

Disaster  
Distress  
Helpline

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

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# 2023 Updates from the Disaster Distress Helpline: Resources for and Partnerships with Disaster Behavioral Health Providers

Thursday, May 25th - Vibrant Disaster Behavioral Health Symposium



# 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.

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# Introduction



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# Agenda

- Disaster Distress Helpline (DDH) Overview
- Recent (2022/2023) DDH Call and Text Volume Trends
- DDH and the 988 Suicide & Crisis Lifeline
- Resource Coordination and Partnerships
- Discussion / Q&A

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# Video: #DDHTurns10

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

The video player displays a timeline of the Disaster Distress Helpline's history. The timeline is a horizontal line with vertical markers for each year from 2012 to 2022. A central box contains the helpline's name and contact information. The video player interface includes a search bar, a play button, and a progress bar showing 0:05 / 4:52.

Year	Event
2012	The national Disaster Distress Helpline goes live February 28th.
2014	The DDH convenes its first Steering Committee meeting.
2015	The DDH becomes a member of National Voluntary Organizations Active in Disaster
2017	The DDH creates a series of PSA videos in Spanish and American Sign Language
2018	The DDH launches storytelling platform StrengthAfterDisaster.org
2021	The DDH expands access with new Videophone and Online Peer Support programs
2022	The DDH turns 10

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# Disaster Distress Helpline: Overview

- A national hotline (call or text **1-800-985-5990**) available anyone in the U.S. states/territories before, during 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**

- **Multi-lingual** interpretation services in 100+ languages; direct 24/7 crisis counseling in **Spanish** available via the hotline and SMS (press "2")
- **Videophone for Deaf/Hard of Hearing** ASL users 
- 24/7 moderated **Online Peer Support** with **Crisis Support Over Messenger** for survivors and responders



# Additional DDH Resources

- *SAMHSA Website*

<http://disasterdistress.samhsa.gov>

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

- *Strength After*

<http://strengthafterdisaster.org>

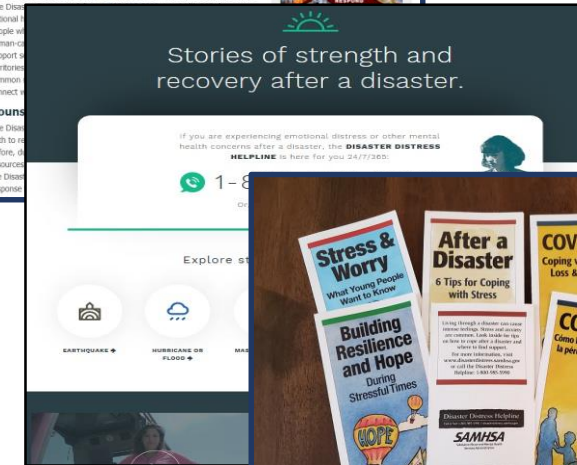
- 🖱 Online platform for sharing stories of hope & strength during recovery, across disasters

