

**Crisis Counseling Program: RSP Final Report**  
***Reaching Out Nebraska (RON)***  
**FEMA-1604-DR-MS-NE Regular Services Program Grant**  
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State Mental Health Authority  
Jim Harvey  
Office of Behavioral Health  
Nebraska Department of Health and Human Services  
Phone: 402-471-7824  
[jim.harvey@hss.ne.gov](mailto:jim.harvey@hss.ne.gov)

State Program Oversight  
Denise Bulling  
University of Nebraska Public Policy Center  
121 South 13<sup>th</sup> Street, Suite 303  
Lincoln, NE 68588-0228  
Phone: 402-472-1509  
[dbulling@nebraska.edu](mailto:dbulling@nebraska.edu)

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## I. Executive Summary

*Reaching Out...Nebraska* maintained two outreach teams for client populations during RSP activities. The first team was based in Omaha – a major metropolitan area which hosted the majority of identified evacuees in the state (est. 271). A second team was based in Lincoln – a smaller urban area with the second largest evacuee population (est. 124). Both teams focused on providing services to evacuees who had relocated to the state of Nebraska. A third service component of the *Reaching Out...Nebraska* project focused on first responders – particularly members of Nebraska National Guard units – as a target population for outreach. During the RSP period this outreach focused on the estimated 250 Nebraska Army National Guard members who had deployed to the gulf-area for Katrina response activities.

*Reaching Out* team members provided direct Crisis Counseling services to evacuees throughout the project's duration. As the RSP progressed, both the Omaha and Lincoln teams emphasized group and community based activities to develop partnerships with local entities and facilitate integration of survivors into their new host communities. Community events culminated in a series of very successful one-year anniversary events for survivors and others. Direct, face-to-face contact was made with almost all evacuees, particularly in the metropolitan areas of Omaha and Lincoln where most evacuees settled. Less frequent contact was made with those who had settled in rural areas of the state.

The *Reaching Out...Nebraska* responder outreach component led to the development of an innovative and robust peer support program for Nebraska National Guard members who participated in hurricane recovery efforts. This Peer-to-Peer support program was designed to educate Guard members and their families about disaster stress and develop a cadre of trained support specialists who could continue outreach efforts beyond the RSP period. It is anticipated that this Peer-to-Peer program will be adapted to serve Guard members in Nebraska who have been deployed in military operations.

Serving high need evacuees posed the greatest challenge to the program. Evacuees with pre-existing mental health and substance abuse problems required substantial outreach and were difficult to refer. Cultural challenges related to poverty were more challenging than ethnic or racial issues. The late entry of case management services funded by the United Methodist Committee on Relief in Nebraska was welcome, but posed additional challenges to *Reaching Out...Nebraska* team members as they worked to successfully transition evacuee trust to the new case managers. Empowerment was an important recovery component that the project facilitated by working closely with community and faith groups, recruiting experienced outreach workers, providing frequent worker training, and creating opportunities for evacuees to provide support to one another.

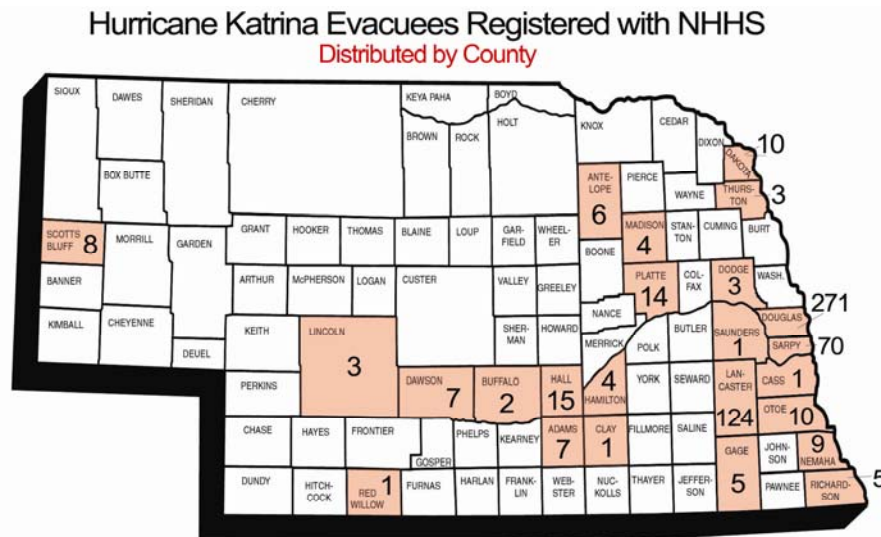
## II. Program Management

### A. Staffing/Providers

**Region 6 Behavioral Healthcare was the sole service provider** for Nebraska's Regular Services Program. The Crisis Counseling Program was entitled *Reaching Out...Nebraska*. Region 6 is a political subdivision of the State of Nebraska as identified in the Nebraska Behavioral Health Services Act.<sup>1</sup> Region 6 Behavioral Healthcare is based in Omaha, NE and manages a network of 17 providers serving 5 counties in eastern Nebraska.

The service area for the Regular Services Program was the state of Nebraska -with a concentration of effort in the eastern portions of the state. Based on registrations with the Nebraska Health and Human Services Department, the entire state of Nebraska had an estimated 584 evacuees in November of 2005.

Omaha is the state's largest city (2000 census 390,007) and had the highest population of evacuees - estimated to be at 271 (Omaha/Douglas County). The city with the second highest population of evacuees was the capitol city of Lincoln – estimated to be at 124 (Lincoln/Lancaster County). Lincoln is also the second largest city in the state (2000 census 225,581). The remaining 189 Nebraska-based evacuees were in smaller, predominantly rural communities in other portions of the state.



Map dimensions have been skewed to fit on this page with maximum readability

<sup>1</sup> **Source:** Laws 2004, LB 1083, § 9 ~ Revised Statutes Cumulative Supplement 2004

### State Mental Health Authority

The State Mental Health Authority maintained both fiscal and programmatic oversight of the *Reaching Out...Nebraska* Project. The key staff designated to oversee the project were:

#### **SMHA Project Contact – (Jim Harvey, M.S.W.)**

Mr. Harvey was responsible for tracking developments at the state level and reviewed modifications to the program budget. Mr. Harvey is the designated state disaster behavioral health contact for the Department of Health and Human Services.

#### **State Program Coordinator – (Denise Bulling, Ph.D, L.P.C.)**

Dr. Bulling provided state level programmatic consultation and oversight of evaluation activities.

#### **Project Specialist – (Tarik Abdel-Monem, M.P.H., J.D.)**

Mr. Abdel-Monem assisted with state level coordination and evaluation of the project. The Project Specialist reported directly to the State Program Coordinator.

### Provider Staff

Region 6 Behavioral Healthcare served as the sole provider agency. The following positions were located within Region 6 in Omaha. However, outreach staff for *Reaching Out...Nebraska* were bifurcated into two teams. The first team was based in Omaha, and was assigned to provide services to evacuees based in Omaha, surrounding suburbs, and areas north and south of Omaha in eastern Nebraska. The second team was based in Lincoln, and was assigned to provide services to evacuees in Lincoln, surrounding suburbs, and areas west of Lincoln.

#### **Provider Project Director – (Dennis Snook, M.P.A.)**

Mr. Snook replaced Taren Peterson, who changed positions within the same organization early in the RSP. The transition from Ms. Peterson to Mr. Snook was relatively seamless. During the RSP, Mr. Snook oversaw and approved program expenditures and service delivery mechanisms, and directly supervised the Project Manager. Mr. Snook's time was included in the RSP grant budget as an in-kind contribution.

#### **Project Manager – (Pamela Ashley, M.Ed.)**

Ms. Ashley oversaw daily crisis counseling and outreach activities, and coordinated dissemination of media and educational materials across the State as well as data collection. She represented the project on community outreach activities. Ms. Ashley's time was included as .5 FTE in the RSP budget. The Project Manager reported directly to the Provider Project Director.

#### **Licensed Mental Health Professionals - (Jon Kayne , Justin Mickles, J. T. White, Michele Wilson)**

Dr. White and Ms. Wilson provided crisis counseling in the field for individuals and groups, conducted clinical field assessments and referrals as needed, and

served generally as clinical resources in the field. Mr. Mickles augmented such services when necessary. Dr. Kayne provided consultation on the peer support training and National Guard outreach efforts.

**Outreach Workers – (Omaha Team: *Bobby Leonard, Aleet Mickles, Teela Mickles, Kenton Moore, Athena Roberson, Lisa Turner and Maria Watson.* Lincoln Team: *Janet Banks, Carla Chapman, Kasey Moyer, Kara Severin, Denise Witherby and Mary Ann Fruhling*)**

Outreach workers were responsible for connecting with people impacted by Hurricane Katrina. Outreach workers provided support and screening for crisis counseling services, referrals to other agencies, provided educational and informational services, and attended and coordinated with community groups and other entities to provide crisis counseling assistance to evacuees and others affected by Katrina. Outreach workers in both teams reported to the Project Manager. A number of outreach members were selected to join the team based on previous experience with community service activities. Several outreach team members served as outreach staff in a previous Crisis Counseling Program project (FEMA 1517-DR-NE).

**National Guard Peer Support Outreach Specialist – (*Colonel Gary Jones (retired)*)**

This position was created to provide support to Nebraska National Guard personnel who had been deployed to the Gulf-area following Hurricane Katrina's landfall. Two hundred and seventy-two Nebraska National Guard members traveled to the region to assist in relief and rescue operations. This position was included in the RSP grant budget (1.0 FTE) and reported to the Project Manager.

