



2014 ANNUAL REPORT

Celebrating 18 Years of Service to the Commonwealth

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DEBBORAH M. ARNOLD

EXECUTIVE DIRECTOR

A YEAR IN REVIEW

The Kentucky Community Crisis Response Board (KCCRB) serves the Commonwealth by training and maintaining a statewide team of regional response-ready volunteers to provide disaster behavioral health services in the form of assessment, behavioral health triage, Psychological First Aid/critical incident stress management and referrals for; first responders, disaster relief workers and affected civilians following disasters and critical incidents across the Commonwealth. This essential service is made possible by the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a joint collaboration of funds allocated through the National Bioterrorism Hospital Preparedness Program Cooperative Agreement (BHPP), through the Department for Public Health (DPH), Emergency Management Performance Grant, through the Kentucky Division of Emergency Management and general administration funds.

The KCCRB is committed to facilitating the development of a behavioral health system within the Commonwealth that supports the recovery from disaster and critical incidents. The strategic focus for FY14 was on the integration of disaster behavioral health services at the local level. To meet this reporting period objective, KCCRB focused on engaging the Department for Behavioral Health, Developmental and Intellectual Disabilities and local private and public behavioral and substance abuse service partners in preparedness planning for response and recovery and exercising those plans. Within fiscal year 2014 KCCRB completed the strategic plan goal to meet with all 120 Kentucky County emergency managers and facilitate the inclusion of disaster behavioral health services into local emergency response plans. Attaining this goal resulted in development of improved working relationships on the community level with emergency management leadership and KCCRB. Through these relationships and participation in local emergency planning committee (LEPC) meetings, KCCRB and our team of volunteers were invited to participate in numerous emergency preparedness exercises at the local level. This has provided KCCRB the opportunity evaluate community level disaster behavioral health service resources and execution of response activities in disaster and critical incident responses.

To further facilitate the integration of KCCRB response services at the local level, the KCCRB staff completed a thorough review of and implemented revisions to the KCCRT leadership roles and responsibilities. These changes highlighted the need for KCCRT regional leadership to develop working relationships with County emergency management officials and community partners. KCCRT regional coordinators have also been encouraged to attend their regions Healthcare Preparedness Program (HPP) quarterly meetings to expand the development of relationships with organizations in their communities responsible for emergency response services.

KCCRB will continue to work toward the development of an integrated behavioral health response system through exploration of the state's existing use of mental health surveillance systems in the planning, response and recovery strategies post disaster or critical incident.

A Note to the TEAM

Service: *Work done for others; benefit; advantage; friendly help, professional aid. (Webster's New World College Dictionary)*

I believe the “behind the scenes” work and services delivered by the KCCRB staff and Kentucky Community Crisis Response Team far exceed simple “service”. Our staff and members impact thousands of individual’s lives on an annual basis providing professional, caring, compassionate and supportive services to enable citizens of the commonwealth to manage through some of life’s most difficult times. I want to take a moment to express my gratitude for the positive contributions all of you make. I am very proud of the accomplishments of the Kentucky Community Crisis Response Team.

Rebekah M. Arnold



DEPARTMENT FOR PUBLIC HEALTH GRANT DELIVERABLES

In March 2011, the Centers for Disease Control (CDC) distributed the Public Health Preparedness Capabilities: National Standards for State and Local Planning to create national standards for public health preparedness capability-based planning to assist state and local planners in identifying gaps in preparedness, determining priorities, and developing plans for building and sustaining public health capabilities. KCCRB plays an essential role with our partnership with the DPH in supporting many of the fifteen (15) capabilities and assisting DPH in meeting the critical elements that are needed to achieve the capability.

