

Indiana Division of Mental Health and Addiction  
All-Hazards Emergency State Plan



# **Indiana Division of Mental Health and Addiction**

## **ALL-HAZARDS EMERGENCY PLAN**

Indiana Division of Mental Health and Addiction  
All-Hazards Emergency State Plan

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**State Level Mental Health Disaster Response  
Management**

The Indiana Division of Mental Health and Addiction Director has designated a State Mental Health Disaster Mental Health Program Director and a backup person to respond to the mental health needs of the citizens of the State of Indiana in the event of a disaster. Both of these positions are located in the central office at the Indiana Division of Mental Health and Addiction Office located in Indianapolis, Indiana.

The State Mental Health Disaster Mental Health Program Director will take the lead in the event of a disaster. The back up person will be available if necessary. Additionally, back up personnel have been designated to assist or take the lead in the event that either or both of the state coordinators cannot act in that capacity.

**For immediate assistance with any urgent disaster related information or request, call the following numbers as necessary or appropriate:**

**State Mental Health Disaster Program Director**

Andrew Klatte  
Office Phone 317-232-7935  
Cell Phone (work) 317-431-7464  
Fax 317-233-3472  
[Andrew.Klatte@fssa.in.gov](mailto:Andrew.Klatte@fssa.in.gov)

**Backup State Mental Health Disaster Director**

Stephanie Stscherban  
Office Phone 317-232-7846  
Cell Phone (work) 317-431-7461  
Fax 317-233-3472  
[Stephanie.Stscherban@fssa.in.gov](mailto:Stephanie.Stscherban@fssa.in.gov)

**Deputy Director Office of Addiction and Emergency Preparedness**

Diana Williams  
Office Phone: (317) 232-7843  
Fax 317-233-3472  
[Diana.Williams@fssa.in.gov](mailto:Diana.Williams@fssa.in.gov)

**Director Indiana Division of Mental Health and Addiction**

Cathy Boggs  
Office Phone 317-232-7845  
Fax 317-233-3472

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**Signature Page**

The Indiana Division of Mental Health and Addiction All-Hazards Emergency State plan  
has been reviewed for implementation.

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Assistant Deputy Director, Office of Emergency Preparedness & Response

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Deputy Director, Office of Addiction and Emergency Preparedness

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Director, Indiana Division of Mental Health and Addiction

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Chairperson, Indiana Division of Mental Health and Addiction  
All Hazards Advisory Committee

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Commissioner, Indiana State Department of Health

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Executive Director, Indiana Department of Homeland Security

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**Record of Changes**

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<b>CHANGE NUMBER</b>		<b>DATE OF CHANGE</b>
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5/19/04	State Emergency Management Emergency Operation Center (now Indiana Department of Homeland Security)
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**Indiana Division of Mental Health and Addiction  
All-Hazards Disaster, Response and Recovery Plan**

**I. Introduction:**

**A. Executive Summary**

A disaster can be large or small. It can occur with or without warning. The type of disaster influences the duration and severity of psychological distress experienced by individuals and communities and the type of response needed. This distress is a normal reaction to an abnormal or unusual situation. For various reasons, some people in Indiana may be more vulnerable or at risk for experiencing distress as a result of disaster. A diverse pool of mental health professionals and community responders must be prepared and poised to act in a coordinated manner to adequately address the psychological and/or social needs of people impacted by disaster.

Residents of the State of Indiana, including sworn emergency responders face the threat of emergencies and disasters. Recognizing this threat, government at all levels has a continuing responsibility for the health, safety, and general welfare of Indiana residents that includes the mental health and addiction needs as well as the psychosocial impacts following an emergency or disaster.

The Indiana Division of Mental Health and Addiction's All-Hazards Emergency State Plan establishes the mental health and addiction emergency management standard for the State of Indiana. This All-Hazards Emergency State Plan has been developed in conjunction with the State of Indiana Comprehensive Emergency Management Plan. The plan contains:

- General assumptions upon which the plan is built,
- Concept of operations in a disaster,
- Information pertinent to the identification and deployment of trained disaster mental health personnel,
- Relevant statutory information,
- General disaster mental health and substance abuse information,
- Guidelines for preparation of Federal Crisis Counseling Program grants,
- Forms to document response activities, and
- Information to assist in the coordination and organization of a disaster mental health response, including response checklists.

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The Indiana Division of Mental Health and Addiction has created ten (10) Indiana District Disaster Mental Health Response Teams. The team(s) will be prepared to respond to local, regional, statewide and possibly national declarations of disasters. Responders will administer psychological first aid and crisis counseling to other disaster responders and victims. The District Teams will continually meet to train, exercise and modify the Disaster Response Plans and to serve as a resource for disaster mental health needs. All community stakeholders (business, education, government, social services, etc.) are encouraged and welcomed to participate in the District Disaster Mental Health Response Team meetings.

**B. Mission**

The Mission of the Indiana Division of Mental Health and Addiction's Office of Emergency Preparedness and Response is to coordinate all mental health and addiction activities prior to, during, and after an emergency or disaster, including acts of terrorism, to ensure the continuity of operations of mental health and addiction agencies.

**C. Purpose**

The Indiana Division of Mental Health and Addiction All-Hazards Emergency State Plan is intended as a comprehensive framework for statewide mental health and addiction mitigation, preparedness, response, and recovery activities. The Indiana Division of Mental Health and Addiction will be responsible for coordination with local, State, and Federal agencies, commissions, boards, and councils. This plan is meant to be a dynamic document that can be modified to incorporate new and changing technologies and emerging best practices in mental health. The plan provides a framework for use by the Indiana Division of Mental Health and Addiction in its role as state coordinator of mental health care related to disaster. It also serves as template for local mental health disaster planning.