**Administrative Assistant**

The Administrative Assistant provided clerical and data entry support for all team members. This position was included in the RSP grant budget (.25 FTE)

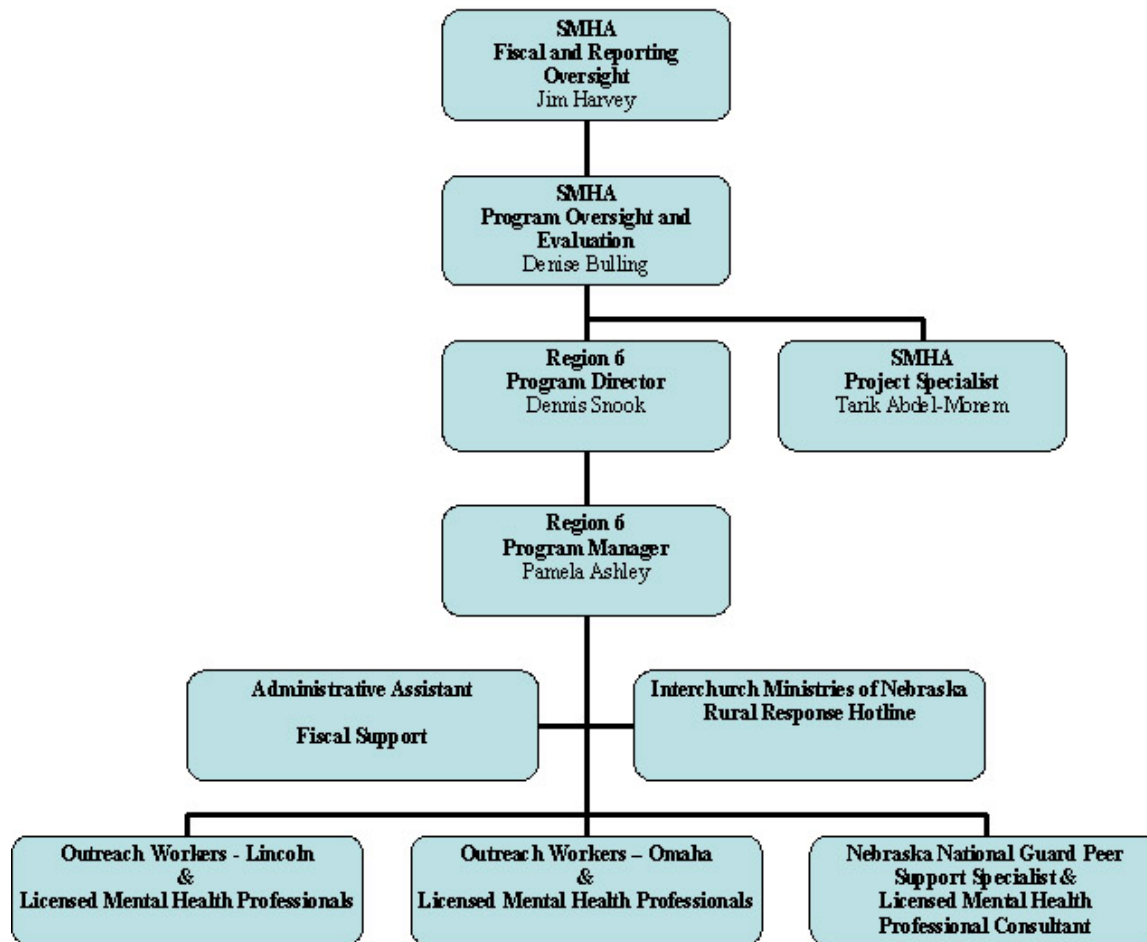
**Fiscal Support**

Fiscal Support ensured that *Reaching Out...Nebraska* expenditures were monitored and tracked and fiscal reports were prepared on behalf of the Provider. Fiscal Support personnel reported to the Project Director. This position was included in the RSP grant budget (.25 FTE).

## Summary of Provider Staffing

Agency	Team Leader	Outreach Workers	Administrative Staff	Total FTE
Region 6 Behavioral Healthcare	Program Manager (.5 FTE)  Licensed Mental Health Professionals (.25 FTE)	Omaha-based Outreach Workers (2.5 FTE)  Lincoln-based Outreach Workers (1.5 FTEs)  National Guard Outreach Worker(1.0 FTE)	Program Director (.25 FTE, in-kind)  Admin. Assistant (.25 FTE)  Fiscal Support (.25 FTE)	6.5 FTE

## Organizational Chart



## B. Quality Assurance

The Project Manager convened team meetings with outreach workers on a weekly basis. The Project Director participated in these meetings on a periodic basis and the Project Specialist regularly attended them to obtain information for process evaluation needs.

Weekly meetings were approximately two hours long and generally followed a four part format:

1. Review of Cases: Team members discussed encounters with evacuees that occurred in the prior week and highlighted any concerns that existed with particular individuals.
2. Community Resources: Team members discussed community resources they knew of or had discovered which could potentially serve as resources or partnering entities for *Reaching Out...Nebraska* efforts. Resources included area churches, volunteer civic groups and both governmental and non-profit health and human service agencies.
3. Project Planning: Team members discussed the status of ongoing *Reaching Out...Nebraska* efforts and plans for future projects and initiatives.
4. Logistical Issues: The Project Manager gathered contact forms from outreach workers from the prior week. Other administrative issues were addressed.

As the RSP program proceeded, the Project Manager also began conducting one-on-one meetings with team members on an as-needed basis. The purpose of doing so was to monitor and address any signs of stress among team members, who were more likely to share their thoughts on a one-on-one basis rather than in a group, as well as make sure that team members were adequately completing the necessary paperwork and making progress in the field. The small size of the *Reaching Out...Nebraska* team allowed the Project Manager to conduct the one-on-one meetings.



*Reaching Out...Nebraska* staff members based in Omaha, NE.



## **C. Networking with Community Organizations**

*Reaching Out...Nebraska* worked with a variety of community organizations on a regular basis. The most important partnership *Reaching Out...Nebraska* developed during the RSP period was with **Interchurch Ministries of Nebraska (IMN)**. IMN provided use of their statewide crisis telephone hotline to the *Reaching Out...Nebraska* project so survivors and others affected by the hurricanes who had relocated to Nebraska could contact the team. IMN was also the recipient of a grant from the United Methodist Committee on Relief and initiated case management activities in Nebraska on June 1, 2006. The *Reaching Out...Nebraska* Project Manager and IMN Project Manager subsequently began communicating on a regular basis to coordinate efforts to provide services to evacuees. Coordination of activities between both organizations was successful, though there were a number of challenges that had to be dealt with along the way (see Section VIII).

*Reaching Out...Nebraska* also worked with a variety of other organizations and agencies in Omaha, Lincoln, and other communities. Active networking efforts and partnerships developed with the Eastern Nebraska Office of Aging, the Omaha Mayor's Clergy Advisory Council, Nebraska Workforce Development, the Omaha Regional Unmet Needs Committee (comprised of the United Way of the Midlands, Catholic Charities, Lutheran Disaster Response, Douglas County Emergency Management, Together Inc., Metropolitan Area Transit, the Urban League of Nebraska, and Omaha Housing Authority), all of Nebraska's Behavioral Health Regions, and area churches in Lincoln and Omaha.

Because a number of *Reaching Out...Nebraska* outreach team members had previous experience with and knowledge of community service organizations and resources, the Project Manager and team members continually informed them of the characteristics and needs of the evacuee population in Nebraska, tapped them for information about available services, and actively sought partnership opportunities. In addition to developing relationships with "formal" entities such as local government-associated entities and established non-profit agencies, *Reaching Out...Nebraska* focused a substantial amount of energy on directly involving faith-based groups in community events for Katrina evacuees.

## **III. Service Delivery**

### **A. Types of Services Provided**

Staff systematically made attempts to contact all FEMA-registered evacuees across Nebraska to determine whether they were still in Nebraska, and if so, if they needed assistance. At least three phone calls and one letter was directed to each evacuee who had not been previously located.

In addition, outreach staff asked their current clients about any family or friends who had relocated to Nebraska in recent months. This effort allowed the team to identify evacuees who were not included on the FEMA list.

The first several months of the RSP was devoted to identifying evacuees and providing individual crisis counseling services, particularly with high-needs evacuees. As the RSP progressed, the team placed more emphasis on convening and coordinating large events with other community entities. The objective of doing so was to encourage evacuees to integrate into Nebraska communities, and for Nebraska communities to welcome evacuees as new community members.

Throughout the RSP, *Reaching Out...Nebraska* monitored which evacuees relocated to other states, and which evacuees made decisions to remain in Nebraska for the long term. For the former group, *Reaching Out...Nebraska* worked with other CCP teams in receiving states and provided returning evacuees with their contact information. At the same time, family members of evacuees arrived from other states and decided to remain in the state. Nebraska thus experienced a continual exodus and influx of evacuees throughout the RSP.

### **Individual crisis counseling for evacuees**

*Reaching Out...Nebraska* individual outreach visits were conducted by teams of two staff members when possible. Working in pairs helped alleviate or prevent team member stress. The project's licensed mental health professionals accompanied outreach staff on a number of visits to evacuee households to provide crisis counseling in the field. As the RSP progressed, *Reaching Out...Nebraska* continually emphasized the importance of making referrals to the IMN case-manager and other community agencies. The team's strategic plan was to gradually decrease the emphasis on individual visits as the program neared completion and increase referrals to community groups while encouraging individual self-help and independence among evacuees. There was a significant, high-needs population of evacuees in Omaha, and to a lesser extent Lincoln, which required a great deal of time and attention from outreach staff throughout the duration of the RSP. Generally speaking, a number of these evacuees in the larger, urban centers lacked indigenous ties to the area – particularly in Omaha. Other evacuees who relocated to smaller, rural communities in Nebraska to join relatives gradually integrated into host communities without major problems.

### **Group crisis counseling for evacuees**

*Reaching Out...Nebraska* convened group crisis counseling sessions in Omaha public housing apartments, where a sizeable number of low-income evacuees resided. *Reaching Out...Nebraska* also partnered with community entities sponsoring recreational activities or other large public events and invited evacuees to attend. These events were intended to promote positive community integration, peer-to-peer interaction and support among evacuees, community education, and opportunities for individual or group crisis counseling if they arose.