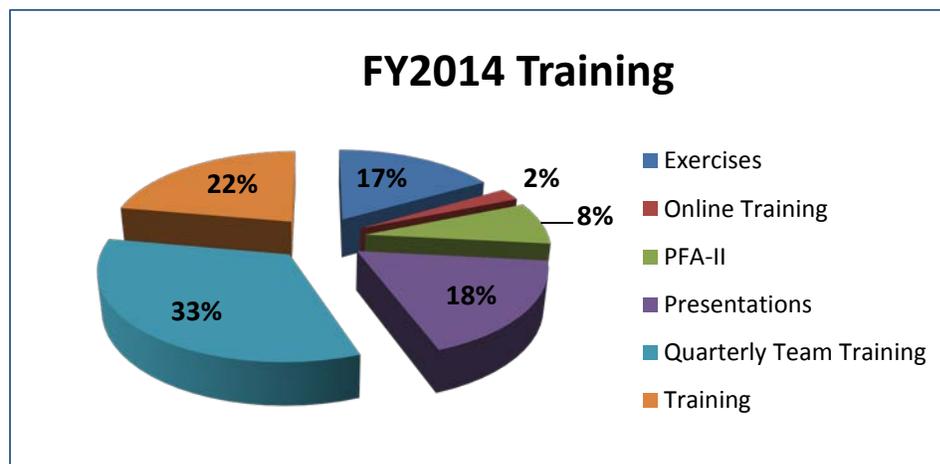
Below are the deliverables as outlined in the FY15 contract between DPH and KCCRB. The deliverables have been aligned with the appropriate preparedness capability and KCCRB activities for FY15:

CAPABILITY 1: COMMUNITY PREPAREDNESS

- **Continue to implement networking and training program at the community level for disaster behavioral health response revising programs to stay current with best practices and research developments.**

KCCRB has delivered 60 crisis management trainings to 1553 participants. This included: Presentations, Assisting Individuals in Crisis, Group Crisis Interventions, Pastoral Crisis Intervention I & II, and KCCRB Pre-Incident Training: Protecting Our First Responders. **SEE Figure 1.**

FIGURE 1



Totals		Training	Online	PFA-II	Presentations	Exercises
60	Training Events	20	2	7	16	15
294.25	Hours	148	4	56	19.25	67
1553	Non Member	589		86	862	16
349	Member	182	45	8	5	109

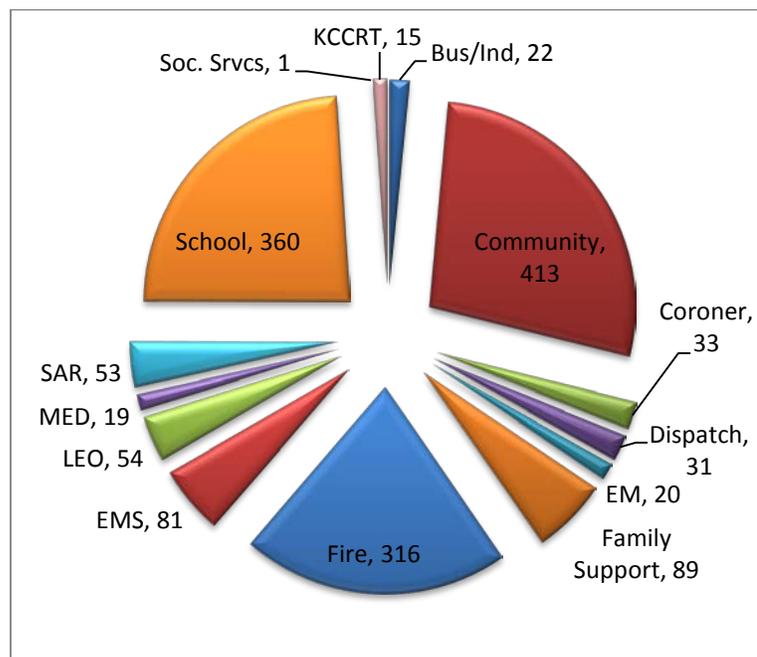
- Continue to develop and coordinate an integrated statewide disaster behavioral health response to Bioterrorism and other large disasters impacting the Commonwealth of Kentucky. Plan, coordinate and integrate disaster behavioral health services for responders, survivors, caregivers and implement Mutual Aid Agreements (MAA) and Memorandums of Understanding (MOU).