**D. Scope**

This Plan considers the mental health and addiction needs of the citizens of Indiana that may result from an emergency or a disaster.

**E. Organization**

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Appendix 1 shows the organizational structure of the Indiana Division of Mental Health and Addiction.

Appendix 2 shows the template of a State Budget Letter, allowing emergency services to be provided under a Governor-declared disaster.

Appendix 3 shows the Indiana Division of Mental Health and Addiction Crisis Response Directive.

Appendix 4 shows the Indiana State Department of Health preparedness districts. The Indiana Division of Mental Health and Addiction preparedness planning will follow these districts.

Appendix 5 Indiana Division of Mental Health and Addiction Office of Emergency Preparedness and Response

Appendix 6 Disaster Matrix

Appendix 7 Review and approval of County Comprehensive Emergency Mental Health Management Plans

Appendix 8 Financial Record Keeping

Appendix 9 Office of Emergency Preparedness and Response Policies & Procedures

Appendix 10 Indiana Division of Mental Health and Addiction contracted providers special conditions for a disaster event.

Appendix 11 Glossary of Terms and Definitions.

**F. Organizational Structure Regarding the Indiana Division of Mental Health and Addiction Coordination and Management Strategies**

**1. Mental Health Policy and Planning**

- a. Develop policy and planning
- b. Initiate legislation and policy

**2. Regional District Services**

- a. Liaison with mental health providers
- b. Liaison with District Disaster Mental Health Response Teams

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- c. Work with other Family Social Services Agency providers (i.e. Area Agency on Aging, DDRS, Department of Child Services, etc.)

**3. State Hospital Facilities**

- a. Liaison from each State mental health hospital service area to represent each facility at the District Disaster Mental Health Response Team level

**4. Certification, Contracts, and Resource Allocation**

- a. Necessary contracting
- b. Liaison with Family Social Services Administration finance/fiscal agent
- c. Payments/invoices to providers
- d. Develop Memoranda of Understanding (MOUs)
- e. Monitor grants (i.e. fiscal requirements and expenditures)

**5. Addiction Services, Drug Prevention, and Disaster Management**

- a. Overall coordination and direction of emergency management and response plans and procedures
- b. Register recognized mental health and addiction providers

**6. Revenue Enhancement and Information Management/Reporting**

- a. Maintain data systems
- b. Monitor community-based fiscal trends for patterns in service needs and to analyze data
- c. Grant finding

**II. Statutory Authority**

**A. Authority**

The State of Indiana Division of Mental Health and Addiction All-Hazards Emergency State Plan has been developed, promulgated, and maintained pursuant to the following State and Federal statutes and regulations:

1. Indiana Code Title 10-14-3, Emergency Management and Disaster Law
2. Indiana Code Title 10-14-5, Emergency Management Assistance Compact
3. Indiana Code Title 10-14-3-19, Respond to a disaster, public health emergency, public safety emergency, or other event that requires emergency action. A mobile support unit. Note: New code site.
4. Executive Order 05-34 and 05-09
5. State of Indiana Comprehensive Emergency Management Plan
6. Homeland Security Presidential Directives

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7. Emergency Management Accreditation Program
8. National Incident Management System
9. 42 United States Code (USC) 5121 et seq, referred to as the Robert T. Stafford Disaster Relief and Emergency Assistance Act
10. 42 United States Code 11001 et seq, Emergency Planning Community Right-to-Know Act. Public Law 99-499 Superfund Amendment and Reauthorization Act of 1986, Title III
11. Code of Federal Regulations Title 44, Part 205 and 205.16
12. Code of Federal Regulations Title 42, Part 2, Confidentiality Requirements

## **B. Limitations**

The Indiana Division of Mental Health and Addiction will endeavor to make every reasonable and appropriate effort to coordinate the mental health and addiction needs of the State of Indiana in the event of an emergency or disaster. Each situation will present a unique combination of disaster type, information exchange, safety hazards, and agency capabilities. Resources for deployment will vary, based on the nature of the event or extent of hazards. District Mental Health Disaster Response Teams will not enter an impacted area until their safety can be reasonably assured by the local emergency management system/Incident Command system. There is no guarantee expressed or implied by this Plan that a response to emergency or disaster incidents will be practical or possible.

## **C. References**

1. National Mental Health All-Hazards Disaster Planning Guidance
2. State of Indiana Comprehensive Emergency Management Plan
3. State of Indiana Disaster Mental Health Preparedness Assessment
4. National Mental Health Association's Blueprint for Responding to Public Mental Health Needs in Times of Crisis
5. Substance Abuse and Mental Health Services Administration
6. Disaster Technical Assistance Center
7. Florida's Disaster Behavioral Health Response Plan and Procedures
8. Indiana Disaster Mental Health Intervention Guide

## **III. Situations and Assumptions**

### **A. Situations**

Indiana is vulnerable to a number of hazardous situations that may occur with or without warning and result in loss of life, damage to property, destruction to critical

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infrastructures, and/or disruption of essential services, which adversely affect the daily quality of life.

1. Weather events common to Indiana include floods, tornadoes, severe summer storms, and harsh winter weather.
2. Although uncommon, Indiana is also vulnerable to earthquakes and their destructive consequences
3. Acts of violence and industrial accidents are usually limited in scope and region, but have a psychological impact on those affected and the community at large.
4. The use of chemical, biological, radiological, nuclear, or explosive weapons of mass destruction would lead to widespread fear and distress. The behavioral health needs resulting from such events would quickly overwhelm the local response system, thus requiring mutual aid, state and/or federal assistance.

