



# Resources for Post-Disaster Recovery Across the U.S.: The Disaster Distress Helpline and 988

Presented by Christian Burgess, MSW, Director, DDH, Vibrant Emotional Health  
Great Plains Disaster Behavioral Health Conference – Friday, July 29<sup>th</sup>, 2022



# Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the U.S. Department of Health and Human Services, the Substance Abuse and Mental Health Services Administration (SAMHSA), or the Center for Mental Health Services.

Disaster  
Distress  
Helpline

Call or Text 1-800-985-5990  
[disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

**V!brant**  
Emotional Health



# Agenda

- DDH Overview
- DDH & 988
- DDH Specialized Services :
  - DDH Videophone for Deaf/HoH ASL Users
  - DDH Online Peer Support Communities
- Additional Resources / Vibrant's CECT
- Discussion / Q&A

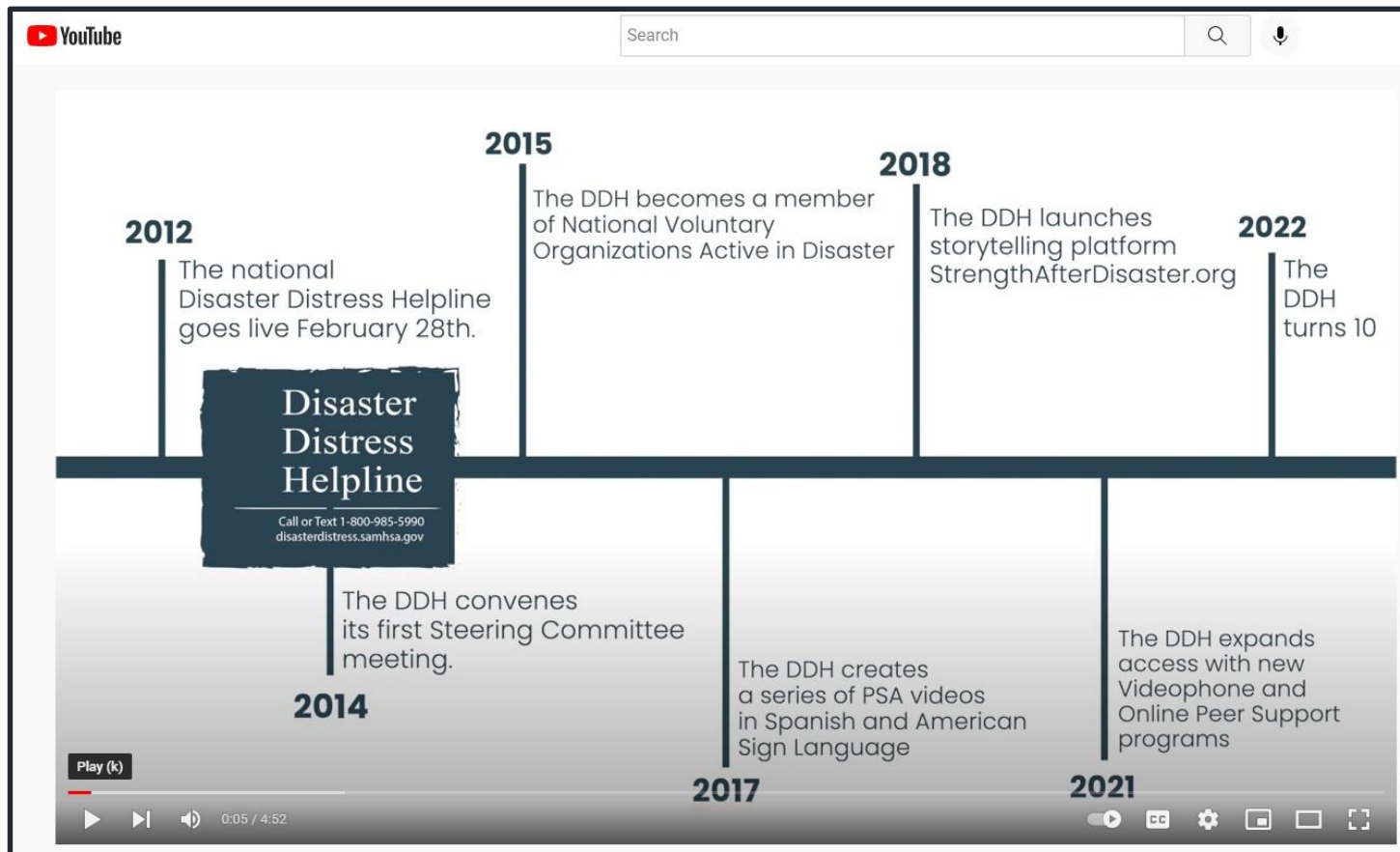
Disaster  
Distress  
Helpline

Call or Text 1-800-985-5990  
[disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