- *Social Media*

-  /distresshelpline
-  @distressline

- *DDH Materials*

- Brochures, Wallet Cards
- English & Spanish

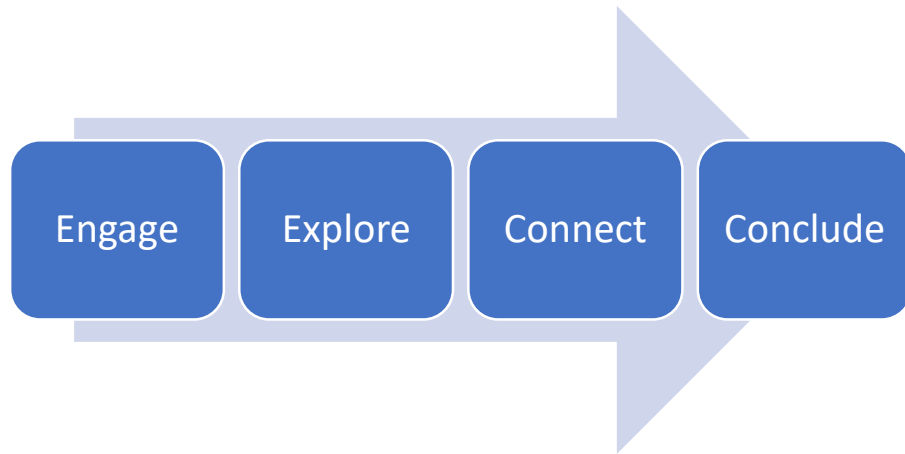


# Disaster Distress Helpline: When Someone Calls or Texts ...

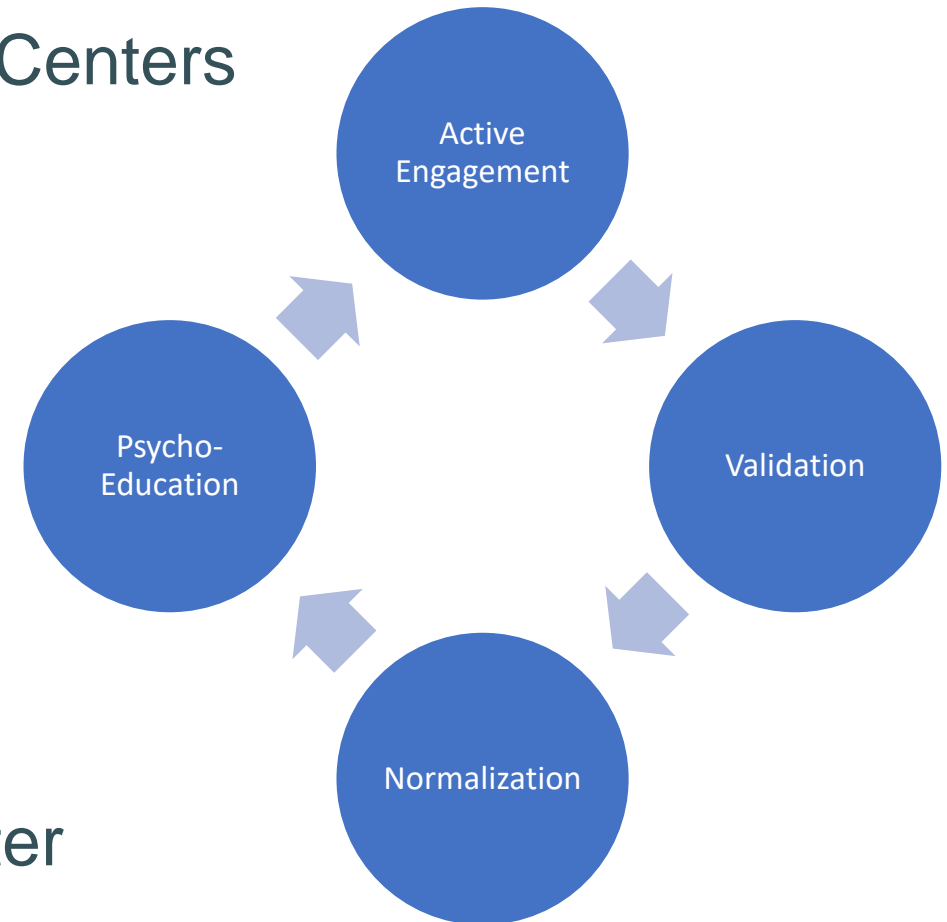
- Psychological First Aid
  - NCTSN <http://learn.nctsn.org>



- Disaster Crisis Counseling for Crisis Contact Centers



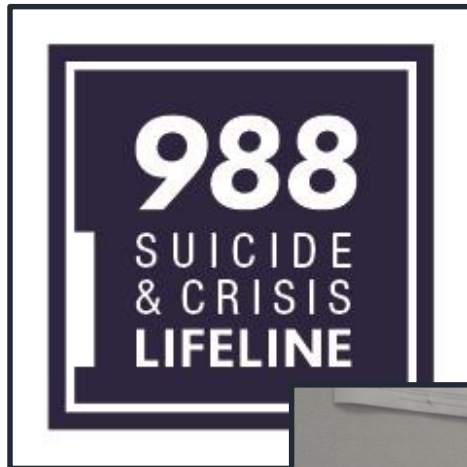
Using...