**B. Operational Assumptions**

The Indiana Division of Mental Health and Addiction All-Hazard Emergency State Plan provides the framework for the management and coordination of resources for technical assistance to community mental health centers and contracted addiction providers and for the provision of trained mental health disaster response teams for triage, psychological first aid, and referrals.

1. All people involved in a disaster are affected by it in some way. Reactions to an event can be cognitive, emotional, physical, behavioral, social, and spiritual. Reactions may not manifest for several weeks, months, or years following the event.
2. Each person's response to a disaster is unique, based on trauma history, health status, cultural beliefs, social support system, personal resiliency and environmental factors.
3. Outreach, triage, psychological first aid, and referrals assist disaster survivors and responders, to meet new challenges to support their recovery. Research suggests that people are very resilient. Following a disaster people return to their pre-event psychological functioning when assisted.
4. The public will require information and education about recognizing and coping with the sustained stressors associated with a disaster. An informed public will be better able to recognize and cope with stressors associated with a disaster.
5. People with special needs may experience severe stress reactions and adverse outcomes. This includes, but is not limit to; individuals with pre-existing mental illness and substance abuse disorders, older adults, people with disabilities, and children & adolescents.

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6. Facilities which provide programs and services for special needs populations may be damaged, destroyed, and/or overwhelmed in dealing with the disaster. These may include but are not limited to: hospitals, nursing homes, group homes, ambulatory care centers, schools, special needs shelters, churches, community mental health centers and addiction service providers.
7. The facilities of mental health and substance abuse providers may survive a crisis but be inoperable due to lack of utilities, communication disruption, inability of staff to report to work, and/or failure of transportation systems.

**C. Funding Assumptions**

Public and private providers will be needed for a coordinated crisis response to mental health and substance abuse needs arising from a disaster/emergency.

1. The Indiana Division of Mental Health and Addiction contracts with Community Mental Health Centers to provide mental health services for all 92 counties.
2. Funding made available for activating a mental health response under this plan may be available when a local, state or federal emergency is declared or when an emergency condition exists in the contractor's local area and the Division and/or the Federal government determines that disaster mental health services are needed.
3. The Division and/or the federal government may determine that disaster mental health services are needed. Funds may be made available under this plan during a time of a local, state or federal declared emergency or when an emergency condition exists in the contractor's local area.
4. The funding sources which may support services in this plan are funds received from state and federal agencies to assist with the mental health and addiction needs of victims of disasters, emergencies, and crisis situations.
5. Funds dispersed under this plan will be used to:
  - a) Provide mental health and/or addiction services for individuals experiencing a behavioral health crisis due to an emergency condition or disaster in the contractor's service area.
  - b) Provide outreach services to individuals in communities affected by a disaster or an emergency condition.

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- c) Provide training and education to local staff and volunteers on the psychological effects of disasters and emergency conditions.
  - d) Provide crisis counseling to mitigate the psychological trauma experienced by victims, survivors, and responders to an emergency situation.
  - e) Assist individuals and families in returning to a pre-disaster level of functioning.
  - f) Pay for personnel, travel, materials and supplies necessary to carrying out the activities outlined above.
6. Funds dispersed under this plan may not be used to:
- a) Pay for services to individuals not affected by the crisis, disaster or emergency situation;
  - b) Purchase equipment valued at over \$1000;
  - c) Purchase or improve land;
  - d) Satisfy any requirements for expenditures of non-federal funds as a condition for receipt of federal funds.
7. Contractors receiving funds from Division of Mental Health and Addiction shall provide information to the division:
- a) Necessary for the completion of any application for emergency, crisis, disaster and/or continuation grant;
  - b) Demographic data related to the emergency, disaster or crisis.
  - c) Cost data related to the emergency, disaster or crisis;
  - d) Service data related to the emergency, disaster or crisis;
  - e) Expenditure data related to the provision of emergency, disaster or crisis ;
  - f) Other data requested by the Division related to the emergency, disaster, crisis situation or data necessary for the documentation of activities performed as part of emergency services grant.

#### **IV. Concept of Operations**

##### **A. General Overview of Approach**

The purpose of this section is to provide a concept of operations for the management of mental health and addiction response in the event of an emergency or a disaster. Such management would include oversight of the employment, activation, notification, assembly, deployment, and demobilization of local mental health and addiction agencies and responders. The Indiana Division of Mental Health and Addiction will investigate and pursue, as appropriate, grant funding for FEMA/SAMHSA Crisis

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Counseling Programs to facilitate support and resources to effected local communities.

**B. Indiana Division of Mental Health and Addiction All-Hazards Emergency State Plan Implementation**

The Indiana Division of Mental Health and Addiction All-Hazards Emergency State Plan will be implemented per Executive Order 03-34 and Indiana Code 10-14-3-19 to provide the necessary resources (funding, staff, technical assistance, and training) to recognized mental health and addiction providers in implementing each Community Mental Health Center's Domestic Incident Response Plan in the event of an emergency or a disaster.

**C. Phases of Emergency Management:**

The Indiana Division of Mental Health and Addiction All-Hazards Emergency State Plan will address and support prevention, preparedness, response, and recovery management strategies to assist District Disaster Mental Health Response Teams and mental health and addiction providers to implement a response in the event of an emergency or a disaster.