As a result of continuous process improvement review, KCCRB identified that in the time of disaster it is more efficient to have Master Agreements in place with each of the 14 Community Mental Health Centers (CMHCs). Therefore, KCCRB now maintains Master Agreements with all 14 CMHCs, thus replacing the need to maintain MOU/MOA.

KCCRB revised, implemented and maintains MOU's with the American Red Cross and the National Animal Assisted Crisis Response Association.

FIGURE 2

FY2014 RESPONSES



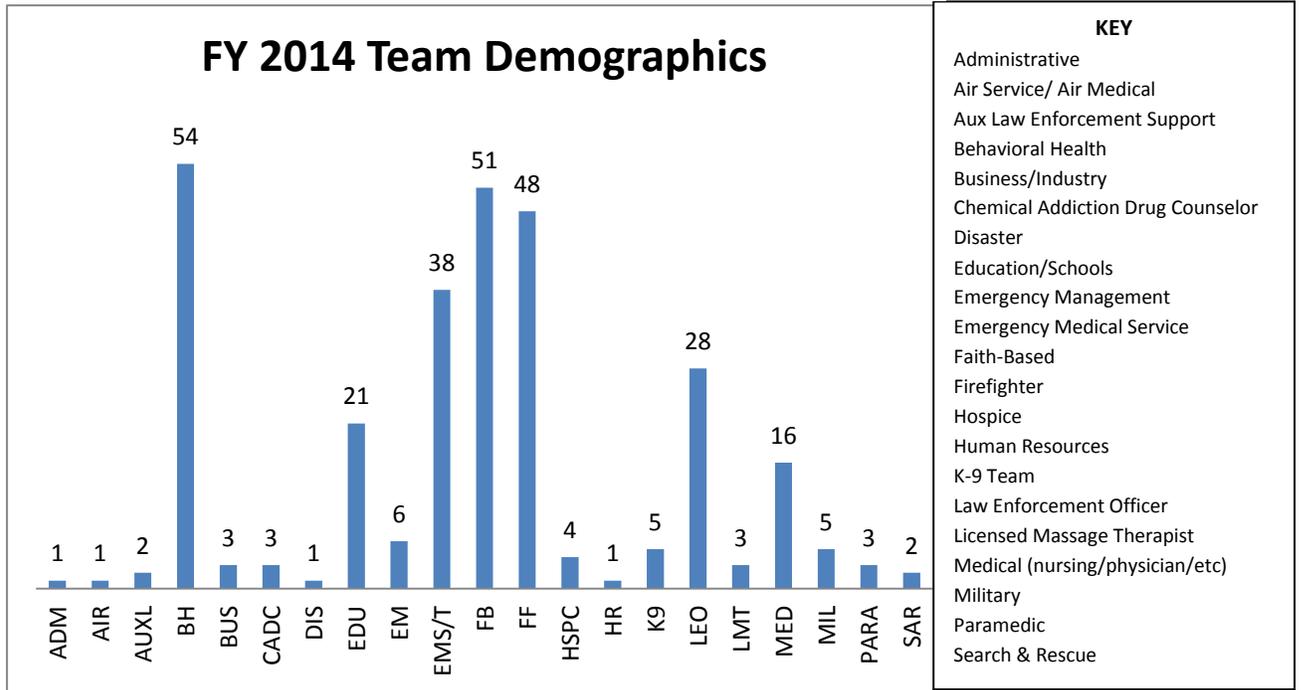
KCCRT has responded to **47** Incidents, delivering services to **1,507** first responders and community members in this fiscal year. **SEE Figure 2.** Since April 1, 1997, KCCRB has provided services to **52,622** first responders and community members.

- Actively recruit new team members focusing on diversifying the KCCRT and ensuring representation from all peer groups.



A Recruitment Clipboard Campaign was initiated with strong results. Invitations to apply for team membership were made at every training and presentation. Interested persons simply signed up to request more information on applying to the team. The Team Program Coordinator then communicated with the individuals swiftly and directly. **80** Individuals from **9** trainings/presentations requested more information on team membership. **10** persons that expressed interest applied for team membership. **8** became team members and **2** remain in process.