## Education and community support efforts for evacuees and community members

### Specific activities

**April 2, 2006:** *Reaching Out...Nebraska* coordinated with the Lincoln NAACP chapter and University of Nebraska-Lincoln Black Graduate Students Association and set-up an informational booth at the first **African-American Family Empowerment Summit** community health fair in Lincoln. Outreach staff networked with other community entities and members of the public, and distributed educational materials about the *Reaching Out...Nebraska* program and the needs of evacuees.



The *Reaching Out...Nebraska* informational booth at the African-American Family Empowerment Summit.

**June 2, 2006:** *Reaching Out...Nebraska* organized a barbecue for evacuees preceding a baseball game between the Omaha Royals and New Orleans Zephyrs at Omaha's Rosenblatt Stadium. Members of the New Orleans team also had a "meet and greet" session with evacuees before the game.

**June 2, 2006:** "The Executive Steel Band" – partially composed of evacuees – played a free concert at Lincoln's Lied Center for Performing Arts. *Reaching Out...Nebraska* staff encouraged other Lincoln evacuees to attend the concert, and continued to work with the band for future concerts.

**June 17-19, 2006:** *Reaching Out...Nebraska* partnered with sponsors of "Juneteenth" events commemorating emancipation to invite area evacuees to participate and distribute information to members of the public. Although the Omaha Juneteenth event was unfortunately shut down due to crowd disruptions, *Reaching Out...Nebraska* staff in Lincoln attended a church barbecue with evacuees and distributed informational materials.

**April 17, 2006:** The Project Manager of *Reaching Out...Nebraska* presented an overview of program activities, successes and challenges, and the status and needs of evacuees across Nebraska at the **Statewide All-Hazards Behavioral Health Response and Recovery Planning Steering Committee**. Representatives from every behavioral health region in the state, the state Health and Human Services system, and state Department of Agriculture were present.

**May 3, 2006:** *Reaching Out...Nebraska* staff provided an informational presentation about the needs of Katrina evacuees to the City of Lincoln's Housing Authority.

**May 14, 2006:** *Reaching Out...Nebraska* staff provided an informational presentation about the needs of Katrina evacuees to the Reach Out Christian Center church in Lincoln.

**May 18, 2006:** *Reaching Out...Nebraska* staff provided an informational presentation about the needs of Katrina evacuees to the People's City Mission in Lincoln. The People's City Mission provides temporary housing to homeless families and individuals, and was one of the local entities which had traveled to the Gulf area and brought evacuees to Lincoln.



*Reaching Out...Nebraska* team members at an outdoor concert. Survivors were invited to encourage integration to the community. Members of the public were also provided with information on the status of survivors in Omaha and how to get involved with local support organizations. Team members handed out Mardi Gras beads to survivors and community members.

**June 28, 2006:** *Reaching Out...Nebraska* staff visited with directors of Nebraska Health and Human Service branches in Lexington, Kearney, Grand Island and York. Contact was also made with evacuees living in Grand Island, a rural community near the center of the state.

**July 6, 13, 20, 27; August 3, 10, 17, 24, 2006:** *Reaching Out...Nebraska* invited Omaha-based evacuees to attend the **Jazz on the Green** series of concerts in Omaha. They also maintained an informational booth and distributed educational information to concert goers about the crisis counseling program and the status of evacuees in Omaha. The objective was to encourage evacuees to integrate into the community by participating in local recreational events, facilitate informal individual or group counseling, and educate community members about the needs of evacuees.

**July 7 and 8, 2006:** *Reaching Out...Nebraska* invited Omaha-based evacuees to attend the **Omaha Riverfront Jazz and Blues Festival** series of concerts. They also maintained an informational booth and distributed educational information to concert goers about the crisis counseling program and the status of evacuees in Omaha. The objectives of participating in these concerts were similar to those of the **Jazz on the Green** series.

**July 15, August 11, August 12, 2006:** *Reaching Out...Nebraska* invited Omaha-based evacuees to attend the **Playing With Fire** series of blues concerts. They also maintained an informational booth and distributed educational information to concert goers about the crisis counseling program and the status of evacuees in Omaha. The objectives of participating in these concerts were similar to those of the **Jazz on the Green** series.

**July 17-20; August 8-11, 2006:** The Project Director and Project Manager conducted two week-long trips to rural Nebraska communities in the central, western, and

northeastern portions of the state where evacuees had been to known have registered with FEMA. Personal invitations were sent to known evacuees, and communications were made to local Salvation Army, Health and Human Services, American Red Cross, and other community entities. Communities visited included Columbus, Fremont, Grand Island, Hastings, Kearney, Norfolk, North Platte, Scottsbluff, and South Sioux City.

**Anniversary events - August 28, 2006:** Working with the University of Nebraska-Lincoln, *Reaching Out...Nebraska* and Katrina Aid Today partnered to promote a week-long series of Anniversary events in both Lincoln and Omaha. The events were kicked off with a candlelight vigil in Lincoln on the anniversary of Katrina's landfall. *Reaching Out...Nebraska* and Katrina Aid Today notified area evacuees about the events and encouraged them to attend. From August 28-31, *Reaching Out...Nebraska* Omaha Team members were present at Omaha public housing authorities to provide counseling and support for survivors who wanted to talk and reflect on their experiences.



Candlelight vigil on Hurricane Katrina Anniversary.

**August 31, 2006:** *Reaching Out...Nebraska* conducted an informational meeting with representatives from the United Methodist Church Disaster Team, Our Saviors Lutheran, All Saints Lutheran, Lutheran Family Services, Interchurch Ministries, North Pointe Community Church and the Salvation Army in Lincoln. The objective of the meeting was to update community groups about the status of evacuees in Lincoln, as well as provide information about emotional reactions to disaster to members of church-affiliated volunteer groups who had traveled to the Gulf to assist in response efforts.

**Anniversary events - September 5, 2006:** As part of the week-long series of Katrina-related anniversary events, a PBS documentary called "The Fatal Flood" about the 1927

Mississippi Flood was aired at the University of Nebraska-Lincoln Culture Center. Later in the evening, a panel discussion was held at a local Lincoln community center entitled "**Nebraska Responds to Katrina**" which featured the State Program Coordinator, and representatives from the City/County Human Services office, local American Red Cross chapter, and other entities that had been involved in Nebraska's response to the arrival of Katrina evacuees.

**Anniversary events - September 6, 2006:** A roundtable panel discussion entitled "**The Voices of Katrina**" was held at the University of Nebraska-Lincoln. The event was an opportunity for three evacuees who had relocated to Nebraska to talk about their experiences during and after the Hurricane's landfall, and how they



The Voices of Katrina panel. Lincoln and Omaha area survivors talk about their experiences.

have coped with relocating to the state. The Project Specialist served as facilitator. Later in the evening, Dr. Lance Hill, Director of the Southern Institute for Education & Research at Tulane University provided a keynote speech on the topic of race and poverty and its relationship to Katrina response efforts. Evacuees were treated to a dinner between these events at a local church sponsored by Katrina Aid Today and attended by *Reaching Out...Nebraska* staff and evacuees.

**Anniversary events - September 7, 2006:** Tanya Harris, a community organizer with the Lower Ninth Ward's Chapter of ACORN gave a lecture at Southeast Community College in Lincoln on the topic of neighborhood recovery efforts. Later in the evening, Ms. Harris and New Orleans-native poet and writer Kalamu ya Salaam spoke about recovery efforts in the City of New Orleans. A keynote speech was provided to an audience at the University of Nebraska-Lincoln by Adam Nossiter, a national correspondent with the New York Times who covered New Orleans recovery efforts.

**Anniversary events - September 8, 2006:** A panel discussion entitled "**Southern Exposure**" was conducted at the University of Nebraska-Lincoln, featuring students who had participated in volunteer relief efforts in the Gulf-area. In the evening, a cultural gala featuring performances by Kalamu ya Salaam, the Daryl White Jazz Quintet, and the Omaha Slam Poetry Team was held in Lincoln.

**Anniversary events - September 9, 2006:** Douglas County Commissioners declared September 9 the first annual "New Orleans Day" in Omaha, the principal anniversary event coordinated by *Reaching Out...Nebraska*, Katrina Aid Today, and the University of Nebraska-Lincoln. Close to 100 survivors and 30 community supporters gathered at "Jazz" Cajun restaurant in Omaha. Tanya Harris presented an update on grassroots community action occurring in New Orleans, games were available for children of all ages, a buffet of Cajun style food was available, and a professional photographer was present to take photos of survivors at the event, which were later distributed to participants. A scrapbook featuring photos and thoughts from survivors was compiled that will be distributed to survivors. The event was capped with a performance by the Executive Steel Band, the musical group composed of survivors who have relocated to Lincoln. *Reaching Out...Nebraska* staff coordinated rides for participants, and arranged for a bus from Lincoln to transport Lincoln-area evacuees to and from Omaha.



"New Orleans Day" in Omaha.

**September 17, 2006:** *Reaching Out...Nebraska* staff and a Lincoln-area evacuee conducted a joint presentation at All Saints Lutheran Church in Lincoln. The objective of

the presentation was to educate community members about the ongoing needs of evacuees.



A *Reaching Out...Nebraska* outreach team member coordinated games and crafts for children of area survivors.

**September 25-26, 2006:**

*Reaching Out...Nebraska* staff in Omaha partnered with Sister Pat Farrell and convened several relaxation and de-stressing sessions with evacuees in Omaha public housing apartments. The objectives of the sessions were to show evacuees healthy and holistic exercises to address stress and depression.