**D. Organization and Assignment of Responsibilities:**

The Indiana Division of Mental Health and Addiction through its Office of Addiction, Prevention and Emergency Management will maintain the Office of Emergency Preparedness and Response. The responsibilities of the Office of Emergency Preparedness and Response include:

1. Complete an assessment of the mental health and addiction services provider system's ability to respond to a major disaster.
2. Educate State-level staff of the Family and Social Service Administration, Indiana Department of Homeland Security, and the Indiana Department of Health about the critical need for crisis counseling following a disaster.
3. Educate county emergency management officials on the need to coordinate their local/county emergency plans to respond to the crisis counseling needs of victims of a disaster.
4. Ensure and disseminate psychological first aid and crisis counseling information and techniques to DMHA contracted mental health and substance abuse providers.

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5. Create district training exercises and coordinate participation of DMHA mental health and addiction service providers in those drills.
6. Establish and maintain pre-disaster baseline information on mental health and substance abuse needs.
7. Provide and coordinate participation of DMHA mental health and addiction service providers in local training exercises.
8. Liaise with other organizations which may provide behavioral health assistance to disaster survivors such as; The American Red Cross (ARC), Indiana Voluntary Organizations Active in Disaster (INVOAD), National Organization for Victim Assistance (NOVA), and local charitable and faith-based groups.
9. Identify and address the short and long-term mental health and addiction needs following a disaster.
10. Provide a State Mental Health Program Director to oversee all disaster mental health and addiction related services and activities.
11. Select, train and use qualified personnel needed to provide the mental health and addiction response and recovery work.
12. Address the identified mental health and addiction needs following any disaster.
13. Coordinate with the Indiana Department of Homeland Security the application process for Federal Emergency Management Agency's Crisis Counseling Grant during a Presidential Major Disaster Declaration for Individual Assistance. The Indiana Division of Mental Health and Addiction is responsible to:
  - a) Provide oversight in the implementation of the FEMA Crisis Counseling Grant and response.
  - b) Manage funds, reporting, and contracts with mental health providers.
  - c) Provide quality control of FEMA Crisis Intervention contractors and the services they provide.
  - d) Maintain surveillance of FEMA Crisis Intervention Mental Health response.

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**E. Local Response Structures**

1. Under Indiana Code 10-14-3, all local jurisdictions are responsible for initial response to a disaster. The District Disaster Mental Health Response Team Leaders will work with local community mental health centers to collaborate and coordinate a disaster mental health response plan.
2. Local Public Health Departments are located across the state. Some are organized by county and others by multi-county districts. Public health departments within Emergency Support Function 8 (ESF 8) of the State Comprehensive Emergency Plan are responsible for coordinating with the mental health disaster response in a local area.
3. The Indiana Division of Mental Health and Addiction and the Indiana State Department of Health will coordinate with local Public Health Departments, Mental Health Centers and Substance Abuse Agencies and District Disaster Mental Health Response Teams to mobilize and oversee the mental health disaster response. In the event of a widespread disaster, the Indiana Department of Health may open their Emergency Operations Center. The Indiana Division of Mental Health and Addiction will send staff there in order to coordinate the mental health disaster needs of victims and responders under Emergency Support Function 8.

**F. Coordination of the Mental Health Disaster Response**

1. At the local level the District Disaster Mental Health Team Leaders will coordinate the mental health response in an area with the local emergency response agencies and the local mental health authority.
2. The District Disaster Mental Health Response Team Leaders will work with the Indiana Division of Mental Health and Addiction to coordinate the local disaster response. The Team Leaders will serve as local mental health community contact with emergency management, public health, and other agencies and organizations within communities, and with State agencies.
3. The State will collaborate with the Team Leaders and the community mental health centers to gather local mental health information needed to prepare a FEMA Crisis Counseling Program grant application(s) if a disaster occurs that makes the area eligible. When a mental health response is appropriate, the Division of Mental Health and Addiction, Office of Emergency Preparedness and Response may activate a district team.

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Or, a District Team Leader may request activation and upon the Division's approval, utilize their emergency response resources.

4. The Indiana Mental Health and Addiction All-Hazards Emergency State Plan serves as the disaster operational plan for the Indiana Division of Mental Health and Addiction. The Plan ensures coordination with and links to, the Indiana State Department of Health and the Indiana Department of Homeland Security.
5. The Indiana Division of Mental Health and Addiction (IDMHA) is responsible for maintaining capacity and readiness on the state level to assist communities in meeting their mental health needs following a disaster. State level coordination of resources by IDMHA occurs only when local and regional resources are inadequate or overwhelmed.
6. The Director of the Indiana Division of Mental Health and Addiction will appoint staff, volunteers, or personnel from other State entities with requisite experience and knowledge, to serve as State Disaster Mental Health Coordinators. These coordinators will serve as liaisons from IDMHA to; community mental health centers, other Indiana state agencies, and to other states with disaster mental health needs.
7. State level coordination of resources during a disaster occurs when local and regional resources are inadequate, exhausted or overwhelmed. The Indiana Division of Mental Health and Addiction is responsible for maintaining capacity and readiness on the state level to assist communities in meeting their mental health needs following a disaster. The Indiana Mental Health All-Hazards Emergency State Plan serves as the disaster operational plan for the Indiana Division of Mental Health and Addiction.

**G. Indiana Division of Mental Health and Addiction Registration of Crisis Responders**

The Division will maintain a registry of qualified mental health responders by District submitted by the District Team Leaders.

