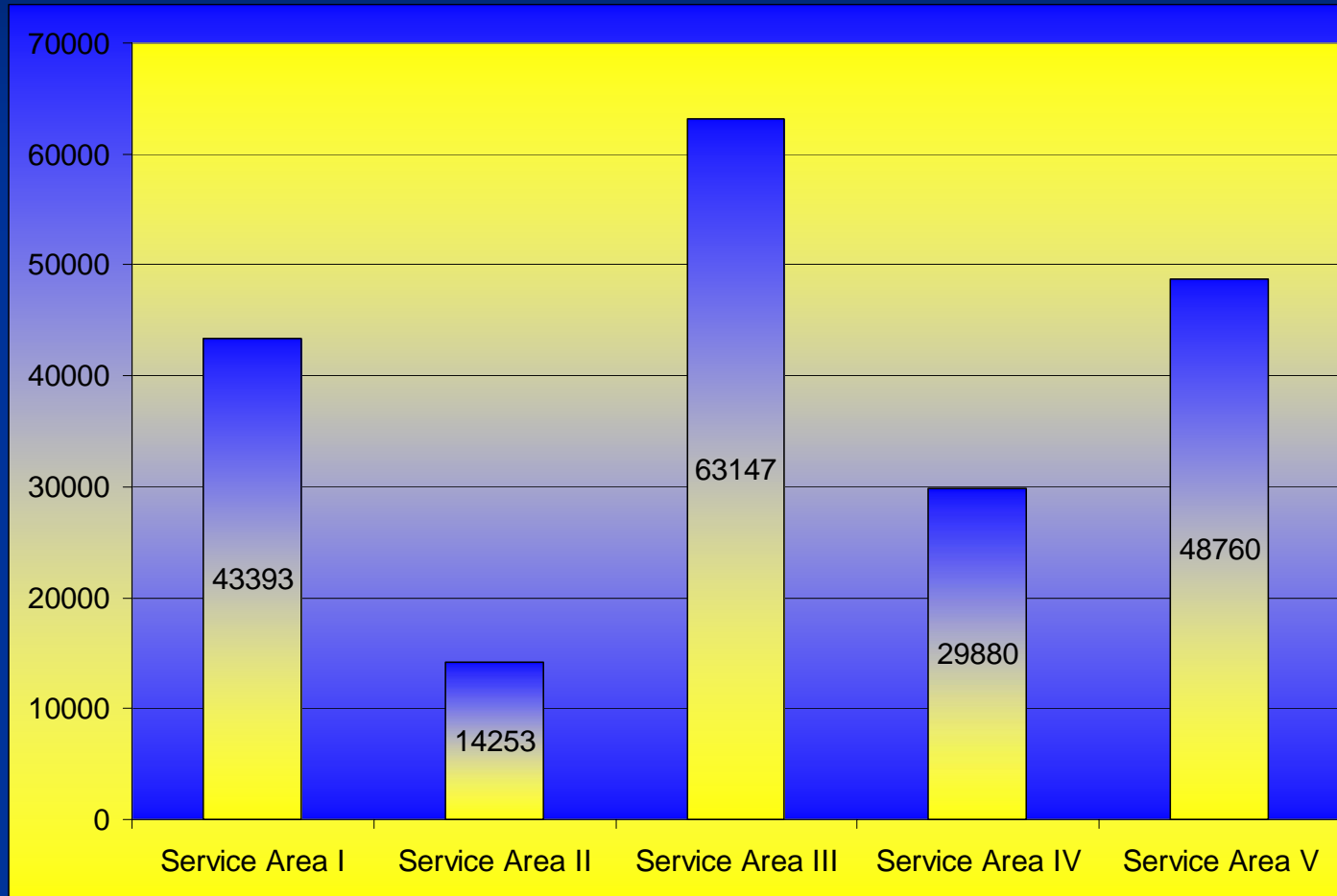
- Group Counseling-49,047
  - Crisis counseling with 2 or more persons
- Public Education- 92,219
  - Didactic presentations to community and other stakeholder groups

# Brief, Individual, and Group Contacts

Over 1,000,000 In-Person Contacts have been made.