**October 13, 2006 Potluck**

*Reaching Out...Nebraska* staff in Lincoln partnered with *Katrina Aid Today* and Saviors Lutheran Church and hosted a community wide potluck for Hurricane Katrina survivors and community members. Close to 100 area evacuees, Saviors Lutheran Church congregation members, and other community members attended the event.

**November 3, 2006 North Omaha Potluck** *Reaching Out...Nebraska* staff in Lincoln partnered with *Katrina Aid Today* and Clair Memorial United Methodist and hosted a community wide potluck for Hurricane Katrina survivors and community members. Close to 30 area evacuees, Clair Memorial United Methodist Church congregation members, and other community members attended the event.

**November 17, 2006 Potluck** *Reaching Out...Nebraska* staff in Lincoln partnered with *Katrina Aid Today* and Trinity Methodist Church and hosted a community wide potluck for Hurricane Katrina survivors and community members. Close to 40 area evacuees, Trinity Methodist Church congregation members, and other community members attended the event. Church members who volunteered to help with New Orleans rebuilding also attended the event and met with area evacuees. A local jazz duo performed at the event as well.

**December 13, 2006 Holiday Event** *Reaching Out...Nebraska* staff in Lincoln partnered with *Katrina Aid Today* and hosted a holiday event for area survivors at a local restaurant. The event allowed families to meet with each other and community members.

**December 18, 2006 Holiday Event at Henry Doorly Zoo** Between 80-100 Lincoln and Omaha-area survivors attended a day long visit to the Omaha Zoo. The event was



Children of survivors chat with Santa at a *Reaching Out...Nebraska* event.

an opportunity for families to join with each other and community members and celebrate the holidays.

### **General activities for evacuees**

The Project Manager participated in monthly sessions of the following meetings: 1) Omaha Regional Unmet Needs Committee and 2) Regional Disaster Behavioral Health Planning Committee. She updated the groups on the status of the *Reaching Out...Nebraska* Program.

*Reaching Out...Nebraska* staff also informed and coordinated with representatives from the following groups: 1) Lutheran Disaster Response, Catholic Charities, and Interchurch Ministries of Nebraska (Katrina Aid Today project). In addition, presentations were made to the following gatherings: 1) Omaha Public School's Psychologists, Counselors, and Nurses; and 2) the Nebraska Chapter of the National Association of Social Workers.

### **National Guard Peer Support Activities**

The *Reaching Out...Nebraska* project included a separate component focusing on addressing the needs of Nebraska National Guard members who were deployed to the Gulf Coast in response and recovery operations. A total of 272 guard personnel were deployed to Louisiana and Mississippi to assist in recovery efforts. Of those 272 individuals, the National Guard Peer Support Specialist – a retired Colonel from the Nebraska National Guard – conducted personal interviews with 143 guard men and women during the RSP period. The remaining Guard personnel were discharged, serving in the Middle East, transferred to other deployments, or otherwise unavailable.

The individual outreach sessions were scheduled during weekend drill and summer training camp periods. The Peer Support Specialist provided veterans with information and resources to guard members and their family members on stress-related issues, and discussed options with them to seek further help if needed. Of the 143 guard members interviewed, 85 had subsequently deployed abroad to the Middle East and had returned to Nebraska. Of these 85 veterans, 41 (48%) reported having sought out informal support to deal with the stress associated with service abroad and reintegration. An additional 17 (20%) reported seeking formal support from professionals, the Veterans Administration PTSD clinic, or Military One Source.

With the full support of Nebraska National Guard leadership, the Peer Support Specialist developed and coordinated a Peer Support Training Program for guard members. The curriculum was developed primarily by Dr. Jon Kayne – a Critical Incident Stress Management-trained psychologist – with input from Dr. Ahsan Naseem – Director of the Veteran Administration's PTSD clinic. Nebraska Army National Guard chaplains and chaplains from Interchurch Ministries of Nebraska also partnered in the development of the Peer Support Program. During the RSP period, two training



sessions on Post-Traumatic Stress Disorder, communication skills, and related topics were convened to train individuals with this Peer Support curriculum:

**August 26-27, 2006:** The National Guard Peer Support Specialist coordinated a 16 hour train-the-trainers session with 20 Guard officers and civilian clergy. The session was conducted at Camp Ashland in eastern Nebraska.

**September 9-10, 2006:** The National Guard Peer Support Specialist coordinated another 16 hour training session of Guard Peer Support Specialists in a statewide video conference connecting the communities of Scottsbluff, North Platte, Kearney, Norfolk, Lincoln, Ashland and Omaha.

The Peer Support Program trained a total of 53 Guard members and civilians with the curriculum. Ongoing training is planned for 2007 in March and August-September. It is anticipated that the Peer Support Program may play a vital role in providing a support infrastructure for the approximately 800 Nebraska Army National Guard members who will return to the state from active duty in the Middle East later in 2007.

## **B. Locations of Service Delivery**

Individual crisis counseling for Katrina evacuees was conducted in the field, usually at apartments or homes of evacuees. Group counseling sessions were also conducted at common areas in apartments where clusters of evacuees lived (i.e. public housing units in Omaha), churches, and community centers. *Reaching Out...Nebraska* also placed significant efforts into coordinating activities alongside other community events during the latter half of the RSP period, such as open-air concerts and similar activities.

Peer support sessions were conducted in homes and at Nebraska National Guard centers throughout the state.

## **C. At-Risk Populations Served**

### **a. Children, adolescents, parents, and schools**

Children, adolescents, and parents were assessed on an individual basis during outreach. Any (and all) members of a family struggling with post-disaster coping received attention from the crisis counselors as well as materials specific to their age and situation related to disaster stress. Those evacuees with distress and dysfunction were offered the opportunity to see the program's LMHP. There were relatively few children or adolescents encountered by *Reaching Out...Nebraska* staff members in outreach. The majority of individuals receiving services were adults and predominantly male.

### **b. Other at-risk population groups**

A significant portion of evacuees – particularly those who were flown into Omaha and located in public housing complexes – had histories of homelessness, substance abuse

and illiteracy. A number of them had serious, pre-existing physical and mental illnesses which were exacerbated by the experience of surviving the hurricane(s) and relocating to a new and unfamiliar environment. A number had needs which could not be served by *Reaching Out...Nebraska*. Unemployment and chronic financial problems were a persistent issue for a number of high-needs evacuees and remained a problem for the duration of the program. Outreach staff spent a considerable amount of time and resources working with these individuals and trying to refer them to proper services. Repeated visits were often necessary. Working with this population was a challenge, although the introduction of case management services in June of 2006 helped alleviate some of the burden.

**IV. Fiscal Activities**

Form FSR 269 and budget reporting will be sent under separate cover.

**V. Data Collection and Evaluation**

**A. Data Collection and Analysis**

**1. Individual services**

**a. Individual crisis counseling**

<b>QR1A1 TOTALS Individual Crisis Counseling Contacts</b>	
During the RSP period there was an initial emphasis on individual crisis counseling and outreach that decreased as the project progressed. The Omaha outreach efforts began before Lincoln and Guard activities started. Outreach to evacuees in rural areas is included in the Omaha and Lincoln outreach team statistics, though the majority of outreach was in the metro areas. Individual crisis counseling with Guard members began later than other activities because a substantial amount of effort was expended initially to secure institutional support for the outreach activities. A second reason for late individual counseling was that many of the Guard members who responded to Katrina were subsequently deployed overseas. Individual crisis counseling for Hurricane related stress was complicated by this factor.	
RON Omaha Team	430
RON Lincoln Team	161
RON Guard	137
<b>Total</b>	<b>728</b>

**QR1A2 TRENDS Individual Crisis Counseling Contacts\***

\*Note: Query for this report was inaccurate.

<b>Week Beginning</b>	<b>RON Omaha</b>	<b>RON Lincoln</b>	<b>RON Guard</b>	<b>Total</b>
3/26/2006	1			<b>1</b>
4/2/2006	1			<b>1</b>
4/9/2006	16			<b>16</b>
4/16/2006	7			<b>7</b>
4/23/2006	26			<b>26</b>
4/30/2006	24	13		<b>37</b>
5/7/2006	46	7		<b>53</b>
5/14/2006	22	16		<b>38</b>
5/21/2006	36	2		<b>38</b>
5/28/2006	6	2		<b>8</b>
6/4/2006	12	7		<b>19</b>
6/11/2006	15	11		<b>26</b>
6/18/2006	8		1	<b>9</b>
6/25/2006	13	10		<b>23</b>
7/2/2006	2	1	1	<b>4</b>
7/9/2006	22	15	1	<b>38</b>
7/16/2006		9		<b>9</b>
7/23/2006	18	4		<b>22</b>
7/30/2006	14		6	<b>20</b>
8/6/2006	5		8	<b>13</b>
8/13/2006	2		9	<b>11</b>
8/20/2006	4		6	<b>10</b>
8/27/2006	5	3		<b>8</b>
9/3/2006	7			<b>7</b>
9/10/2006	5	3		<b>8</b>
9/17/2006	7			<b>7</b>
9/24/2006	7	2		<b>9</b>
10/1/2006	7	13		<b>20</b>
10/8/2006		5	6	<b>11</b>
10/15/2006			8	<b>9</b>
10/22/2006	6		8	<b>14</b>
10/29/2006	7	5	1	<b>34</b>
11/5/2006	1	13	7	<b>27</b>
11/12/2006	1	4	14	<b>19</b>
11/19/2006	8		10	<b>18</b>
11/26/2006	5		7	<b>13</b>
12/3/2006	20		14	<b>34</b>
12/10/2006	12		8	<b>26</b>
12/17/2006	13			<b>13</b>
12/24/2006	15			<b>15</b>
<b>Total</b>	<b>426</b>	<b>145</b>	<b>115</b>	<b>728</b>

### QR 1A3 DETAILS Service Locations Individual Counseling\*

\*Note: Query for this report was inaccurate.