1. The Indiana Division of Mental Health and Addiction's All Hazards Advisory committee establishes the minimum standards for individuals participating in State and District Disaster Mental Health Response Teams (DDMHRT) to provide crisis intervention services.

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2. The Indiana Division of Mental Health and Addiction & the District Mental Health Response Teams maintain a roster of persons, who meet the minimum qualifications and are rostered with a district team.
3. DDMHRT members shall meet the minimum qualifications outlined in DMHA policy and agree to abide by the DMHA policies and procedures related to a disaster response

#### **H. Administration, Finance, and Logistics**

The DMHA Office of Emergency Preparedness & Response is charged with the administrative oversight functions of mental health response teams including finance and logistics.

1. The Indiana Division of Mental Health and Addiction, in coordination with other State agencies, will review the All-Hazards Emergency State Plan annually and revise or update it as needed. Changes will be distributed to each of the designated primary and secondary support agencies and will be made available to other agencies upon request.
2. Timely financial support of activities during an emergency or disaster is critical to the successful support of a disaster response. Innovative and expeditious means may be used to achieve financial objectives. It is mandatory to adhere to generally accepted State financial policies, principles, and regulations to ensure against fraud, waste, and abuse, and to achieve proper control and use of local, State, and Federal funds.
3. The Indiana Division of Mental Health and Addiction Office of Emergency Preparedness & Response will facilitate, or otherwise coordinate with other state agencies, the logistics for a Disaster Mental Health Response Team when deployed.

#### **I. Alert and Notifications**

1. DMHA Office of Emergency Preparedness and Response will coordinate and manage the mental health response requiring a state or district mental health response team(s). The office will be the point of contact for alerts, notifications and communications with all sanctioned Disaster Mental Health Response Teams. DMHA will coordinate direct and timely communication between local, state and federal agencies for a mental health response.

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2. If there is a Presidential disaster declaration, the DMHA Office of Emergency Preparedness and Response will activate a Disaster Mental Health Response Team to operate according to the guidelines for a crisis counseling program of the Federal Department of Homeland Security, the Indiana Department of Homeland Security, and the Substance Abuse and Mental Health Services Administration.
3. If the Governor through the Indiana Department of Homeland Security establishes a mobile support unit under IC 10-14-3-19, the DMHA Office of Addiction Services and Disaster Management will activate a Disaster Mental Health Response Team to operate under the mobile support unit incident command.
4. If there is an Emergency Management Assistance Compact (EMAC) deployment, the DMHA Office of Addiction Services and Disaster Management will activate a Disaster Mental Health Response Team to be part of a mobile support unit and subject to the operational control of the incident command.
5. If there is a local disaster, the District Disaster Mental Health Team Leader(s) or the local Community Mental Health Center(s) may request DMHA assistance and resources for a local disaster response.

**J. Activation and Deployment**

1. The State Disaster Mental Health Program will identify which department/division resources within the Family and Social Services Administration (FSSA) are needed, and take steps to insure that the departments/divisions are activated or on alert as appropriate.
2. The Indiana Division of Mental Health and Addiction is the lead state agency for the development and coordination of state plans and programs for mental health response and recovery activities:
  - a) in a declared disaster within the State of Indiana,
  - b) in a Presidential declared disaster for individual assistance,
  - c) upon request of county officials through the Indiana Department of Homeland Security, or
  - d) upon request by a District Disaster Mental Health Response Team Leader.

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3. The objectives of the State level mental health response are to:
  - a) assist state and local agencies in assessing mental health needs following a disaster considering the acute and cumulative stress resulting from a possible long-term recovery period;
  - b) determine the composition of each mental health team deployed based on the nature of the disaster, availability of personnel, and District Team Leader assessment information;
  - c) complete the FEMA Crisis Counseling Program grant application when a presidential disaster for individual assistance has been declared;
  - d) when a FEMA Crisis Counseling Program grant is funded, implement the grant activities through grant management;
  - e) assure mental health public education and disaster related stress and stress management is provided;
  - f) assure stress management training supports are in place for mental health teams responding to assist disaster survivors and responders;
  - g) activate the appropriate mental health response team and facilitate state level logistics for the team; and,
  - h) coordinate activities to ensure that people with a mental illness and addiction have continuing access to the treatment, medications, and support necessary to prevent crises.
4. The objectives of a deployed Disaster Mental Health Response Team are to provide a mental health response by:
  - a) conducting a community assessment of the psychological needs of affected areas;
  - b) providing Psychological First Aid to victims, survivors and responders, and
  - c) maintaining accurate records for financial and program reporting.
5. At the multi-agency coordination level, Division of Mental Health and Addiction will provide administrative oversight between the Community Mental Health Centers, Disaster Mental Health Response Teams, the state of Indiana resources and federal resources.
6. The Division of Mental Health and Addiction will assure the full integration with the local, State, and Federal plans and procedures through the provision of public information and outreach, technical assistance and training.

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7. Disaster mental health response teams will not enter an impacted area until their safety can be reasonably assured within the local emergency management system or the mobile support unit incident command. A safety briefing for teams will be conducted at the beginning of each incident shift; and/or before entry into an impacted area.

**K. Continuity of Operations:**

Planning for the continuation of critical operations and procedures is vital to the survival and recovery of normal business after a disaster event.

1. The Indiana Division of Mental Health and Addiction Director or designee(s) is responsible for designating lines of succession and delegating authority for the successors; establishing provisions for the preservation of vital records; developing procedures for the relocation of essential personnel; and developing procedures for the deployment of essential personnel, equipment, and supplies for the State agency and prior to an emergency or disaster.
2. The Division of Mental Health and Addiction All Hazards Committee may provide technical assistance to local entities for developing their own Continuity of Operations Plan.