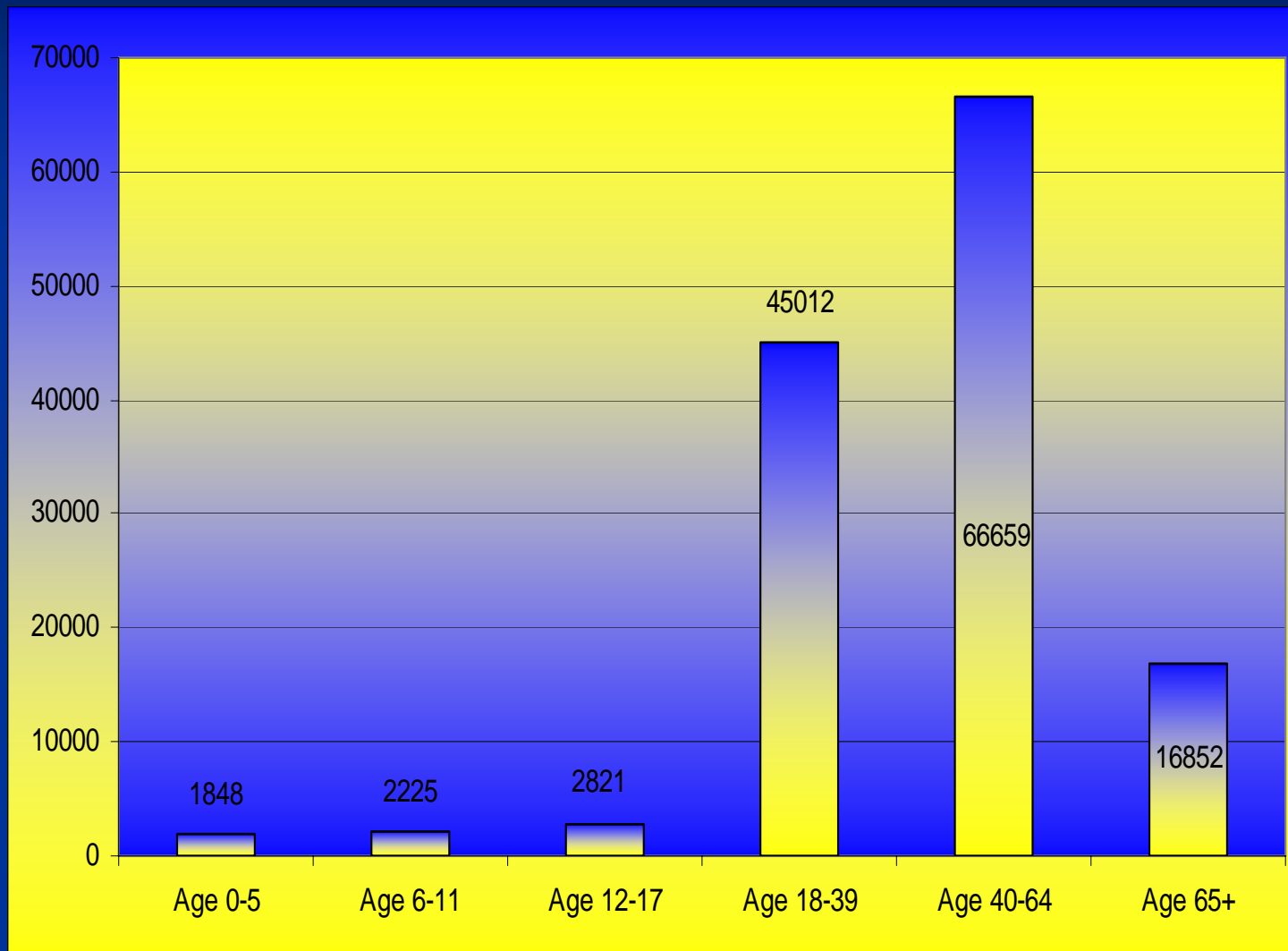
# Individual Contacts by Service Area



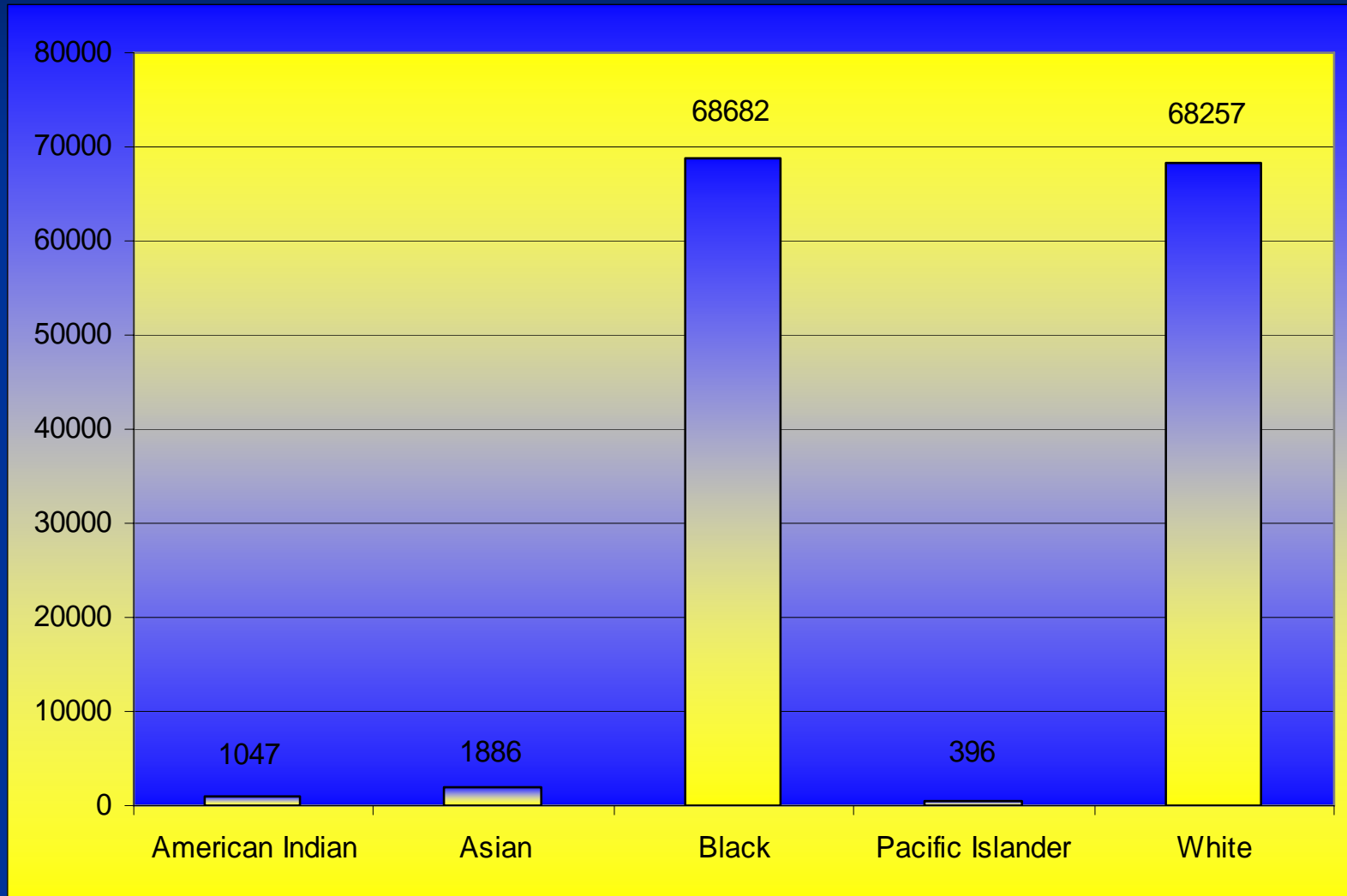
# Service Areas

- **Service Area I:** Orleans, Plaquemines, and St. Bernard
- **Service Area II:** Livingston, St. Helena, St. Tammany, Tangipahoa, Washington
- **Service Area III:** Assumption, Jefferson, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary, Terrebonne
- **Service Area IV:** Ascension, EBR, E. Feliciana, Iberville, Point Coupee, WBR, W. Feliciana
- **Service Area V:** Acadia, Calcasieu, Cameron, Iberia, Jefferson Davis, Lafayette, St. Martin, Vermillion