FIGURE 3



- **Support KCCRB crisis intervention, Psychological First Aid (PFA) and pre-incident preparedness training. Training audience includes KCCRT members, for their continuing education requirements for the statewide crisis response team and local community members.**

Psychological First Aid Part II was delivered on 7 training dates to 94 individuals. *SEE Fig. 1: FY2014 Training Program, page 5*

- **Targeted training audience included: public health, behavioral health, local government, local clergy, first responders, law enforcement, emergency management, hospitals, long-term care facilities, KCCRT members, Medical Reserve Corps (MRC) and other social service agencies active in disasters.**
- **Collaborate with the DPH to be included in Training and Exercise Plan.**

KCCRB has been present at all scheduled DPH training and exercise events.

- **Promote KCCRB services to community stakeholders as a community resource that is integrated into emergency response plans developed for the Commonwealth through attending statewide preparedness meetings.**

KCCRB delivered 14 presentations to community stakeholders to promote awareness and inclusion in the County emergency response plans. Additionally, to date KCCRB has met with all of Kentucky’s 120 counties and facilitated the successful inclusion of KCCRB into their county emergency response plans.

KCCRB has attended statewide preparedness meetings as scheduled – Hospital Preparedness Program (HPP) Leadership and Hospital and Medical Preparedness Advisory Committee (HMPAC) meetings.

- **Annually review KCCRB section of the Emergency Support Function – 8 (ESF-8) section of the Emergency Operations Plan by collaborating with KDPH to provide a plan review. Incorporate and provide training on this plan for County and Regional Emergency Management, Public Health, Behavioral Health, Emergency**

Services Agencies, Hospital and other identified entities resulting in consistent, organized and collaborative response to surged, mass fatality catastrophic events.

KCCRB recognizes the importance of and need for the inclusion of disaster behavioral health services into emergency response planning for ESF 8 which has also been identified as a priority at the federal level. KCCRB is committed to facilitating the development of a behavioral health system within the Commonwealth that supports the recovery from disaster and critical incidents. The primary activity to meet this objective is for KCCRB to engage the Department for Behavioral Health, Developmental and Intellectual Disabilities and local private and public behavioral and substance abuse services partners in preparedness, response and recovery planning and exercising. During this fiscal year, KCCRB has initiated this partnership by creating and distributing a survey designed to capture private and public mental health and substance abuse providers planning and response capabilities. Following the analysis of data received, KCCRB will facilitate a work group to begin drafting an updated State Disaster Behavioral Health Response Plan.

- **Partner with DPH's Medical Reserves Corp (MRC) team leaders to announce KCCRB training course offerings to encourage MRC team members' participation.**

KCCRB has distributed 27 training announcements through the MRC Coordinators during FY14.

- **Obtain and maintain necessary credentials to deliver competency based training to disaster behavioral health volunteers.**

The KCCRB staff collectively completed 478 hours of training and continuing education including Incident Command System modules, Mission Ready Tabletop Exercises, KCCRB Coroner's Strike Team Training, CSEPP Exercises, EOC operational training, Crisis Management for School-Based Incidents and a 4-day Healthcare Leadership for Mass Care Incidents training at Anniston, Alabama. In addition, Tammy Napier completed her Bachelor's Degree in Psychology and Counseling.