**L. Recovery and Recovery Activities**

The Indiana Division of Mental Health and Addiction Office of Emergency Preparedness and Response will facilitate community assessments in order to guide recovery activities.

1. Emphasis will be given to the mental health needs of:
  - a) People exposed to the disaster event (victims/survivors, emergency responders, others);
  - b) Victims/survivors; families, responder's families, the bystanders, and other community caregivers not immediately involved in disaster response/recovery, but are exposed to the events; and
  - c) Persons with mental illness or substance abuse issues.
2. Services may include crisis counseling, psychological first aid, information and referral to other resources and psycho education about normal reactions to a disaster experience and how to cope with them, as well as other related responses suitable appropriate to the disaster event.

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3. The provision of services involves both the response phase and the period of recovery during the weeks and months following the disaster. The services are to be appropriate to the needs of the community being served
4. The Indiana Division of Mental Health and Addiction (DMHA) is responsible for the inventory, maintenance, deployment and recovery of all mental health and addiction assets. Any lost or misplaced assets should be reported to DMHA in writing.

**V. Support and Coordinate State Emergency Support Functions**

**A. Operations Section: Coordination with Other Disaster Response Functions/Agencies**

The Indiana Department of Homeland Security maintains the State Emergency Operations Plan (SEOP), related planning documents and subsequent revisions. These documents places Family Social Services Administration, Division of Mental Health & Addiction (FSSA/DMHA) in charge of organizing and activating the Mental Health disaster response for the state, not including the normal deployment of volunteer agencies.

**B. Public Information Emergency Support Function**

1. DMHA will gather, analyze, and support the dissemination of mental health and addiction information during an emergency or a disaster.
2. DMHA will maintain a bibliography and/or resource libraries of disaster mental health education training information and response materials.
3. This information will be made available to state agencies and the public as appropriate, for use in a disaster and recovery response.

**C. Communications and Warning Emergency Support Function**

1. The State Mental Health Disaster Program Director or designee will ensure communications support to and from the Indiana Division of Mental Health and Addiction, deployed Disaster Mental Health Response Teams, other recognized mental health and addiction providers and other appropriate agencies. Communication will occur through the most accessible and reliable method available at the time of the event including but not limited to

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telephone, radio, and/or electronic means. Cell phones are not a reliable method of communications during an emergency or disaster and will only be used as an ancillary means of communication.

2. DMHA will monitor the status of crucial situations that have the potential for developing into a major mental health or addiction disaster, emergency, or extraordinary situation, and those that may require emergency telecommunications support.

**D. Information and Planning Emergency Support Function**

The Office of Emergency Preparedness and Response Program Director or designee, will collect, analyze, process, and support the dissemination of information about a potential or actual mental health or addiction disaster to facilitate the overall activities of the Indiana Division of Mental Health and Addiction in providing assistance to other recognized mental health and addiction providers.

**E. Resource Support Emergency Support Function**

The Office of Emergency Preparedness and Response Program Director or designee will provide resource support in areas not previously identified for the Division of Mental Health and Addiction, local community mental health centers and addiction provider's plans and procedures. Address those efforts and activities will be directed to evaluate, locate, procure, and provide essential material resources as available.

**F. Emergency Services Section**

1. In the event of a potential or real disaster event, the Indiana Division of Mental Health and Addiction Director or the State Disaster Mental Health Program Director will be available to respond to mental health-related requests submitted through Indiana Department of Homeland Security.
2. Indiana Department of Homeland Security and the Indiana Department of Health will consult with the Indiana Division of Mental Health and Addiction (DMHA) on the need to activate Emergency Support Function #8, Mental Health Response and Recovery.

**G. Health and Medical Emergency Support Function**

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The Indiana Division of Mental Health and Addiction will provide coordinated State assistance and education when available to supplement local resources in response to a public health/mental health emergency and medical/mental health care need before, during, and after an emergency or a disaster.

**H. Human Support Section**

1. The Office of Emergency Preparedness and Response Program Director or designee will Coordinate the assistance of the Indiana Division of Mental Health and Addiction with local mental health and addiction providers, response teams and other agencies providing shelter care, to meet the needs of institutionalized patients, special populations, and Indiana residents seeking shelter and/or mass care through the following support functions:
  - a) Shelter and Mass Care Emergency;
  - b) Food and Water Emergency;
  - c) Evacuation Emergency; and,
  - d) Donation/Volunteer Management Emergency.

**VI. Actions Before, During, and After a Disaster**

**A. Local Preparedness Activities**

DMHA will provide technical assistance and guidance to the local level to increase the level of preparedness. Goals of local activities include:

1. Establish, train and maintain District Disaster Mental Health Response Teams.
2. Review Local Emergency Operations Plans with local emergency managers to become familiar with existing plans to meet the mental health needs of those affected by a disaster in the area.
3. Familiarize mental health and addiction providers and volunteers with the National Incident Management System an approach that details a strategy to define how mental health, public health, emergency management, hospitals, and other responders prepare, coordinate, and respond to an event.
4. Hold joint exercises to test emergency plans. Encourage inclusion of mental health responders along with hospitals, public health, and first responder agencies.

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5. Make psychological first aid training available to all involved in disaster response, specifically targeting community responders who may augment the mental health response to disaster.
6. Provide technical assistance to local community mental health centers, addiction abuses providers and state operated facilities in the development of the local disaster mental health plan.
7. Record key response contacts for local community mental health centers, addiction abuses providers and state operated facilities.
8. Develop and maintain state policies governing the credible practice of preparing, activating and deploying qualified personnel for a mental health response.