**V!brant**  
Emotional Health

# Video: #DDHTurns10

[https://www.youtube.com/watch?v=KOffayYI\\_M0](https://www.youtube.com/watch?v=KOffayYI_M0)



# Disaster Distress Risk Factors

- Exposure
- Loss
- Response & Recovery Work

*Other factors that influence risk for distress:*

- Pre-disaster level of functioning
- Size and scope of event
- Degree of exposure/loss
- Access to care post-event
- Access & functional needs



## Disaster Distress: Research

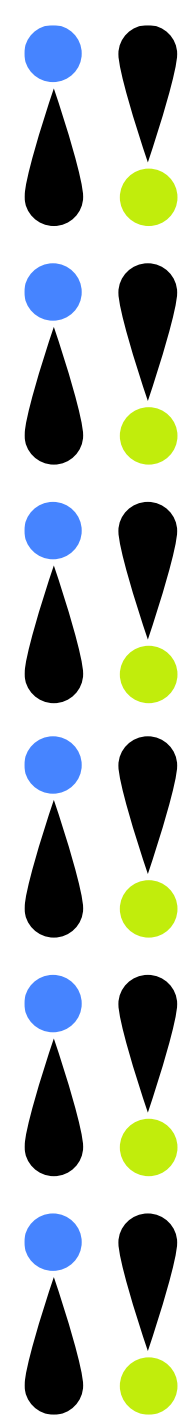
- *Norris, 2002: Disaster Survivors Speak*  
9% minimal reactions; 51% moderate; 23% severe; 17% very severe

## Distress Symptoms

Mild (Transitory) → Moderate → Severe (Psychopathology)

Short-term → Long-term





# DDH Overview





# Disaster Distress Helpline: Overview

- A national hotline (call or text **1-800-985-5990**) available to anyone in the U.S. states/territories before, during & after natural or human-caused disasters



**Goal: To assist individuals and families experiencing emotional distress related to disaster, in order to help them move forward on the path of recovery**

Also:

- **Multi-lingual** interpretation services in 100+ languages; live 24/7 crisis counseling in **Spanish** available via the hotline and SMS (press “2”)
- Hotline & texting available to **U.S. territories**





# Additional DDH Resources

- *SAMHSA Website*

<http://disasterdistress.samhsa.gov>

🖱 Information & resources for providers, risk groups, general public

- *Strength After*

<http://strengthafterdisaster.org>

🖱 Online platform for sharing stories of hope & strength during recovery, across disasters