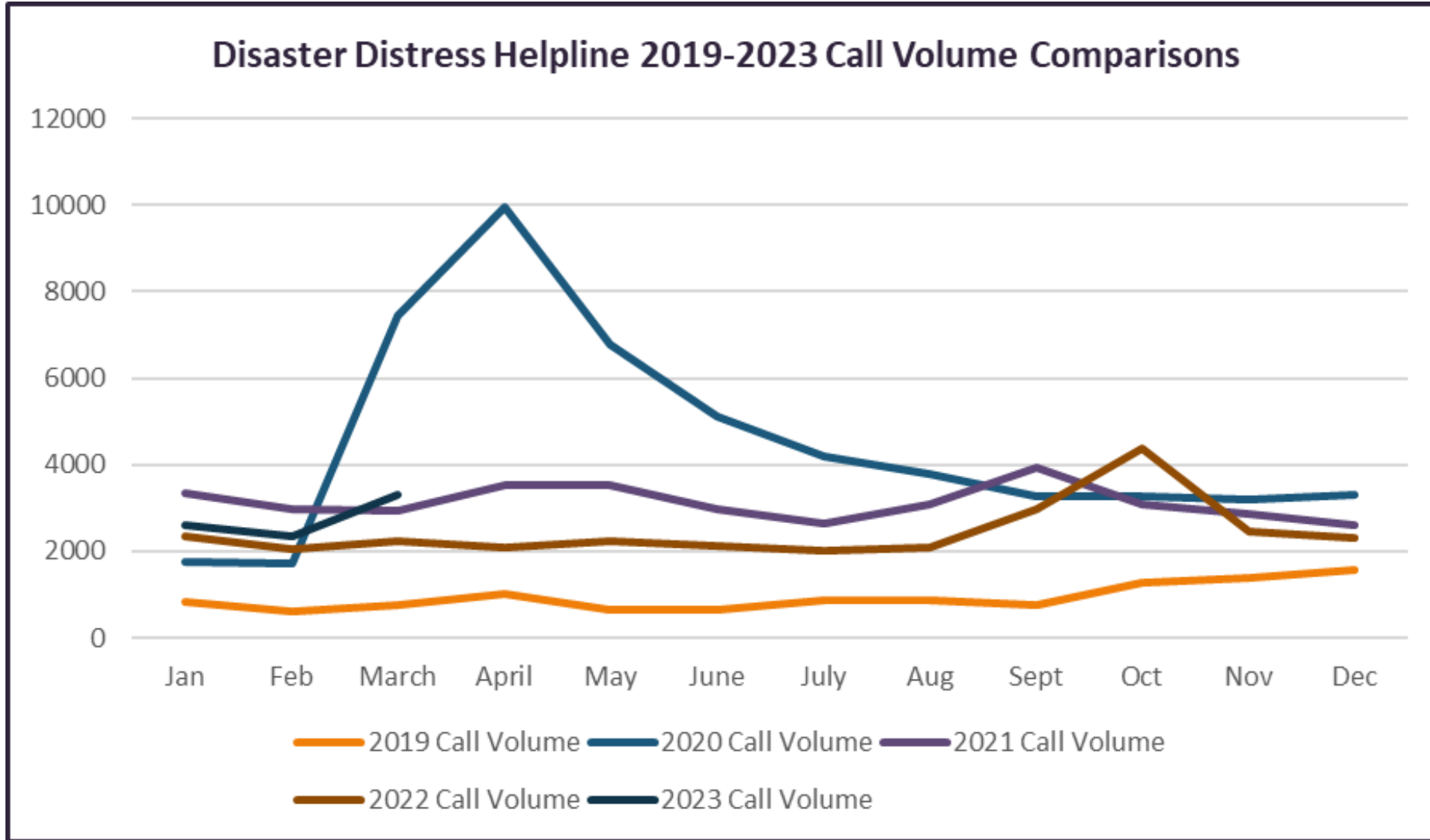
- Crisis Assessment, Intervention and Referral
- “Just In Time” training/TA support, post-disaster