Location	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
Community Center	5	2		<b>7</b>
Home	248	108	1	<b>357</b>
Other	135	45		<b>180</b>
Place of Worship	3			<b>3</b>
Provider	24		1	<b>25</b>
Workplace			5	<b>149</b>
<b>Total</b>	<b>415</b>	<b>155</b>	<b>7</b>	<b>721</b>

### QR 1A4a DETAILS Visits by Duration Individual Crisis Counseling Contacts

The high number of multiple (5+) visits and longer length of visits (60 min +) for Omaha Team outreach efforts reflects the complex needs that the evacuees in that area had. Some of the underlying issues related to poverty, mental health or substance abuse problems were not apparent on the first visit but surfaced later.

Duration	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
15-29 Min	48		101	<b>149</b>
30-44 Min			159	<b>159</b>
45-59 Min	55	29	2	<b>86</b>
60 Min +	226	96	1	<b>323</b>
<b>Total</b>	<b>329</b>	<b>125</b>	<b>263</b>	<b>717</b>

### QR 1A4b DETAILS Visits Types Individual Crisis Counseling Contacts

Repeated visits were made with high-needs clients who had settled in Omaha.

Visit Types	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
1 <sup>st</sup> Visit	107		213	<b>320</b>
2 <sup>nd</sup> Visit	51	31	1	<b>83</b>
3 <sup>rd</sup> Visit	42	20		<b>62</b>
4 <sup>th</sup> Visit	28	6		<b>34</b>
5 <sup>th</sup> Visit +	184	23		<b>207</b>
<b>Total</b>	<b>412</b>	<b>80</b>	<b>214</b>	<b>706</b>

### QR1B1 TOTALS Individual Crisis Counseling People (1<sup>st</sup> Visits Only)

RON Omaha Team	106
RON Lincoln Team	79
RON Guard	135
<b>Total</b>	<b>320</b>

**QR1B2 TRENDS Individual Crisis Counseling People (1<sup>st</sup> Visits Only)\***

\*Note: Query for this report was inaccurate.

Week Beginning	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
4/2/2006	1			<b>1</b>
4/9/2006	5			<b>5</b>
4/16/2006				
4/23/2006	1			<b>1</b>
4/30/2006	5	10		<b>15</b>
5/7/2006	9	7		<b>16</b>
5/14/2006	7	12		<b>19</b>
5/21/2006	14	1		<b>15</b>
5/28/2006	1	1		<b>2</b>
6/4/2006	8	1		<b>9</b>
6/11/2006	7	4		<b>11</b>
6/18/2006	2		1	<b>3</b>
6/25/2006	8	3		<b>11</b>
7/2/2006	2		1	<b>3</b>
7/9/2006	1	4	1	<b>6</b>
7/16/2006	2			<b>2</b>
7/23/2006	8			<b>8</b>
7/30/2006	10		5	<b>15</b>
8/6/2006	1		8	<b>9</b>
8/13/2006			9	<b>9</b>
8/20/2006			6	<b>6</b>
8/27/2006	2	3		<b>5</b>
9/3/2006	1	6		<b>7</b>
9/10/2006	5			<b>5</b>
9/17/2006	1			<b>1</b>
9/24/2006	3	2		<b>5</b>
10/1/2006		11		<b>11</b>
10/8/2006		4	6	<b>10</b>
10/15/2006			8	<b>9</b>
10/22/2006			8	<b>8</b>
10/29/2006	1		1	<b>23</b>
11/5/2006			8	<b>8</b>
11/12/2006			14	<b>14</b>
11/19/2006			9	<b>9</b>
11/26/2006			7	<b>8</b>
12/3/2006	1		14	<b>15</b>
12/10/2006			8	<b>14</b>
12/17/2006	1			<b>1</b>
12/24/2006	1			<b>1</b>
<b>Total</b>	<b>108</b>	<b>69</b>	<b>114</b>	<b>320</b>

**QR 1B3 DETAILS Demographics of  
Individual Crisis Counseling (1<sup>st</sup> Visits Only)**

Many of the high need clients served by RON Omaha and Lincoln were single, African-American adults. There were very few children among evacuees in both Omaha and Lincoln. Most of the Guard members served by RON were Caucasian males which is reflective of Nebraska demographics.

Demographics	RON Omaha Team	RON Lincoln Team	RON Guard	<b>Total</b>
Age 0-5		2		<b>2</b>
Age 6-11		3		<b>3</b>
Age 12-17	1	6		<b>7</b>
Age 18-39	30	45	85	<b>160</b>
Age 40-64	66	18	48	<b>132</b>
Age 65+	7	4		<b>11</b>
Male	50	37	111	<b>198</b>
Female	54	42	22	<b>118</b>
Ethnicity Latino	2			<b>2</b>
Race American Indian				
Race Asian	1	9		<b>10</b>
Race Black	57	41	3	<b>101</b>
Race Pacific Islander				
Race White	42	28	127	<b>197</b>
Prefer English Language	105	76	135	<b>316</b>
Prefer Spanish Language	1			<b>1</b>
Prefer Other Language		3		<b>3</b>
NO Parent/Guardian	28	31	65	<b>124</b>
YES Parent/Guardian	64	46	43	<b>153</b>
UNKNOWN Parent/Guardian	12		24	<b>38</b>

### QR 1B4 DETAILS Risk Factors People (1<sup>st</sup> Visits Only)

Evacuees who re-located to Nebraska experienced significant losses and exposure to death/injury of others. The Guard members were exposed to similar conditions as the evacuees, with the additional tasks of body retrieval and maintaining security. It was interesting to note that many of the Guard members also had past trauma issues.

Risk Factors	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
# w/ injury	14	4	1	<b>19</b>
# w/ life threatened	31	38	40	<b>109</b>
# w/ family missing	11	7		<b>18</b>
# w/ friend missing	7			<b>7</b>
# witnessed death	13	27	61	<b>101</b>
# separated from family	41	42	94	<b>177</b>
# w/ home damage	87	68		<b>155</b>
# displaced >1 week	81	67		<b>148</b>
# disaster unemployed	58	55		<b>113</b>
# w/ other financial loss	80	51		<b>131</b>
# rescue/recovery work	12	25	133	<b>12</b>
# evacuated quickly	52	57		<b>109</b>
# witnessed destruction	57	51	135	<b>243</b>
# w/ substance abuse or mental health problem	5	6		<b>11</b>
# w/ disability	13	5		<b>18</b>
# w/ past trauma	22	5	62	<b>89</b>

**b. Referrals**

<b>QR 1C1 TOTALS Any Referral (contacts)</b>			
RON Team	# Contacts Resulting in Referral	Referrals Accepted	% Referrals Accepted
RON Omaha Team	365	267	73.4%
RON Lincoln Team	99	89	89.9%
RON Guard	6	6	100%
<b>Total</b>	<b>470</b>	<b>362</b>	<b>77%</b>

<b>QR 1C2 TRENDS Any Referral (contacts)</b>			
Time/Team	# Contacts Resulting in Referral	Referrals Accepted	% Referrals Accepted
4/2/2006 RON Omaha	1	1	100%
4/2/2006 RON Lincoln			
4/2/2006 RON Guard			
<i>Subtotal</i>	<i>1</i>	<i>1</i>	<i>100%</i>
4/9/2006 RON Omaha	11	10	90.9%
4/9/2006 RON Lincoln			
4/9/2006 RON Guard			
<i>Subtotal</i>	<i>11</i>	<i>10</i>	<i>90.9%</i>
4/16/2006 RON Omaha	7	6	85.7%
4/16/2006 RON Lincoln			
4/16/2006 RON Guard			
<i>Subtotal</i>	<i>7</i>	<i>6</i>	<i>85.7%</i>
4/23/2006 RON Omaha	23	18	78.3%
4/23/2006 RON Lincoln			
4/23/2006 RON Guard			
<i>Subtotal</i>	<i>23</i>	<i>18</i>	<i>78.3%</i>



4/30/2006 RON Omaha	21	20	95.2%
4/30/2006 RON Lincoln	12	12	100%
4/30/2006 RON Guard			
<i>Subtotal</i>	33	32	97%
5/7/2006 RON Omaha	44	32	72.7%
5/7/2006 RON Lincoln	7	7	100%
5/7/2006 RON Guard			
<i>Subtotal</i>	51	39	76.5%
5/14/2006 RON Omaha	19	15	78.9%
5/14/2006 RON Lincoln	16	16	100%
5/14/2006 RON Guard			
<i>Subtotal</i>	35	31	88.6%
5/21/2006 RON Omaha	33	20	60.6%
5/21/2006 RON Lincoln	1	1	100%
5/21/2006 RON Guard			
<i>Subtotal</i>	34	21	61.8%
5/28/2006 RON Omaha	4	1	25%
5/28/2006 RON Lincoln	2	2	100%
5/28/2006 RON Guard			
<i>Subtotal</i>	6	3	50%
6/4/2006 RON Omaha	6	4	66.7%
6/4/2006 RON Lincoln	7	5	71.4%
6/4/2006 RON Guard			
<i>Subtotal</i>	13	9	69.2%

6/11/2006 RON Omaha	14	11	78.6%
6/11/2006 RON Lincoln	11	9	81.8%
6/11/2006 RON Guard			
<i>Subtotal</i>	25	20	80%
6/18/2006 RON Omaha	8	5	62.5%
6/18/2006 RON Lincoln			
6/18/2006 RON Guard			
<i>Subtotal</i>	8	5	62.5%
6/25/2006 RON Omaha	12	11	91.7%
6/25/2006 RON Lincoln	9	9	100%
6/25/2006 RON Guard			
<i>Subtotal</i>	21	20	95.2%
7/2/2006 RON Omaha	1		
7/2/2006 RON Lincoln	1	1	100%
7/2/2006 RON Guard			
<i>Subtotal</i>	2	1	50%
7/9/2006 RON Omaha	12	2	16.7%
7/9/2006 RON Lincoln	12	9	75%
7/9/2006 RON Guard	1	1	100%
<i>Subtotal</i>	25	12	48%
7/16/2006 RON Omaha			
7/16/2006 RON Lincoln	8	7	87.5%
7/16/2006 RON Guard			
<i>Subtotal</i>	8	7	87.5%