- *Social Media*

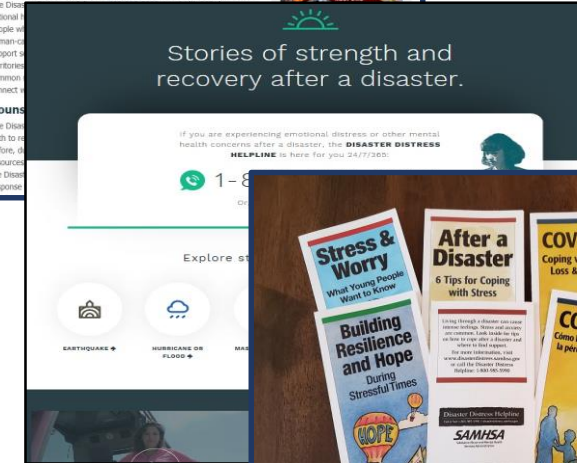
-  /distresshelpline

-  @distressline

- *DDH Materials*

- Brochures, Wallet Cards

- English & Spanish

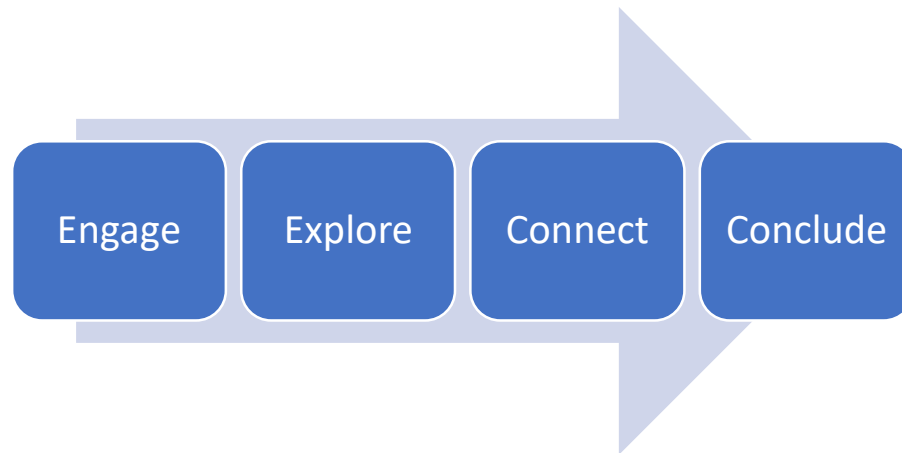


## Disaster Distress Helpline: When Someone Calls or Texts ...

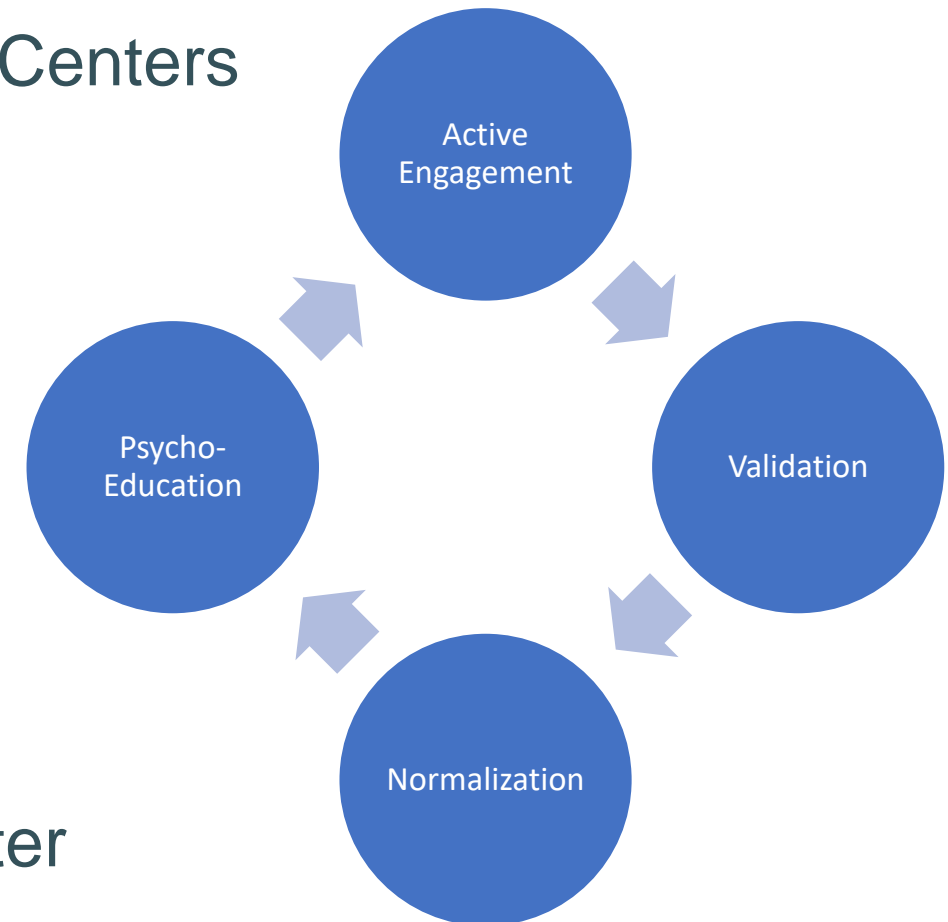
- Psychological First Aid
  - NCTSN <http://learn.nctsn.org>