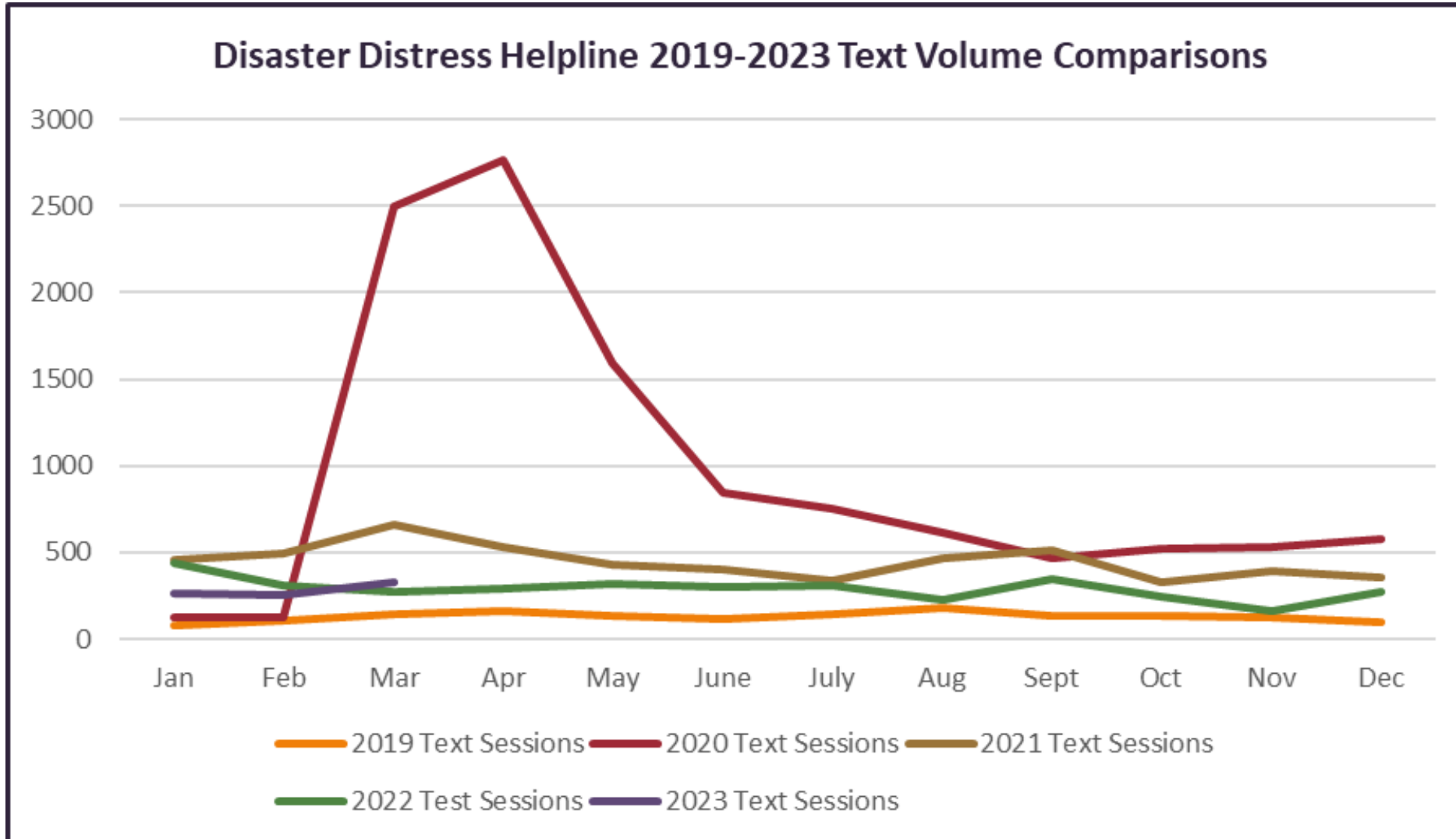
# Disaster Distress Helpline: Updates



# DDH Call & Text Volume Trends



# DDH Call & Text Volume Trends



# 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



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# 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: Access via [StrengthAfterDisaster.org](https://www.strengthafterdisaster.org)
- Connect with trained DDH Peer Supporters staffed by Vibrant
- Access DDH Crisis Counselors via Crisis Support Over Messenger



# DDH OPSC Peer Supporters:

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



# DDH OPSC Crisis Support 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 either DDH OPSC Facebook Group option



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



# DDH & 988

- Effective 7/16/22, 988 is the new, national 3-digit number for the National Suicide Prevention Lifeline
- The DDH continues to operate as a sub-network of the Lifeline
- Vibrant DDH staff continues 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)



# Resources & Partnerships: Opportunities

- DDH "Just In Time" Alerts + Lifeline Network Resource Center

**Mental Health Resources**

**Taking Care of Your Behavioral Health: Tips for Social Distancing**  
This SAMHSA tip sheet describes feelings and thoughts you may experience during COVID-19 outbreaks and suggests ways to care for your behavioral health during the outbreak.