**B. Districts Activities**

With the assistance of the IDMHA Office of Emergency Preparedness and Response, District Disaster Mental Health Response Team Leaders will:

1. Identify staff or volunteers who may serve as local points of contacts.
2. Foster relationships between Emergency Managers, Public Health Departments, and those responsible for responding to mental health disaster needs in each county included in the Indiana Department of Homeland Security/Indiana Department of Health's district disaster plans.
3. Work with local Emergency Management and Public Health Departments to ensure that Local Emergency Operations Plan(s) and the Public Health Emergency Response Plan(s) as well as related response plans, contain sections addressing mental health and addiction needs.
4. Develop and maintain current Districts plans to activate a disaster mental health response.
5. Forward contact information for local District Disaster Mental Health Team Leaders to local emergency managers and the local public health department.
6. Foster training, education, exercise and professional development opportunities related to disaster mental health response in the District, and make available information.

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7. Distribute and utilize state prepared job aids and materials that may be needed as part of a disaster response.
8. Recruit, develop, and maintain personnel to comprise a District Disaster Mental Health Response Team that can be deployed in a district disaster or emergency.

**C. State Level Activities**

1. The Indiana Division of Mental Health and Addiction Director will appoint the Office of Emergency Preparedness and Response Program Director.
2. The State Office of Emergency Preparedness and Response Program Director promotes disaster mental health preparedness and response through outreach, education and the development of district response teams.
3. The Indiana Division of Mental Health and Addiction (IDMHA) creates, fosters, and/or makes available information about training opportunities related to the psychological and social aspects of disaster response and recovery.
4. DMHA develops, maintains and distributes job aids and materials that may be needed as part of a disaster response.
5. The Indiana Division of Mental Health and Addiction, together with those serving in the role of Public Information Officers for the State of Indiana, identifies a pool of rostered mental health professionals with disaster mental health expertise, to serve as consultants for risk communication efforts.
6. Development of State and District Mental Health Response Teams that can be deployed for in state or out of state disasters or emergencies.
7. Indiana Division of Mental Health and Addiction All-Hazards Advisory Committee meets regularly to:
  - a) Review the Indiana Mental Health All-Hazards Disaster Response and Recovery Plan
  - b) Develop, promote, participate and/or evaluate State-level disaster exercises and/or training
  - c) Make key contacts with State-level response agents

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- d) Monitor FEMA Crisis Counseling Grants implemented by the state
- e) Maintain and develop contact information regarding activation mechanisms for organizations that provide disaster assistance related to meeting the psychological and/or social needs of those impacted by disaster; and,
- f) Make key contacts with District Disaster Mental Health Team Leaders

#### **D. Disaster Response**

The sequence of events for each disaster response will vary according to the disaster.

1. Once a disaster occurs, an initial assessment of the Mental Health and Addiction needs of individuals and the community affected by the disaster is conducted.
2. District Disaster Mental Health Teams will work with local resources to track the scope of the response from its onset including:
  - a) Number and type of mental health resources deployed;
  - b) Number and type of individual contacts made by mental health responders;
  - c) Demographic data relative to individual and group services provided;
  - d) Reported event reactions of individuals served;
  - e) Number and type of referrals made to other disaster agencies, mental health or addiction treatment services or other community services; and
  - f) Expenses incurred as a result of the deployment.
3. Community Mental Health Centers and Addiction Providers, in consultation with local resources, may notify The Indiana Division of Mental Health and Addiction, if the disaster type, size, or scope exhausts the ability of local/district resources to adequately respond to the psychological and social needs of those affected by the disaster. District Disaster Mental Health Response Team Leaders may notify the Indiana Division of Mental Health and Addiction when by their assessment local resources are inadequate, exhausted or overwhelmed and request additional resources. The Indiana Division of Mental Health and Addiction will be a conduit to relay such requests to the Indiana State Department of Health and/or Indiana Department of Homeland Security.

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4. Local Emergency Management Directors may notify the Indiana Department of Homeland Security that local disaster mental health resources are exhausted and additional assistance from the State is required.
5. Other local entities notify their appropriate state agency, which follows the NIMS protocol through the Indiana Department of Homeland Security to request mental health support for a disaster event.
6. The Indiana Department of Homeland Security follows the protocol outlined in the Indiana Department of Homeland Security Operations Plan and notifies the Director of the Division of Mental Health and Addiction or their designee that state level assistance is needed to support the mental health response in the affected area.
7. The Indiana Division of Mental Health and Addiction and the District Disaster Mental Health Response Team Leader will assign a local disaster coordinator to work with responding organizations to identify and deploy appropriate resources to the affected area.
8. When a disaster progresses through the response phase toward recovery, the Indiana Division of Mental Health and Addiction will work with the:
  - a) local providers to identify recovery needs related to mental health and addiction services in the affected area, and
  - b) Disaster Mental Health Response Team to identify and address the recovery needs related to mental health and addiction in the affected area.
  - c) At the multi-agency coordination level, DMHA will provide administrative oversight between the Community Mental Health Centers, Disaster Mental Health Response Teams, the state of Indiana resources, and federal resources.

## **VII. National Incident Management System**

In accordance to the Executive Order 05-09 signed by Governor Mitch Daniels the policy of the Indiana Division of Mental Health and Addiction has adopted is the National Incident Management System (NIMS) to guide the mental health response. NIMS establishes a standardized incident command process and procedures that federal, state, and local responders will use to coordinate and conduct response action. All agencies that provide a disaster mental health response will successfully complete training in the National Incident Management Systems. The National

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Incident Management System will be the standard for any agency state or local when responding to a disaster.