- Disaster Crisis Counseling for Crisis Contact Centers

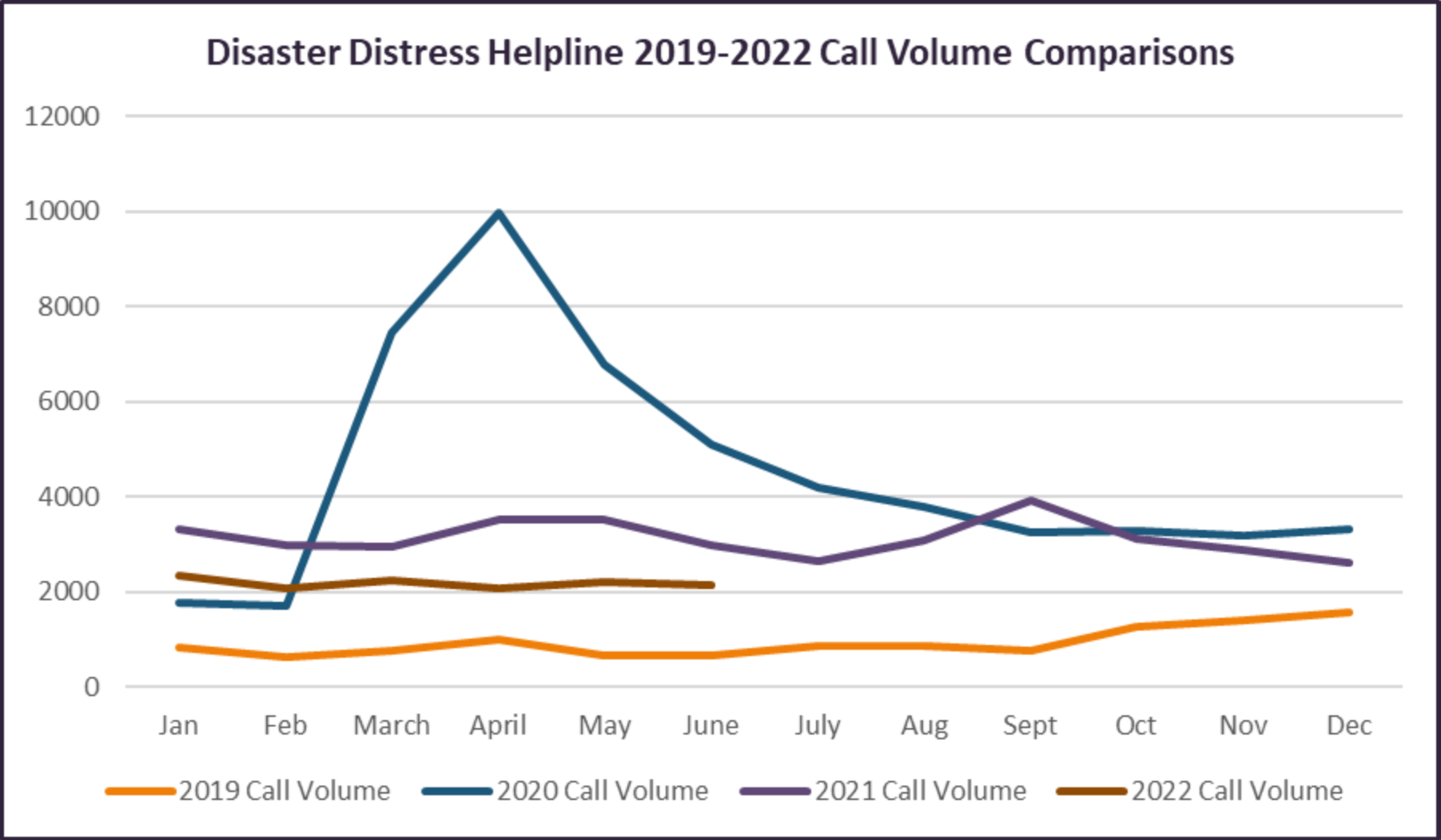


Using...