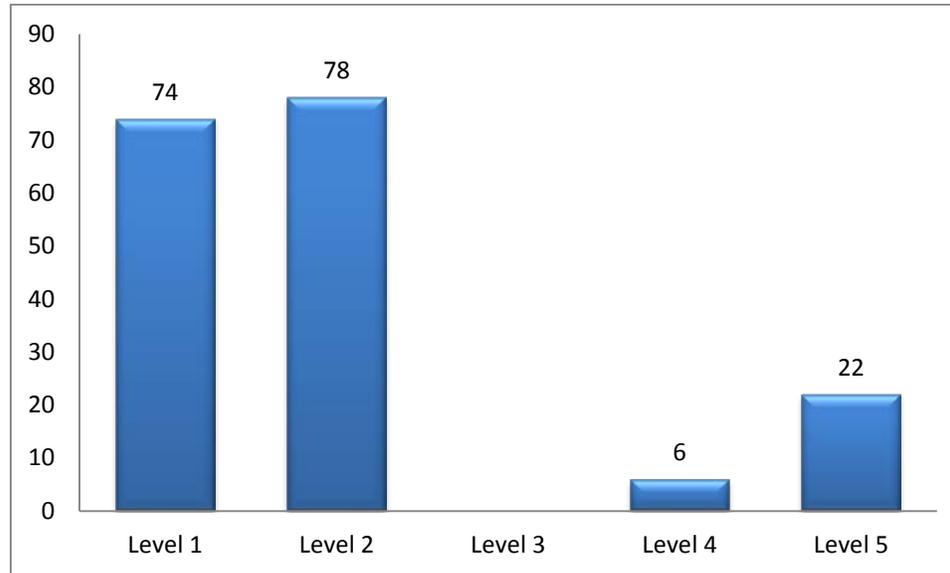
CAPABILITY 2: COMMUNITY RECOVERY

- **Collaborate with DPH to maintain statewide system of registration and credentialing of Crisis Intervention volunteers for large-scale surge response through K HELPS online system. K HELPS enrolls both clinical personnel to conduct behavioral health triage and Disaster Outreach personnel to provide outreach, psychological first aid (PFA) and information and referral. Collaborate with the K HELPS/MRC program for: recruitment, credentialing, training, newsletter, Web site and exercises.**

KCCRB achieved 100% of all team members registered in the K HELPS system during this fiscal year. KCCRB addressed issues with the Disaster Outreach Personnel program in its' FY2014 Strategic Plan. The team structure and membership requirements were redesigned to a 5-Level Membership and Training plan, which includes Disaster Only Level 1. This replaces the Disaster Outreach Personnel. All applicants and team members are registered on the K HELPS system for surge. *See Figure 4*

FY 2014 TEAM DEMOGRAPHICS

FIGURE 4



- **Investigate opportunities to provide informative presentations to the community stakeholders such as local government, law enforcement, emergency medical services, fire fighters and community faith based groups.**

KCCRB has delivered 16 presentations to community stakeholders and numerous training sessions for the identified audiences. KCCRB has presented and set up informational booths at state fire schools, EMS conference, suicide prevention conference and has participated in three (3) Police Executive Command Courses held across the Commonwealth. **SEE Fig. 1: FY2014 Training Program, page 5**

- **Establish and maintain MOU's and Master Agreements with local partners to provide behavioral health triage, disaster outreach and PFA following a disaster or critical incident.**

KCCRB maintains Master Agreements with all 14 CMHCs.

CAPABILITY 3: EMERGENCY OPERATIONS COORDINATION

- **Recruit and train Regional Team Coordinators and assist in organizing, and providing support of quarterly KCCRT regional team meetings.**

KCCRB recruits, trains and maintains regional team coordinators to facilitate organized and rapid response to local events. KCCRB ensured that all of our coordinators maintain training and knowledge of the National Incident Management System and encourage participation with County Emergency Management exercises and trainings.

As outlined in the FY2014 Strategic Plan, training requirements were enhanced for team leadership, as per Team Level responsibilities. **SEE Page 12.**

It has become KCCRB standard operating procedure that each region is to hold quarterly team training in which the KCCRB Training Coordinator provides either training material or table top exercise for the meeting to assist in maintaining team readiness and skills.

18 of 20 scheduled quarterly team trainings were held. 259 team members and 8 guests attended. The training focus included:

- Confidentiality
 - TTX: Chemical Explosion
 - SAFE-R Model
 - TTX: School Disasters
 - Lessons Learned: CSEPP Exercise
 - KHELPS Notification system
 - Winter weather preparedness
 - Metro Safe Tour
 - Disability integration and access and functional needs as applied to Crisis Response
 - Activation of CEOC
 - One on One interventions
- **Continue to equip KCCRT Regional Team Coordinators and team members with all necessary tools and equipment for local and regional response readiness to ensure rapid deployment in responding to disasters and critical incidents.**

KCCRB has maintained and distributed written brochures and handouts supplies to assist team members with responses.