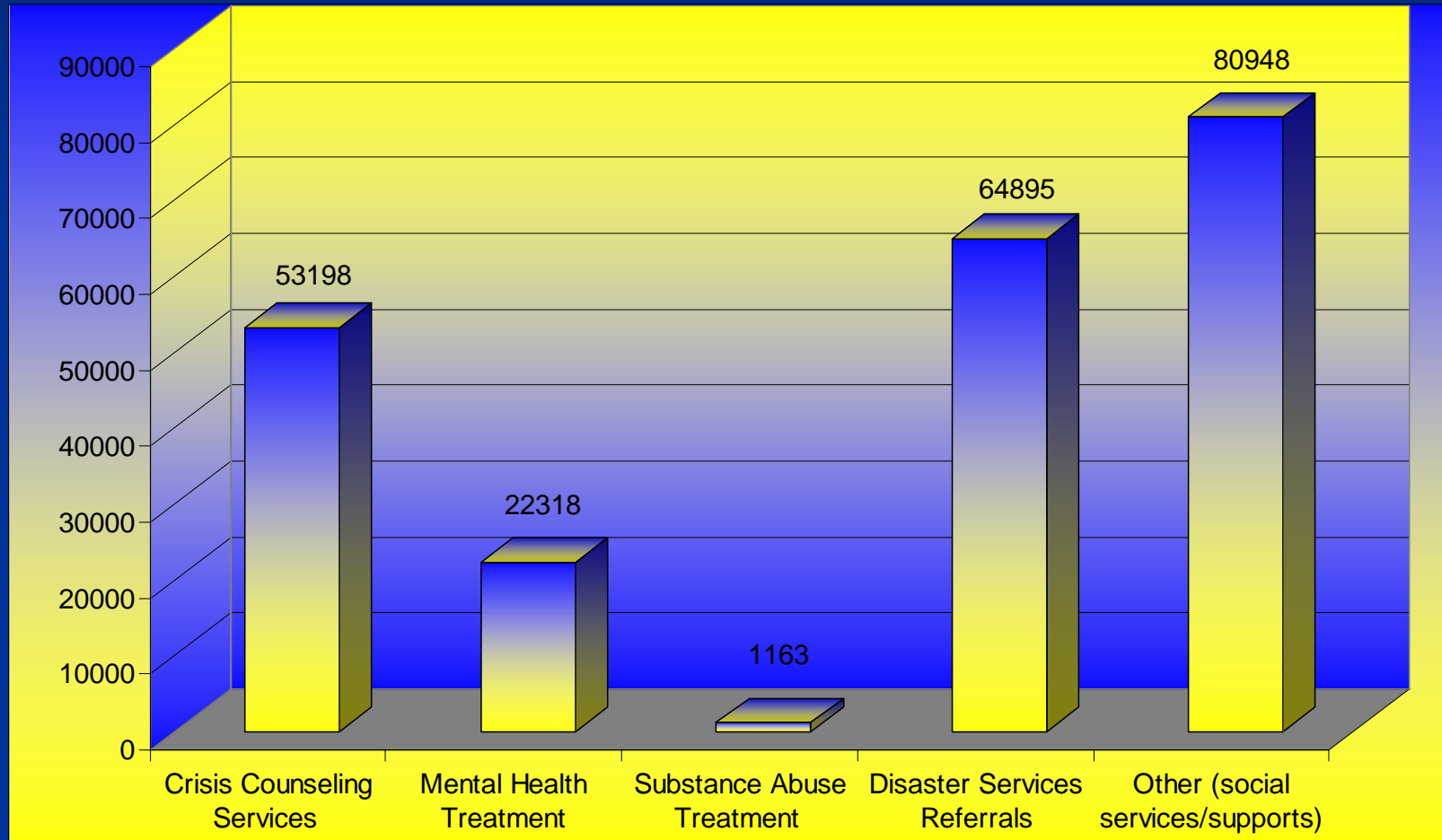
# Individual Contacts By Age



# Individual Crisis Counseling Contacts by Race

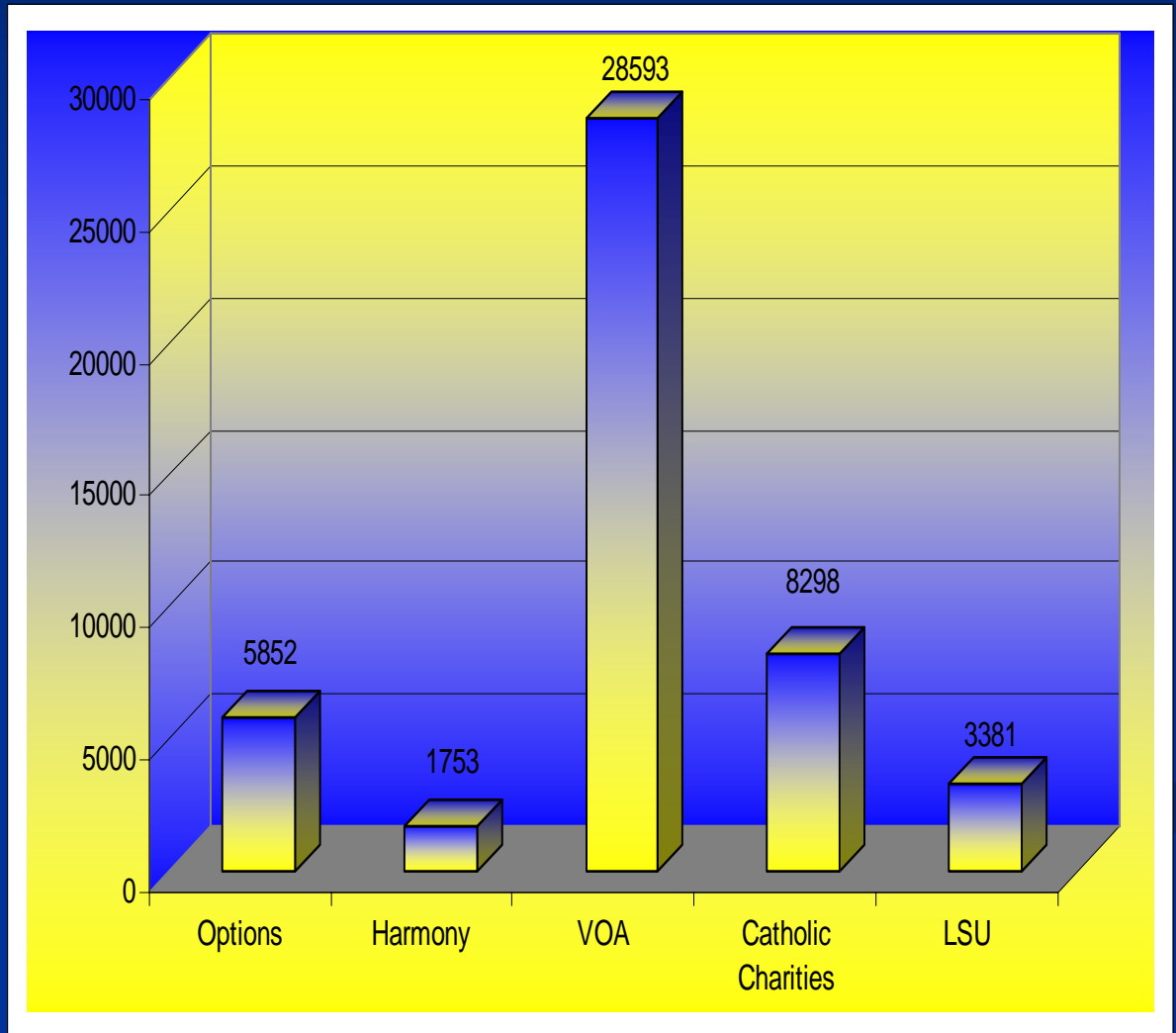


# Referrals by Type



# Community Networking and Coalition Building

- Captures the number of individuals Louisiana Spirit came in contact with for the purpose of networking with the community and building local coalitions.



# **Katrina Participant Feedback Survey**

**(Fran Norris, Ph.D. and Elizabeth Mercer, MSW,  
August 2006)**

## **Method**

- Survey distributed last week of April 2006
- 2,162 participants (15%) returned surveys
- 80% resided in one of the disaster-declared parishes
- Survey was designed on a 5<sup>th</sup> grade reading level

# Participant Feedback Survey- Instrument Components

- SPRINT- E ( Short Post-Traumatic Stress Disorder Rating Interview): assesses for the past month, core symptoms of PTSD, depression, health behavior, role and social functioning, stress tolerance, and perceived need for help or more help from a counselor.