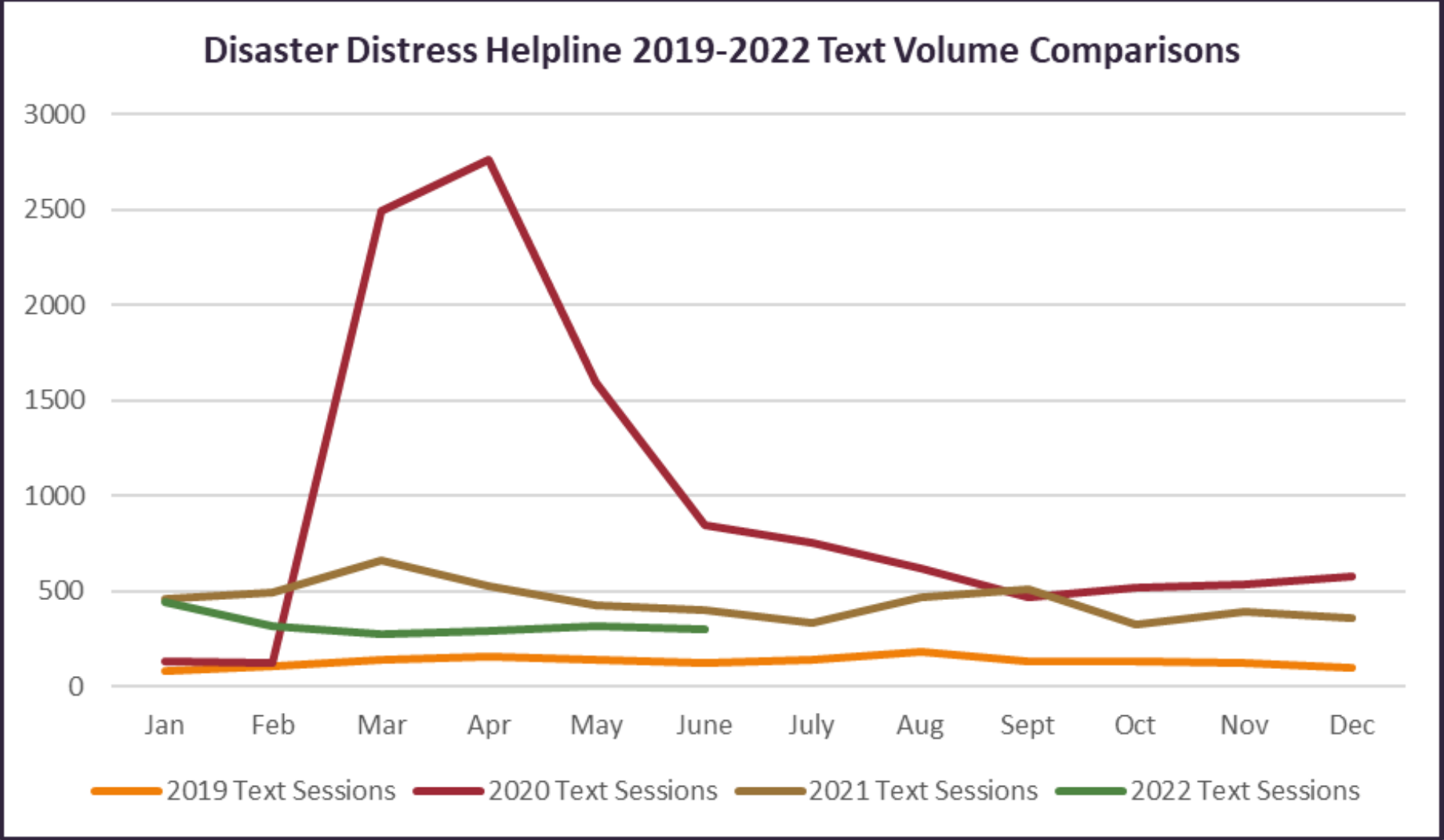


- Crisis Assessment, Intervention and Referral
- “Just In Time” training/TA support, post-disaster

# DDH Call & Text Volume Trends

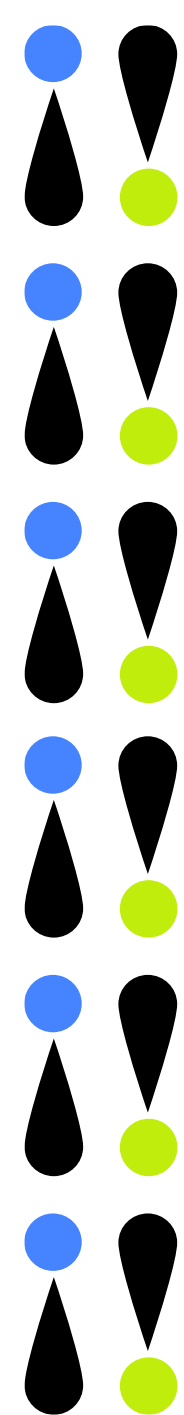


# DDH Call & Text Volume Trends



Disaster Distress Helpline

Call or Text 1-800-985-5990  
disasterdistress.samhsa.gov



# DDH & 988



# Disaster Distress Helpline: Key Players



## Funder

- Resource Coordination (DTAC, CCPs)
- Liaison w/ HHS, State DMH/DSA

## Administrator

- Operations; STP; Comms; Outreach; etc.
- Steering Committees, Advisory Task Forces
- Evaluation