New Core Training courses were designed and developed for presentation or online access. These included:

- KCCRB Orientation (1 hour), classroom or online
- KCCRT Membership Roles & Responsibilities (1 hour), classroom
- Cultural Considerations in Crisis Intervention (3 hours), classroom or online
- Community Resiliency (1.5 hours), classroom

Additional training topics were determined and will be developed and presented in FY2015. SEE Training Matrix for full list of courses.

KCCRT LEVELS & TRAINING MATRIX

All listed classes apply toward 30 hours of continuing education required every 4 years.

KCCRT members in good standing as of March 15, 2014 will have until June 30, 2015 to meet the training requirements for their existing team level.

Any level of team membership is based on training, experience and abilities. Membership is subject to approval by the Board.

		REQUIRED	RECOMMENDED
MEMBERSHIP LEVELS	LEVEL 1	Disaster Only PFA Online (NCTSN) (6 hrs) Psychological First Aid-II (7.8-8 hrs) IS-700 Intro NIMS (3 hrs) ICS-100 Intro to ICS (3 hrs) ** KCCRB Orientation (1 hr) T <input type="checkbox"/> ** KCCRT Membership Roles & Responsibilities (1 hr) T <input type="checkbox"/> ** Cultural Considerations in Crisis Intervention (3 hrs) T <input type="checkbox"/> ** Community Resiliency (1.5 hrs) T <input type="checkbox"/> Just-In-Time Training (1.5 hrs)	Courses of interest to move toward Level 2
	LEVEL 2	Regular Minimum 5 years experience in approved discipline. Assisting Individuals in Crisis or Pastoral CH (13 hrs) ICS-100 Intro to ICS (3 hrs) IS-700 Intro NIMS (3 hrs) Group Crisis Intervention (14 hrs) ** KCCRB Orientation (1 hr) T <input type="checkbox"/> ** KCCRT Membership Roles & Responsibilities (1 hr) T <input type="checkbox"/> ** Cultural Considerations in Crisis Intervention (3 hrs) T <input type="checkbox"/> ** Community Resiliency (1.5 hrs) T <input type="checkbox"/>	Courses of interest for Strike Teams or Leadership Roles IS-800 NRF (3 hrs) IS-200 ICS for Single Resource (3 hrs) PFA Online (NCTSN) (6 hrs) Psychological First Aid-II (7.8-8 hrs)
TEAM LEADERSHIP LEVELS	LEVEL 3	Strike Team Leader COMPLETE LEVEL 2 PLUS Community Partners & KCCRT Field Directory (1 hr) CEOC & STAGING Orientation (3 hrs) ** Strike Team Leadership Training ** ICS-200 ICS for Single Resource (3 hrs) ** IS-800 NRF NOTE: Completing Level 3 Training means you have met the training requirements and may be utilized as a Strike Team Leader.	Resource Management (4 hrs) PFA Online (NCTSN) (6 hrs) Psychological First Aid-II (7.8-8 hrs) Tactical Response Planning (6 hrs) Protecting Our First Responders - Fire, LEO or EMS (2.5 hrs) First Responder Family Support Training (2.5 hrs) Pastoral Crisis Intervention I (13 hrs)
	LEVEL 4	Regional Resource Coordinator COMPLETE LEVEL 3 PLUS Resource Management (4 hrs) ** Annual Leadership Training ** Psychological First Aid-II (7.8-8 hrs) NOTE: Completing Level 4 Training means you have met the training requirements. Coordinators are appointed by the Executive Director.	Tactical Response Planning (6 hrs) Planning & Conducting Quarterly Team Training (3 hrs) Protecting Our First Responders - Fire, LEO or EMS (2.5 hrs)
	LEVEL 5	Regional Team Coordinator COMPLETE LEVEL 3 PLUS Tactical Response Planning (6 hrs) Planning & Conducting Quarterly Team Training (3 hrs) ** Annual Leadership Training ** PFA Online (NCTSN) (6 hrs) ** Psychological First Aid-II (7.8-8 hrs) NOTE: Completing Level 5 Training means you have met the training requirements. Coordinators are appointed by the Executive Director.	Protecting Our First Responders - Fire, LEO or EMS (2.5 hrs) First Responder Family Support Training (2.5 hrs) Resource Management (4 hrs) K-9 Strike Team Training (4 hrs) CEOC & STAGING Orientation (3 hrs) Pastoral Crisis Intervention I (13 hrs) IS-300 Intermediate ICS (20 hrs)