7/23/2006 RON Omaha	18	12	66.7%
7/23/2006 RON Lincoln	4	4	100%
7/23/2006 RON Guard			
<i>Subtotal</i>	22	16	72.7%
7/30/2006 RON Omaha	14	8	57.1%
7/30/2006 RON Lincoln			
7/30/2006 RON Guard			
<i>Subtotal</i>	14	8	57.1%
8/6/2006 RON Omaha	5	4	80%
8/6/2006 RON Lincoln			
8/6/2006 RON Guard			
<i>Subtotal</i>	5	4	80%
8/13/2006 RON Omaha	2	2	100%
8/13/2006 RON Lincoln			
8/13/2006 RON Guard			
<i>Subtotal</i>	2	2	100%
8/20/2006 RON Omaha	4	4	100%
8/20/2006 RON Lincoln			
8/20/2006 RON Guard			
<i>Subtotal</i>	4	4	100%
8/27/2006 RON Omaha	5	5	100%
8/27/2006 RON Lincoln			
8/27/2006 RON Guard			
<i>Subtotal</i>	5	5	100%

9/3/2006 RON Omaha	6	5	83.3%
9/3/2006 RON Lincoln	6	6	100%
9/3/2006 RON Guard			
<i>Subtotal</i>	12	11	91.7%
9/10/2006 RON Omaha	4	2	50%
9/10/2006 RON Lincoln	2		
9/10/2006 RON Guard			
<i>Subtotal</i>	6	2	33.3%
9/17/2006 RON Omaha	5	2	40%
9/17/2006 RON Lincoln			
9/17/2006 RON Guard			
<i>Subtotal</i>	5	2	40%
9/24/2006 RON Omaha	6	4	66.7%
9/24/2006 RON Lincoln	1	1	100%
9/24/2006 RON Guard			
<i>Subtotal</i>	7	5	71.4%
10/1/2006 RON Omaha	6	5	83.3%
10/1/2006 RON Lincoln			
10/1/2006 RON Guard			
<i>Subtotal</i>	6	5	83.3%
10/8/2006 RON Omaha			
10/8/2006 RON Lincoln			
10/8/2006 RON Guard			
<i>Subtotal</i>			

10/15/2006 RON Omaha			
10/15/2006 RON Lincoln			
10/15/2006 RON Guard			
<i>Subtotal</i>			
10/22/2006 RON Omaha	5	4	80%
10/22/2006 RON Lincoln			
10/22/2006 RON Guard			
<i>Subtotal</i>	5	4	80%
10/29/2006 RON Omaha	4	4	100%
10/29/2006 RON Lincoln			
10/29/2006 RON Guard			
<i>Subtotal</i>	4	4	100%
11/5/2006 RON Omaha	6	5	83.3%
11/5/2006 RON Lincoln			
11/5/2006 RON Guard	1	1	100%
<i>Subtotal</i>	7	6	85.7%
11/12/2006 RON Omaha	1		
11/12/2006 RON Lincoln			
11/12/2006 RON Guard	1	1	100%
<i>Subtotal</i>	2	1	50%
11/19/2006 RON Omaha	6	6	100%
11/19/2006 RON Lincoln			
11/19/2006 RON Guard	3	3	100%
<i>Subtotal</i>	9	9	100%

11/26/2006 RON Omaha	5	3	60%
11/26/2006 RON Lincoln			
11/26/2006 RON Guard			
<i>Subtotal</i>	5	3	60%
12/3/2006 RON Omaha	10	10	100%
12/3/2006 RON Lincoln			
12/3/2006 RON Guard			
<i>Subtotal</i>	10	10	100%
12/10/2006 RON Omaha	12	8	66.7%
12/10/2006 RON Lincoln			
12/10/2006 RON Guard			
<i>Subtotal</i>	12	8	66.7%
12/17/2006 RON Omaha	13	10	76.9%
12/17/2006 RON Lincoln			
12/17/2006 RON Guard			
<i>Subtotal</i>	13	10	76.9%
12/24/2006 RON Omaha	12	8	66.7%
12/24/2006 RON Lincoln			
12/24/2006 RON Guard			
<i>Subtotal</i>	12	8	66.7%
<b>Total</b>	<b>470</b>	<b>362</b>	<b>77%</b>

**QR 1C3 DETAILS Referrals by Type (Contacts)**

Both evacuee and Guard cultures were fairly closed. Referrals to mental health resources in the community were more acceptable to evacuees in Lincoln than those in Omaha. This could reflect the voluntary nature of the re-location for Lincoln evacuees and the less than voluntary nature for those in Omaha. Guard referrals were necessarily smaller due to resource availability within Guard structures.

Referral Type	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
Other Crisis Counseling Services	212	54		<b>266</b>
Mental Health Treatment Referrals	5	44		<b>49</b>
Substance Abuse Treatment Referrals	11	5		<b>16</b>
Other Disaster Services Referrals	16	33		<b>49</b>
Other Types of Referrals	156	80	6	<b>242</b>
<b>Total Referrals</b>	<b>400</b>	<b>216</b>	<b>6</b>	<b>622</b>
<b>Total Contacts that Resulted in Referral</b>	<b>365</b>	<b>99</b>	<b>6</b>	<b>470</b>

**c. Individual brief educational/supportive contacts**

**QR 1D1 TOTALS Brief Educational Contacts and Similar Activities**

A great deal of emphasis was placed on education related to common reactions throughout phases of recovery.

RON Team	Total Brief Ed Contacts	Total Phone Calls	Total Email Contacts
RON Omaha Team	1185	2164	74
RON Lincoln Team	324	683	193
RON Guard	601	399	272
<b>Total</b>	<b>2110</b>	<b>3246</b>	<b>539</b>

**QR 1D2a,b,c TRENDS Brief Educational Contacts and Similar Activities\***

\*Note: Query for this report was inaccurate.

Time/Team	# Brief Ed Contacts	# Phone Call Contacts	# Email Contacts
4/2/2006 RON Omaha		282	
4/2/2006 RON Lincoln			
4/2/2006 RON Guard			
<i>Subtotal</i>		282	
4/9/2006 RON Omaha			
4/9/2006 RON Lincoln			
4/9/2006 RON Guard			
<i>Subtotal</i>			
4/16/2006 RON Omaha		2	1
4/16/2006 RON Lincoln			
4/16/2006 RON Guard			
<i>Subtotal</i>		2	1
4/23/2006 RON Omaha			
4/23/2006 RON Lincoln			
4/23/2006 RON Guard			
<i>Subtotal</i>			
4/30/2006 RON Omaha			
4/30/2006 RON Lincoln	7	32	11
4/30/2006 RON Guard			
<i>Subtotal</i>	7	32	11



5/7/2006 RON Omaha			
5/7/2006 RON Lincoln	12	18	8
5/7/2006 RON Guard			
<i>Subtotal</i>	<i>12</i>	<i>18</i>	<i>8</i>
5/14/2006 RON Omaha			
5/14/2006 RON Lincoln	18	53	10
5/14/2006 RON Guard	14	14	11
<i>Subtotal</i>	<i>32</i>	<i>67</i>	<i>21</i>
5/21/2006 RON Omaha			
5/21/2006 RON Lincoln	4	33	12
5/21/2006 RON Guard	11	5	5
<i>Subtotal</i>	<i>15</i>	<i>38</i>	<i>17</i>
5/28/2006 RON Omaha			
5/28/2006 RON Lincoln	10	54	15
5/28/2006 RON Guard			
<i>Subtotal</i>	<i>10</i>	<i>54</i>	<i>15</i>
6/4/2006 RON Omaha			
6/4/2006 RON Lincoln	13	38	13
6/4/2006 RON Guard			
<i>Subtotal</i>	<i>13</i>	<i>38</i>	<i>13</i>
6/11/2006 RON Omaha	2	7	
6/11/2006 RON Lincoln	2	73	4
6/11/2006 RON Guard	14	15	10
<i>Subtotal</i>	<i>18</i>	<i>95</i>	<i>14</i>

6/18/2006 RON Omaha	1	6	
6/18/2006 RON Lincoln			
6/18/2006 RON Guard	19	24	15
<i>Subtotal</i>	20	30	15
6/25/2006 RON Omaha	15	8	
6/25/2006 RON Lincoln			
6/25/2006 RON Guard			
<i>Subtotal</i>	15	8	
7/2/2006 RON Omaha	2	6	
7/2/2006 RON Lincoln	6	71	33
7/2/2006 RON Guard	21	21	4
<i>Subtotal</i>	57	98	37
7/9/2006 RON Omaha			50
7/9/2006 RON Lincoln	19	56	18
7/9/2006 RON Guard			
<i>Subtotal</i>	19	56	68
7/16/2006 RON Omaha	2	73	
7/16/2006 RON Lincoln	11	47	10
7/16/2006 RON Guard	26	22	17
<i>Subtotal</i>	39	142	27
7/23/2006 RON Omaha	2	4	
7/23/2006 RON Lincoln			
7/23/2006 RON Guard			
<i>Subtotal</i>	12	69	

7/30/2006 RON Omaha	1	10	
7/30/2006 RON Lincoln			
7/30/2006 RON Guard			
<i>Subtotal</i>	21	73	
8/6/2006 RON Omaha	2	2	
8/6/2006 RON Lincoln			
8/6/2006 RON Guard	19	17	14
<i>Subtotal</i>	21	43	14
8/13/2006 RON Omaha	16	5	
8/13/2006 RON Lincoln			
8/13/2006 RON Guard	28	10	3
<i>Subtotal</i>	44	88	3
8/20/2006 RON Omaha		12	
8/20/2006 RON Lincoln			
8/20/2006 RON Guard	56	36	17
<i>Subtotal</i>	56	48	17
8/27/2006 RON Omaha	6	9	
8/27/2006 RON Lincoln			
8/27/2006 RON Guard	42	14	12
<i>Subtotal</i>	93	35	12
9/3/2006 RON Omaha	1	31	
9/3/2006 RON Lincoln			
9/3/2006 RON Guard			
<i>Subtotal</i>	103	77	