## Primary Network

- Training/TA support in DMH, Disaster Prep, etc., for 200 Centers across the U.S.
- DDH backup & temp "Affected Area Centers"

## Key Stakeholders

- Resource Coord.
- Promote disaster mental health, staff wellness, access & functional needs, etc., in the field and within organizations



# DDH & 988

- Effective 7/16/22, 988 is the new, national 3-digit number for the National Suicide Prevention Lifeline
- The DDH will continue to operate as a sub-network of the Lifeline
- Vibrant DDH staff will continue to support all Lifeline/988-networked centers located in/serving disaster-impacted areas with resources in disaster mental health via the Lifeline Network Resource Center, webinars, e-newsletters, etc.
- Many 988-networked centers may also continue to function as service providers under their state's CCPs when federal IA disaster declarations support such programs
- Questions about 988? Email [988inquiries@vibrant.org](mailto:988inquiries@vibrant.org)







# DDH Specialized Services

Disaster  
Distress  
Helpline

Call or Text 1-800-985-5990  
[disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

**V!brant**  
Emotional Health

# DDH Videophone for ASL Users

- Offers a 24/7 direct connection to trained DDH counselors fluent in American Sign Language (ASL)
- People who are Deaf, hard of hearing, or anyone for whom ASL is their primary or preferred language can connect in two ways:
  1. Call the DDH 1-800-985-5990 via their videophone-enabled device
  2. Access the “ASL Now” option via the SAMHSA DDH website
- DeafLEAD, a Lifeline- and DDH-networked not-for-profit crisis center, staffs and responds to DDH VP calls

Deaf  LEAD



ASL NOW



**V!brant**  
Emotional Health

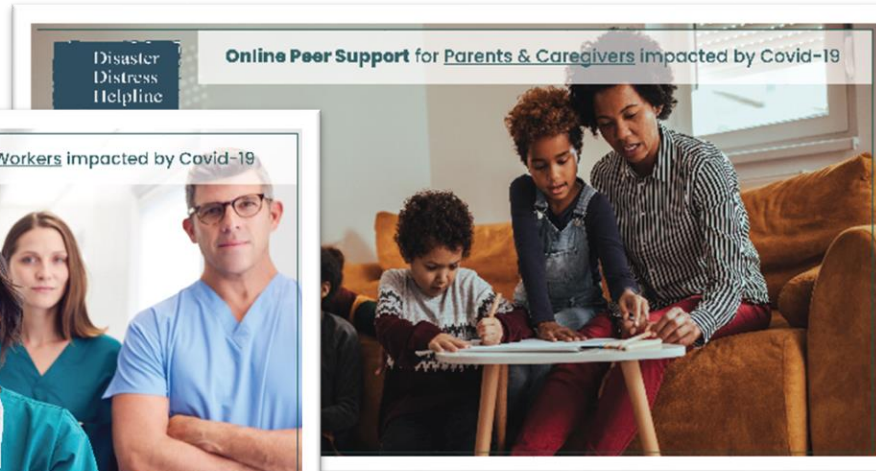
# DDH Videophone for ASL Users

- Additional DDH VP Resources:
  - Frequently Asked Questions about the service (in ASL and English)  
<https://www.samhsa.gov/find-help/disaster-distress-helpline/asl-faq>
  - Short PSA Video 1: <https://bit.ly/3pttwl3>
  - Short PSA Video 2: <https://bit.ly/30SyNZj>
  - Deaf Influencer Videos:
    - Leila Hanaumi <https://bit.ly/3okVHkE>
    - Angela Maria Nardolillo <https://bit.ly/3Dm9m1d>
    - Andy Pleasants <https://bit.ly/3qL8zC4>
    - Rikki Poynter <https://bit.ly/3tO4miZ>