KEY: Bold = Required to Qualify ** = Required within first year T = During Team Training = Online

CAPABILITY 4: EMERGENCY PUBLIC INFORMATION AND WARNING

- **Seek out and participate in local and statewide all hazards and terrorism disaster drills. Develop and execute scenarios for KCCRT regional coordinators and KCCRT members. Drills will test activation through KHELPS alerting, messaging, and deploying, communications abilities and integrated response among the behavioral health participating agencies.**

During FY2014 KCCRB participated in thirteen (13) local and statewide all hazards and terrorism disaster drills. KCCRB routinely integrates the utilization of the K HELPS communication system into functional exercises. As noted previously KCCRB Training Coordinator is responsible for developing table top exercise for KCCRT meetings.

CAPABILITY 5: FATALITY MANAGEMENT

KCCRB has worked extensively with Dr. Emily Craig, coordinator of the State's Mass Fatality System and Mr. John Goble, coordinator of the States Mass Fatality Response Team to develop strategies to ensure the inclusion of critical incident stress management (CISM) services to the individuals impacted by a mass fatality event to include the coroners and first responders. KCCRB has formed a specialized team of KCCRT members who have been trained in the Victims Identification Process (VIP) who will now be able to assist the State Mass Fatality Response Team with this process.

CAPABILITY 6: INFORMATION SHARING

- **Maintain a web site as a part of the overall marketing plan and to provide event driven "just in time" resources to team and community members as well as a Disaster Behavioral Health library.**

KCCRB maintains a web site that is routinely updated with resource information, and event driven educational materials.

CAPABILITY 7: MASS CARE

- **Participate in state level planning workgroups for shelter and planning for persons with special needs.**

KCCRB has been an active participant in the ESF 6 work group. We are also active participations in the Kentucky Function Needs Committee and work closely with the ARC, Christian Appalachian Project and the State VOAD committee in the planning and response activities surrounding mass care.



KCCRB ONLINE TRAINING

The Training Program researched several options for presenting web-based classes in order to give team members more options of satisfying training requirements.

In conjunction with the KCCRT Levels & Training Matrix, two classes were created through Canvas Instructure Web-based training. **KCCRB Orientation** and **Cultural Considerations in Crisis Intervention** courses were available online by the end of the fiscal year (June 30, 2014).

Community Resiliency and **KCCRT Membership Roles & Responsibilities** were presented at the Annual Team Training.

These courses will be converted to online formats by end of December 2014. Anyone wishing to qualify for Level 1 and Level 2 will be able to complete the four online training requirements by January 2015.

Additional level-specific training will be available online by spring 2015. **Community Partners & Field Directory**, **Tactical Response Planning** and **Planning & Conducting Quarterly Team Training** are all existing courses that are being converted to online format as well.

Courses that will be developed in the next fiscal year include: **CEOC & Staging Orientation**, **Strike Team Leadership Training**, **Resource Management**, and various modules for focused Strike Teams.