**Coping With Stress During Infectious Disease Outbreaks**  
Mental health and psychosocial considerations during outbreaks of infectious diseases. This SAMHSA tip sheet describes feelings and thoughts you may experience during COVID-19 outbreaks and suggests ways to care for your behavioral health during the outbreak.

**Taking Care of Your Mental Health in the Face of Uncertainty**  
Coping with stress: CDC's tips for managing anxiety and stress during COVID-19.

**COVID-19: Managing Stress in this Anxious Time** Tips from the World Health Organization's Department of Mental Health and Psychosocial Well-being during COVID-19 outbreaks.

**COVID-19: Coping as the Pandemic Continues** Tips from the World Health Organization's Department of Mental Health and Psychosocial Well-being during COVID-19 outbreaks.

**Taking Care of Yourself During a Public Health Emergency**  
Feeling Stressed or Anxious About the COVID-19 Pandemic: This SAMHSA tip sheet describes feelings and thoughts you may experience during COVID-19 outbreaks and suggests ways to care for your behavioral health during the outbreak.

**Are You Working to Help People Affected by the COVID-19 Pandemic?**  
This SAMHSA tip sheet describes feelings and thoughts you may experience during COVID-19 outbreaks and suggests ways to care for your behavioral health during the outbreak.

**Tips for Managing Stress During the COVID-19 Pandemic**  
This SAMHSA tip sheet describes feelings and thoughts you may experience during COVID-19 outbreaks and suggests ways to care for your behavioral health during the outbreak.

**Crisis Counseling Assistance and Training Program (CCP)**

The CCP helps individuals and communities recover from natural and human-caused disasters through community outreach and access to mental health services. The CCP is a short-term disaster relief grant for states, U.S. territories, and federally recognized tribes. CCP grants are awarded after a presidential disaster declaration. CCP funding supports community-based organizations that provide crisis counseling services to survivors of natural and human-caused disasters. Below are CCP resources.

State	FEMA DR #	Branded Project Name	Hotline/Warmline/2-1-1	Text Line
AL	4503	Alabama Apart Together		
AR	4518	Arkansas Promoting Positive Emotions	24HR Crisis Support Line at 1-833-993-2382	
AZ	4524	Resilient Arizona Crisis Counseling Program	Dial 2-1-1 to connect to Resilient Arizona Crisis Counseling Services or 602-222-9444 Crisis Response Network crisis line	
CA	4482	CalHOPE	833-317-HOPE (4673)	
CO	4498	Colorado Spirit	General Public: Colorado Crisis Services at 1-844-493-6255. Healthcare workers: Healthcare Worker Well-Being Support Line at 303-724-2500.	
CT	4500	CT Stronger+COACH	2-1-1	
DC	4502		The Access Helpline at 1(888)7WE-HELP or 1-888-793-4357	
DE	4526	Hope Line	1 (833) 9-HOPEDE or (833) 946-7333	DEHOPE to 55733

**American Red Cross**

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**Search Red Cross Locations:**

Search By Zip Code

Please enter your Zip Code

97030

Address or zip code...

**2-1-1**

Get Help Partner with Us About Us En Español

Get Connected. Get Help.™

Home | Get Help | contacting a local 211

**Find Help Near You**

Simply call 211 to speak to someone now, or search by location for online resources and more contact information.

**Coronavirus (COVID-19) Funeral Assistance**

The COVID-19 pandemic has brought overwhelming grief to many families. At FEMA, our mission is to help people before, during and after disasters. We are dedicated to helping ease some of the financial stress and burden caused by the virus.

**To be eligible for funeral assistance, you must meet these conditions:**

- The death must have occurred in the United States, including the U.S. territories, and the District of Columbia.
- The death certificate must indicate the death was attributed to or caused by COVID-19.
- The applicant must be a U.S. citizen, non-citizen national or qualified alien who incurred funeral expenses after January 20, 2020.
- There is no requirement for the deceased person to have been a U.S. citizen, non-citizen national or qualified alien.