9/10/2006 RON Omaha			
9/10/2006 RON Lincoln			
9/10/2006 RON Guard			
<i>Subtotal</i>			
9/17/2006 RON Omaha			
9/17/2006 RON Lincoln			
9/17/2006 RON Guard			
<i>Subtotal</i>			
9/24/2006 RON Omaha	3	2	
9/24/2006 RON Lincoln			
9/24/2006 RON Guard			
<i>Subtotal</i>	11	22	
10/1/2006 RON Omaha		10	
10/1/2006 RON Lincoln		9	
10/1/2006 RON Guard			
<i>Subtotal</i>		19	
10/8/2006 RON Omaha			
10/8/2006 RON Lincoln			
10/8/2006 RON Guard	19	6	
<i>Subtotal</i>	19	6	
10/15/2006 RON Omaha		37	
10/15/2006 RON Lincoln			
10/15/2006 RON Guard			
<i>Subtotal</i>		37	

10/22/2006 RON Omaha			
10/22/2006 RON Lincoln			
10/22/2006 RON Guard			
<i>Subtotal</i>			
10/29/2006 RON Omaha			
10/29/2006 RON Lincoln			
10/29/2006 RON Guard			
<i>Subtotal</i>			
11/5/2006 RON Omaha	3	45	
11/5/2006 RON Lincoln		4	
11/5/2006 RON Guard			
<i>Subtotal</i>	3	49	
11/12/2006 RON Omaha	3	64	1
11/12/2006 RON Lincoln		8	
11/12/2006 RON Guard			
<i>Subtotal</i>	3	72	1
11/19/2006 RON Omaha	9	11	
11/19/2006 RON Lincoln			
11/19/2006 RON Guard			
<i>Subtotal</i>	29	52	
11/26/2006 RON Omaha	4	42	
11/26/2006 RON Lincoln			
11/26/2006 RON Guard	22	27	19
<i>Subtotal</i>	26	69	19

12/3/2006 RON Omaha	3	49	
12/3/2006 RON Lincoln		31	
12/3/2006 RON Guard			
<i>Subtotal</i>	3	80	
12/10/2006 RON Omaha	4	49	
12/10/2006 RON Lincoln		22	
12/10/2006 RON Guard			
<i>Subtotal</i>	4	71	
12/17/2006 RON Omaha	2	48	
12/17/2006 RON Lincoln			
12/17/2006 RON Guard			
<i>Subtotal</i>	2	48	
12/24/2006 RON Omaha			
12/24/2006 RON Lincoln			
12/24/2006 RON Guard			
<b>Total</b>	<b>707</b>	<b>1918</b>	<b>313</b>

## 2. Group crisis counseling

<b>QR 2A1 TOTALS Group Services People (Counseling and Public Education)</b>	
Group Crisis Counseling	
RON Omaha Team	478
RON Lincoln Team	163
RON Guard	
<i>Total Group Counseling: 641</i>	
Public Education	
RON Omaha Team	41
RON Lincoln Team	234
RON Guard	261
<i>Total Public Education: 536</i>	
<b>Total Group Counseling and Public Education: 1177</b>	

**QR 2A2 TRENDS Group Services People  
(Counseling and Public Education)**

Large events occurred near the one-year anniversary of Katrina's landfall which provided opportunities for group interventions.

Time/Team	
3/26/2006 RON Omaha	6
3/26/2006 RON Lincoln	
3/26/2006 RON Guard	
<i>Subtotal</i>	6
4/2/2006 RON Omaha	3
4/2/2006 RON Lincoln	
4/2/2006 RON Guard	
<i>Subtotal</i>	3
4/9/2006 RON Omaha	
4/9/2006 RON Lincoln	
4/9/2006 RON Guard	
<i>Subtotal</i>	
4/16/2006 RON Omaha	3
4/16/2006 RON Lincoln	
4/16/2006 RON Guard	
<i>Subtotal</i>	3
4/23/2006 RON Omaha	
4/23/2006 RON Lincoln	
4/23/2006 RON Guard	
<i>Subtotal</i>	
4/30/2006 RON Omaha	8
4/30/2006 RON Lincoln	
4/30/2006 RON Guard	
<i>Subtotal</i>	8
5/7/2006 RON Omaha	9
5/7/2006 RON Lincoln	5
5/7/2006 RON Guard	
<i>Subtotal</i>	14
5/14/2006 RON Omaha	11
5/14/2006 RON Lincoln	130
5/14/2006 RON Guard	
<i>Subtotal</i>	141
5/21/2006 RON Omaha	9
5/21/2006 RON Lincoln	
5/21/2006 RON Guard	
<i>Subtotal</i>	9

5/28/2006 RON Omaha	
5/28/2006 RON Lincoln	50
5/28/2006 RON Guard	
<i>Subtotal</i>	50
6/4/2006 RON Omaha	
6/4/2006 RON Lincoln	
6/4/2006 RON Guard	
<i>Subtotal</i>	
6/11/2006 RON Omaha	4
6/11/2006 RON Lincoln	
6/11/2006 RON Guard	
<i>Subtotal</i>	4
6/18/2006 RON Omaha	
6/18/2006 RON Lincoln	
6/18/2006 RON Guard	
<i>Subtotal</i>	
6/25/2006 RON Omaha	5
6/25/2006 RON Lincoln	15
6/25/2006 RON Guard	
<i>Subtotal</i>	20
7/2/2006 RON Omaha	4
7/2/2006 RON Lincoln	
7/2/2006 RON Guard	
<i>Subtotal</i>	4
7/9/2006 RON Omaha	
7/9/2006 RON Lincoln	10
7/9/2006 RON Guard	
<i>Subtotal</i>	10
7/16/2006 RON Omaha	13
7/16/2006 RON Lincoln	
7/16/2006 RON Guard	
<i>Subtotal</i>	13
7/23/2006 RON Omaha	
7/23/2006 RON Lincoln	
7/23/2006 RON Guard	
<i>Subtotal</i>	
7/30/2006 RON Omaha	9
7/30/2006 RON Lincoln	
7/30/2006 RON Guard	
<i>Subtotal</i>	9
8/6/2006 RON Omaha	
8/6/2006 RON Lincoln	
8/6/2006 RON Guard	
<i>Subtotal</i>	



8/13/2006 RON Omaha	
8/13/2006 RON Lincoln	
8/13/2006 RON Guard	
<i>Subtotal</i>	
8/20/2006 RON Omaha	
8/20/2006 RON Lincoln	
8/20/2006 RON Guard	
<i>Subtotal</i>	
8/27/2006 RON Omaha	22
8/27/2006 RON Lincoln	
8/27/2006 RON Guard	
<i>Subtotal</i>	22
9/3/2006 RON Omaha	162
9/3/2006 RON Lincoln	17
9/3/2006 RON Guard	195
<i>Subtotal</i>	374
9/10/2006 RON Omaha	
9/10/2006 RON Lincoln	
9/10/2006 RON Guard	50
<i>Subtotal</i>	50
9/17/2006 RON Omaha	6
9/17/2006 RON Lincoln	
9/17/2006 RON Guard	
<i>Subtotal</i>	6
9/24/2006 RON Omaha	17
9/24/2006 RON Lincoln	
9/24/2006 RON Guard	
<i>Subtotal</i>	17
10/1/2006 RON Omaha	
10/1/2006 RON Lincoln	
10/1/2006 RON Guard	
<i>Subtotal</i>	
10/8/2006 RON Omaha	
10/8/2006 RON Lincoln	
10/8/2006 RON Guard	
<i>Subtotal</i>	
10/15/2006 RON Omaha	
10/15/2006 RON Lincoln	75
10/15/2006 RON Guard	16
<i>Subtotal</i>	91
10/22/2006 RON Omaha	28
10/22/2006 RON Lincoln	
10/22/2006 RON Guard	
<i>Subtotal</i>	28

10/29/2006 RON Omaha	66
10/29/2006 RON Lincoln	
10/29/2006 RON Guard	
<i>Subtotal</i>	66
11/5/2006 RON Omaha	
11/5/2006 RON Lincoln	
11/5/2006 RON Guard	
<i>Subtotal</i>	
11/12/2006 RON Omaha	
11/12/2006 RON Lincoln	
11/12/2006 RON Guard	
<i>Subtotal</i>	
11/19/2006 RON Omaha	6
11/19/2006 RON Lincoln	
11/19/2006 RON Guard	
<i>Subtotal</i>	6
11/26/2006 RON Omaha	9
11/26/2006 RON Lincoln	
11/26/2006 RON Guard	
<i>Subtotal</i>	9
12/3/2006 RON Omaha	5
12/3/2006 RON Lincoln	
12/3/2006 RON Guard	
<i>Subtotal</i>	5
12/10/2006 RON Omaha	47
12/10/2006 RON Lincoln	78
12/10/2006 RON Guard	
<i>Subtotal</i>	125
12/17/2006 RON Omaha	59
12/17/2006 RON Lincoln	
12/17/2006 RON Guard	
<i>Subtotal</i>	59
12/24/2006 RON Omaha	
12/24/2006 RON Lincoln	
12/24/2006 RON Guard	
<b>Total</b>	<b>1152</b>

**QR 2A3 DETAILS People Served by Location**

Guard outreach took place across Nebraska, mostly in National Guard facilities that members were used to meeting in.