KCCRT ANNUAL TRAINING

The 2014 Annual Training was held in Elizabethtown (May 30) and in Mt. Sterling (May 16). Each Region gave a Shout-Out in the form of a theme song they chose for their respective teams. It was enlightening and entertaining. (Pic: Region 8)

The day of training included Regional highlights, 4 training segments, an exercise and member recognition. Staff collaborated to provide training in *Strategies of a Successful Team*, presentation of the *New Team Levels & Training Matrix*, *Team Roles & Responsibilities* and *Community Resiliency*. Lunch included a video presentation.

Several team members were honored for their service to the Commonwealth for the years they have served on the team. (See following page.)



Team Members recognized for length of service at the 2014 Annual Training.



5 Years or More of Service

Doug Alexander
Cindy Barker
Fred Calvert
Todd Hazell
Rita Jarrell
William Mays
Stephanie Schafer
Robert Smith

10 Years or More of Service

Vicki Beldon
Pamela Fleitz
Mike Freville
Edward Grantz
Pamela Puckett-Hulsey
Ron Maddox
Jeffrey Riddle



15 Years or More Service

Deborah Arnold
Rose Blandford
Pam Gabbard
Paula McCaghren
Tom Mobley

20 Years or More Service

Merry Miller



KCCRB STAFF TRAINS at CENTER for DOMESTIC PREPAREDNESS



The Kentucky Community Crisis Response Board received an invitation from the Kentucky Hospital Association (KHA) to participate in a multi-disciplinary emergency preparedness and response group in attending a four day training and exercise program at the National Center for Domestic Preparedness (CDP) in Anniston, Alabama April 20-25, 2014. The training and exercise program is a hybrid Kentucky-specific program that would include both the Hospital Emergency Response Training for Mass Casualty Incidents (HERT) with the HERT Train-the-Trainer program and the Healthcare Leadership for Mass Casualty Incidents (HCL) course, combined with a one-day "Integrated Capstone Event" (ICE) where they bring the programs together for an exercise. This was an excellent opportunity for the members of KCCRB staff to not only receive valuable training in the area of mass casualty response services but also to form working partnerships with response organizations across the

Commonwealth. Deborah and Kelli were asked by CDP to provide the presentation training to the participants on the first night of the training. Their presentation was entitled "The Psychological Impact of Disasters and Critical Incidents."

The Center for Domestic Preparedness (CDP) is operated by the United States Homeland Security's Federal Emergency Management agency and is the only federally chartered Weapons of Mass Destruction (WMD) training facility in the nation. The CDP develops and delivers advanced training for emergency response providers, emergency managers, and other government officials from state, local, and tribal governments. The CDP offers more than 40 training courses focusing on incident management, mass casualty response, and emergency response to a catastrophic natural disaster or terroristic act. Training at the CDP campus is federally funded at no cost to state, local, and tribal emergency response professionals or their agency.

Resident training at the CDP includes healthcare and public health courses at the Noble Training Facility, the nation's only hospital dedicated to training healthcare professionals in disaster preparedness and response.

A number of resident training courses culminate at the CDP's Chemical, Ordnance, Biological and Radiological (COBRA) Training Facility. The COBRA is the nation's only facility featuring civilian training exercises in a true toxic environment using chemical agents. The advanced hands-on training enables responders to effectively prevent, respond to, and recover from real-world incidents involving acts of terrorism and other hazardous materials.

Responders participating in CDP training gain critical skills and confidence to respond effectively to local incidents or potential WMD events.

During the week long training, the KCCRB staff had the opportunity to be trained not only in Healthcare Leadership for Mass Casualty Incidents, but staff was also able to train alongside individuals from all over Kentucky, North Dakota, Vermont, Georgia, Texas, Montana and South Carolina. The training was intense and the capstone exercise was exhausting, however each staff person came away glad that they had been able to experience the training.



MEET THE STAFF

PERSONNEL



Deborah Arnold, MA
Executive Director



Kelli Robinson, MA, LMFT
Deputy Executive Director



Tammy Napier
Chief Financial Officer



CJ Wright, CTR, CTSS
Training Program Coordinator



Wayne Mullannix
Preparedness Planning Coordinator



Jocelyn Baldor, MSW
Team Program Coordinator



2014 Annual Report

Compiled by KCCRB Staff

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