**FEMA is providing financial assistance for COVID-19-related funeral expenses incurred after January 20, 2020.**

**Which expenses will qualify for reimbursement?**

Examples of eligible expenses for funeral services and interment or cremation may include, but not limited to:

- Transportation for up to two people to identify the deceased individual
- The transfer of remains, a casket or urn
- A burial plot or cremation niche
- A marker or headstone
- Clergy or officiant services
- The arrangement of a funeral ceremony
- The use of funeral home equipment or staff
- Cremation or interment costs
- Costs associated with producing multiple death certificates

**What information do I need to provide to FEMA?**

Please have the following information before contacting FEMA to apply:

- Your name, social security number, date of birth, mailing address and contact phone numbers.
- The name, social security number and date of birth for each deceased individual.
- The location or address where the deceased individual passed away.
- Documentation and receipts for any assistance already received from other sources, including burial or funeral insurance, donations, voluntary agencies, other government programs or non-profit organizations.
- If you and another person both incurred funeral expenses for the same deceased individual(s), you can also provide that person as a co-applicant – include their name, social security number and date of birth on the application.

**HOW DO I APPLY FOR THIS ASSISTANCE?**

Call FEMA's COVID-19 Funeral Assistance Helpline at 1-844-684-6333 (TTY: 800-462-7585) from 9 a.m. to 9 p.m. ET, Monday - Friday and begin the application process.

For fastest service following your application, you can begin submitting documentation online through [DisasterAssistance.gov](https://disasterassistance.gov) by fax 855-261-3452. Documents may also be mailed to: COVID-19 Funeral Assistance P.O. Box 10001, Hyattsville, MD 20782

**FREQUENTLY ASKED QUESTIONS**

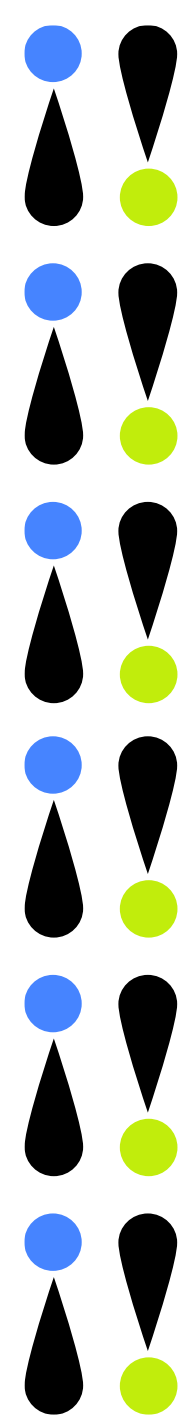
You can also visit us online at [FEMA.gov/funeral-assistance/faq](https://fema.gov/funeral-assistance/faq). Information is provided in several languages both by telephone and the website.

- Please send resources/updates to [ddh@vibrant.org](mailto:ddh@vibrant.org)
- Crisis Counseling Programs (CCPs) & the DDH
- Please include the DDH (incl. specialized services) in your referral databases, resource guides, websites, etc.
- Presentations on DDH to your program, include Vibrant DDH staff in regular DBH/provider meetings, committees, etc.

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# Discussion / Q&A

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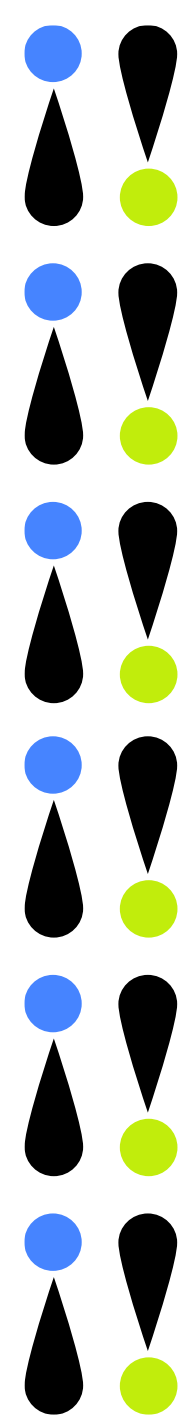
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For more information, questions, DDH materials  
and other coordination or requests, email us:

ddh@vibrant.org

 /distresshelpline

 @distressline



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Thank You for Attending!