**VIII. Mental Health and Crisis Intervention Emergency Task Checklist**

**Primary Coordinating Agency:** Family and Social Services Administration/Indiana  
Division of Mental Health and Addiction

**Support Agencies:**

Indiana Department of Homeland Security  
Indiana Council of Community Mental Health Centers, Inc.  
Mental Health America of Indiana  
Indiana Red Cross  
Indiana State Department of Health  
Indiana Counter Terrorism and Security Council  
Indiana Chaplains Association  
Indiana Health and Hospital Association  
Indiana Salvation Army  
Indiana Volunteer Organizations Active in Disasters  
National Association of Social Workers- Indiana Chapter  
Health Professions Bureau of Indiana  
Indiana Psychological Association  
Indiana Psychiatric Society  
Indiana Counselors Association  
Indiana Counselors Association on Alcohol and Drug Abuse  
Indiana Department of Education  
Indiana Pharmacists Alliances

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**Mental Health and Addiction**

✓	<b>Prevention Task</b>	<b>Resource</b>
	Identify Mental Health Providers.	Indiana Division of Mental Health and Addiction
	Develop district disaster mental health teams of individuals who are trained and rostered to provide disaster mental health services and crisis intervention.	Indiana Division of Mental Health and Addiction
	Identify and develop data collection and evaluation systems for a response.	Indiana Division of Mental Health and Addiction
	Assist and facilitate a statewide mental health Mutual Aid Memorandum of Understanding between mental health and addiction providers.	Indiana Division of Mental Health and Addiction

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✓	<b>Preparedness Task</b>	<b>Resource</b>
	Review all federal and state statutes and administrative rules regarding disaster prevention, preparedness and response and mental health.	Indiana Division of Mental Health and Addiction
	Maintain statewide mental health disaster plans and procedures.	Indiana Division of Mental Health and Addiction
	Assure all mental health and addiction provider's disaster response plans are in place.	Indiana Division of Mental Health and Addiction
	Provide training opportunities to state level personnel on Division of Mental Health & Addiction state mental health disaster plans and procedures	Indiana Division of Mental Health and Addiction
	Disseminate information to state agencies on disaster mental health plans and procedures for a response.	Indiana Division of Mental Health and Addiction
	Monitor, maintain and modify this plan as the need arises.	Indiana Division of Mental Health and Addiction
	The Indiana Division of Mental Health and Addiction All-Hazards Advisory Committee will meet regularly to discuss pertinent issues and formulate mental health and addiction emergency management policies.	Indiana Division of Mental Health and Addiction

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✓	<b>Response Task</b>	<b>Resource</b>
	The identified state mental health disaster coordinator will be available to the Indiana Department of Homeland Security for mental health requests.	Indiana Division of Mental Health and Addiction
	Coordinate with The Indiana State Department of Health Consult in the activation of Emergency Support Function 8.	Indiana Division of Mental Health and Addiction
	Assist state and local agencies in assessing mental health needs following a disaster.	Indiana Division of Mental Health and Addiction
	Assess the capacity of the local mental health and addiction resources' ability to respond	Indiana Division of Mental Health and Addiction
	Assess the capacity of the state mental health and addiction resources' ability to respond.	Indiana Division of Mental Health and Addiction
	Determine need for and resources through the Emergency Management Assistance Compact (EMAC).	Indiana Division of Mental Health and Addiction

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✓	<b>Response Task</b>	<b>Resource</b>
	Maintain a list of those people who have been trained and registered as a disaster mental health responder.	Indiana Division of Mental Health and Addiction
	Serve as a state point of contact for local responders.	Indiana Division of Mental Health and Addiction
	Coordinate with the Indiana Department of Homeland Security the application process for FEMA Crisis Intervention Grant during a Presidential Major Disaster Declaration for Individual Assistance.	Indiana Division of Mental Health and Addiction

	Serve as a state point of contact for Federal Mental Health Responders (NDMS, FEMA, Health and Human Services).	Indiana Division of Mental Health and Addiction
	Coordinate with the Indiana Department of Homeland Security to identify crisis counselors and teams who have been authorized to provide psychological first aid in a state or federal declared disaster.	Indiana Division of Mental Health and Addiction
	Coordinate with the Indiana Department of Homeland Security to identify DMHA contracted agencies to manage disaster response services.	Indiana Division of Mental Health and Addiction

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✓	<b>Recovery Task</b>	<b>Resource</b>
	Coordinate recovery and restitution of all mental health and addiction resources in a disaster area.	Indiana Division of Mental Health and Addiction
	Monitor the psychological well-being of emergency responders, victims and staff and their families,	Indiana Division of Mental Health and Addiction
	Coordinate the implementation of long term mental health and addiction needs and service at the local level.	Indiana Division of Mental Health and Addiction
	Monitor and assess long term mental health and addiction indicators.	Indiana Division of Mental Health and Addiction
	Analyze data collected from behavioral health and addiction providers and other available resources.	Indiana Division of Mental Health and Addiction
	Assess, and implement as needed, a post incident follow up response to affected individuals and agencies.	Indiana Division of Mental Health and Addiction
	Assist in completing the After Action Report /Final Report.	Indiana Division of Mental Health and Addiction
	DMHA will identify and integrate appropriate corrective actions that was identified in the after action report.	Indiana Division of Mental Health and Addiction