# Participant Feedback Survey Instrument Components (cont.)

- COES : The Counseling Outcomes and Experiences Scale- asses the extent to which the counselor (a) created an encounter characterized by respect, cultural sensitivity, and confidentiality, and (b) achieved realistic outcomes (i.e., increased coping skills) as perceived by the participant.

# Participant Feedback Survey- Results

- 28% of participants felt their lives had been threatened during the disaster
- 19% had been involved in rescue or recovery work
- 74% experienced community destruction
- 69% experienced damage to their home
- 61% displacement
- 58% financial loss

# Participant Feedback Survey- Results (cont.)

- Men, younger adults, ethnic minority participants, and participants with fewer than 12 years of education were more severely exposed to trauma, loss, or both, than were women, older adults, non-Hispanic White adults, and participants with 12 or more years of education.

# Stress Reactions

- 58% of participants had poor stress tolerance
- 54% depression
- 51% arousal symptoms
- 36% felt they needed help or more help from a counselor to deal with their reactions to the disaster
- 40% met criteria for severe distress with (7 out of 11 items with intense stress reactions).
- Participants in non-declared parishes averaged almost 6 intense reactions, compared to 5 among participants living in non-declared parishes.

## Stress Reactions (cont.)

- Younger adults, ethnic minorities, and participants with less than 12 years of education had more intense reactions than did older adults, White participants, and participants with 12 or more years of education.

# Program Ratings

- The program performed best in terms of the respectful manner in which counselors interacted with participants, regardless of their race, culture, or religion.
- The results suggest that the crisis counseling program is doing what it is supposed to do quite well.

# Response Bias

- Women and older adults were over-represented in the survey sample.
- There did not appear to be racial/ethnic or geographic biases.

# Limitations of Study

- Poor response rate (15%)
  - Participant literacy
  - Paperwork fatigue
  - Participants weren't invested in program enough to evaluate it



**Repair the invisible damage.**

Hope is the enemy of despair. If you think  
you've lost yours, call to just talk and be heard.

**800-273-TALK**

Anthony Speier, Ph.D.

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