# DDH Online Peer Support Communities

- Private, moderated “communities” offered via Facebook Groups where disaster survivors and responders can offer/receive mutual aid & support during recovery
- Connect with trained DDH Peer Supporters staffed by Vibrant
- Access DDH Crisis Counselors via Crisis Support Over Messenger



# DDH OPSC Peer Supporters are:

- Of the community
- Trained
- Have strong knowledge of peer support principles
- Engage in meaningful conversations
- Initiate relevant topical discussions & share trusted resources
- Offer encouragement, validation, and hope



# DDH OPSC Crisis Center Services

- Provide 24/7/365 crisis support in real time via Crisis Support Over Messenger within 2 minutes of first contact
- Screen member requests
- Monitor notifications, posts, & messages to ensure members adhere to behavior guidelines
- Coordinate with Peers to provide a wraparound model of support





# How Do I Join?

- Visit <https://www.facebook.com/DDHpeersupport> to access the three DDH OPSC Facebook Group options



- Select which group you want to join, click option to join
- Answer membership questions
- Receive access within 24 hours





# DDH OPSC PSA Videos



[DDH Online Peer Support for Parents and Caregivers](#)



[DDH Online Peer Support for Survivors of Mass Violence](#)



[DDH Online Peer Supporter for Health Care Workers](#)





# Additional Resources

Disaster  
Distress  
Helpline

Call or Text 1-800-985-5990  
[disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

**V!brant**  
Emotional Health

# Vibrant's Crisis Emotional Care Team

- Provides care to communities and organizations after, or in preparation for, disasters or crises
- Over 700 mental health professional volunteers
- Conducts regular trainings and webinars on disaster mental health, leadership, and self-care

## Responses include:

- Deploying volunteers to help US Afghan refugees
- Presence at 9/11 memorial events
- Providing care to adolescents and children following an apartment fire in the Bronx, NY
- Conducting trainings for psychologists in and around
- Offering training to non-profit organizations who are active in disaster
- Publishing a cyclical chronic disaster model providing a guide for communities burdened by layered disasters
- Providing care to staff after manager attempted suicide.



# Vibrant's Crisis Emotional Care Team

<https://www.vibrant.org/cect>

Amy Carol Dominguez, MPA, Program Director  
adominguez@vibrant.org or crisisemotionalcare@vibrant.org

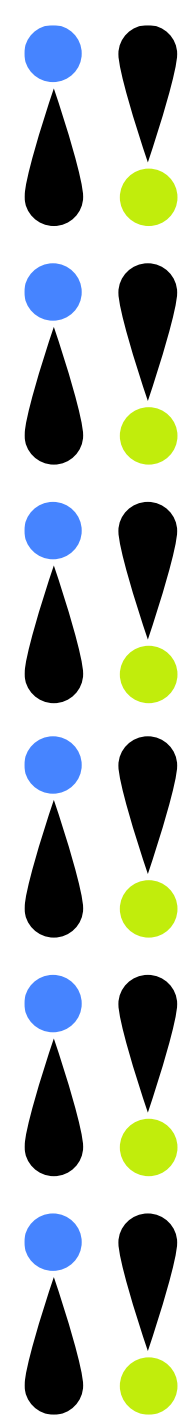


**V!brant**  
Emotional Health

# Additional Resources

- UNE White Paper on Lifeline, DDH, and COVID <https://bit.ly/3z5rvQm>
  - Summary commissioned by Vibrant Emotional Health in 2021 to collect lessons learned during the pandemic by crisis centers in the areas of operations, communications, and staff self-care; presented as poster session @ 2021 ISTSS Meeting
- National VOAD Disaster Emotional Care Points of Consensus and Guidelines <https://www.nvoad.org/resources-center/>
  - Guidance documents for National and State VOAD member organizations and partners engaged in or interested in developing disaster emotional care services





# Discussion / Q&A





Christian Burges, Director, DDH

cburgess@vibrant.org

 @cburgessDDH /  christian-burgess-4ba9386

---

For more information, questions, DDH materials  
and other coordination or requests, email us:

ddh@vibrant.org

 /distresshelpline

 @distressline



**V!brant**  
Emotional Health



Disaster  
Distress  
Helpline

Call or Text 1-800-985-5990  
[disasterdistress.samhsa.gov](https://disasterdistress.samhsa.gov)

**V!brant**  
Emotional Health

**Resources for Post-Disaster  
Recovery Across the U.S.:  
The Disaster Distress Helpline and 988  
Thank You!**