Location	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
Community Center	85	50		<b>135</b>
Home	107	35		<b>142</b>
Other	257	97	261	<b>615</b>
Place of Worship	70	215		<b>285</b>
<b>Total</b>	<b>519</b>	<b>397</b>	<b>261</b>	<b>1177</b>

**QR 2A4 DETAILS Common Group Identity (Occupational)**

School Staff/Team	# Sessions
RON Omaha Team	1
RON Lincoln Team	
RON Guard	1
	<i>Subtotal Sessions: 2</i>
Other Occupation/Team	
RON Omaha Team	29
RON Lincoln Team	4
RON Guard	4
	<i>Subtotal Sessions: 37</i>
	<b>Total Sessions: 39</b>

**QR 2A4b DETAILS Common Group Identity (Age)**

Age	# Sessions
Age 6-11/Team	
RON Omaha Team	1
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 1</i>
Age 12-17/Team	
RON Omaha Team	1
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 1</i>
Age 18-39/Team	
RON Omaha Team	2
RON Lincoln Team	
RON Guard	4
	<i>Subtotal Sessions: 6</i>

Age 40-64/Team	
RON Omaha Team	30
RON Lincoln Team	3
RON Guard	
	<i>Subtotal Sessions: 33</i>
Age 65+/RON Team	
RON Omaha Team	2
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 2</i>
	<b>Total Sessions: 43</b>

<b>QR 2A4c DETAILS Common Group Identity (Gender)</b>	
Males/Team	# Sessions
RON Omaha Team	15
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 15</i>
Females/Team	
RON Omaha Team	11
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 11</i>
	<b>Total Sessions: 26</b>

<b>QR 2A4d DETAILS Common Group Identity (Disaster Experience)</b>	
Bereavement/Team	# Sessions
RON Omaha Team	2
RON Lincoln Team	
RON Guard	
	<i>Subtotal Sessions: 2</i>
Displacement/Team	
RON Omaha Team	29
RON Lincoln Team	6
RON Guard	
	<i>Subtotal Sessions: 35</i>
Other Experience/Team	
RON Omaha Team	7
RON Lincoln Team	5
RON Guard	
	<i>Subtotal Sessions: 12</i>
	<b>Total Sessions: 49</b>

<b>QR 2A4e DETAILS Additional Group Identities (Sessions)</b>				
RON conducted a number of neighborhood-based group sessions on a regular basis. A significant population of evacuees settled in Omaha public housing structures where they formed a small community.				
Additional Group Identities	RON Omaha Team	RON Lincoln Team	RON Guard	<b>Total</b>
Common Religions Identity	13	5		<b>18</b>
Common Parenting/Caregiver Concerns	15	1		<b>16</b>
Common Neighborhood or Community	29	5		<b>34</b>
Common Language Spanish				
Common Language Other Than Spanish/English	2	1		<b>3</b>
Common Psychological or Medical Problems	9	3		<b>12</b>
Other	17	6	4	<b>27</b>
No Shared Identity				

<b>QR 2A5 DETAILS Number of Groups with Foci (Counseling and Public Education)</b>				
Foci	RON Omaha	RON Lincoln	RON Guard	<b>Total</b>
# on reactions	16	7		<b>23</b>
# on resources	29	6	1	<b>36</b>
# on mutual support	29	7		<b>36</b>
# on skills	16			<b>16</b>
# on conflict resolution	16			<b>16</b>
# on community action	12	5		<b>17</b>
# with other focus	9	6	5	<b>20</b>

### 3. Education

<b>QR 2B1 TOTALS Community Networking</b>	
RON Omaha Team	298
RON Lincoln Team	108
RON Guard	314
<b>Total</b>	<b>720</b>

<b>QR 2B2 TRENDS Community Networking</b>	
Community networking increased as the RSP phase progressed, particularly near the anniversary of Katrina's landfall and the holiday season.	
Time/Team	# Community Networking Contacts
4/9/2006 RON Omaha	
4/9/2006 RON Lincoln	
4/9/2006 RON Guard	23
<i>Subtotal</i>	23
4/16/2006 RON Omaha	
4/16/2006 RON Lincoln	
4/16/2006 RON Guard	
<i>Subtotal</i>	
4/23/2006 RON Omaha	
4/23/2006 RON Lincoln	
4/23/2006 RON Guard	
<i>Subtotal</i>	
4/30/2006 RON Omaha	
4/30/2006 RON Lincoln	6
4/30/2006 RON Guard	
<i>Subtotal</i>	6
5/1/2006 RON Omaha	16
5/1/2006 RON Lincoln	
5/1/2006 RON Guard	
<i>Subtotal</i>	16
5/7/2006 RON Omaha	
5/7/2006 RON Lincoln	1
5/7/2006 RON Guard	
<i>Subtotal</i>	1
5/14/2006 RON Omaha	
5/14/2006 RON Lincoln	3
5/14/2006 RON Guard	
<i>Subtotal</i>	3

5/21/2006 RON Omaha	
5/21/2006 RON Lincoln	4
5/21/2006 RON Guard	
<i>Subtotal</i>	4
5/28/2006 RON Omaha	
5/28/2006 RON Lincoln	6
5/28/2006 RON Guard	
<i>Subtotal</i>	6
6/4/2006 RON Omaha	
6/4/2006 RON Lincoln	5
6/4/2006 RON Guard	
<i>Subtotal</i>	5
6/14/2006 RON Omaha	1
6/14/2006 RON Lincoln	
6/14/2006 RON Guard	
<i>Subtotal</i>	1
6/18/2006 RON Omaha	2
6/18/2006 RON Lincoln	
6/18/2006 RON Guard	40
<i>Subtotal</i>	42
6/25/2006 RON Omaha	
6/25/2006 RON Lincoln	
6/25/2006 RON Guard	
<i>Subtotal</i>	
7/2/2006 RON Omaha	1
7/2/2006 RON Lincoln	5
7/2/2006 RON Guard	15
<i>Subtotal</i>	21
7/9/2006 RON Omaha	
7/9/2006 RON Lincoln	2
7/9/2006 RON Guard	
<i>Subtotal</i>	2
7/16/2006 RON Omaha	24
7/16/2006 RON Lincoln	2
7/16/2006 RON Guard	25
<i>Subtotal</i>	51
7/23/2006 RON Omaha	1
7/23/2006 RON Lincoln	
7/23/2006 RON Guard	
<i>Subtotal</i>	1
7/30/2006 RON Omaha	4
7/30/2006 RON Lincoln	
7/30/2006 RON Guard	
<i>Subtotal</i>	4

8/6/2006 RON Omaha	44
8/6/2006 RON Lincoln	
8/6/2006 RON Guard	21
<i>Subtotal</i>	65
8/13/2006 RON Omaha	13
8/13/2006 RON Lincoln	
8/13/2006 RON Guard	7
<i>Subtotal</i>	20
8/20/2006 RON Omaha	14
8/20/2006 RON Lincoln	
8/20/2006 RON Guard	34
<i>Subtotal</i>	48
8/27/2006 RON Omaha	67
8/27/2006 RON Lincoln	12
8/27/2006 RON Guard	17
<i>Subtotal</i>	96
9/3/2006 RON Omaha	15
9/3/2006 RON Lincoln	
9/3/2006 RON Guard	80
<i>Subtotal</i>	95
9/10/2006 RON Omaha	52
9/10/2006 RON Lincoln	
9/10/2006 RON Guard	
<i>Subtotal</i>	52
9/17/2006 RON Omaha	4
9/17/2006 RON Lincoln	
9/17/2006 RON Guard	10
<i>Subtotal</i>	14
9/24/2006 RON Omaha	33
9/24/2006 RON Lincoln	
9/24/2006 RON Guard	
<i>Subtotal</i>	33
10/1/2006 RON Omaha	2
10/1/2006 RON Lincoln	15
10/1/2006 RON Guard	
<i>Subtotal</i>	17
10/8/2006 RON Omaha	3
10/8/2006 RON Lincoln	60
10/8/2006 RON Guard	27
<i>Subtotal</i>	90
10/15/2006 RON Omaha	
10/15/2006 RON Lincoln	20
10/15/2006 RON Guard	
<i>Subtotal</i>	20



10/22/2006 RON Omaha	
10/22/2006 RON Lincoln	
10/22/2006 RON Guard	4
<i>Subtotal</i>	4
10/29/2006 RON Omaha	17
10/29/2006 RON Lincoln	18
10/29/2006 RON Guard	
<i>Subtotal</i>	35
11/5/2006 RON Omaha	11
11/5/2006 RON Lincoln	20
11/5/2006 RON Guard	
<i>Subtotal</i>	31
11/12/2006 RON Omaha	4
11/12/2006 RON Lincoln	4
11/12/2006 RON Guard	
<i>Subtotal</i>	8
11/19/2006 RON Omaha	23
11/19/2006 RON Lincoln	
11/19/2006 RON Guard	6
<i>Subtotal</i>	29
11/26/2006 RON Omaha	5
11/26/2006 RON Lincoln	
11/26/2006 RON Guard	7
<i>Subtotal</i>	12
12/3/2006 RON Omaha	24
12/3/2006 RON Lincoln	
12/3/2006 RON Guard	
<i>Subtotal</i>	24
12/10/2006 RON Omaha	55
12/10/2006 RON Lincoln	
12/10/2006 RON Guard	
<i>Subtotal</i>	55
12/17/2006 RON Omaha	10
12/17/2006 RON Lincoln	
12/17/2006 RON Guard	
<i>Subtotal</i>	10
<b>Total</b>	<b>960</b>

#### 4. Materials distribution

<b>QR 2C1 TOTALS Materials Distributed</b>				
Material distributed by RON Guard seems unusually low. A number of specific, military endorsed brochures and educational pamphlets were distributed by the RON Guard outreach worker, but it does not seem to be reflected in these statistics.				
RON Team	# materials handed out	# materials mailed	# materials left in public places	<b>Total # materials</b>
RON Omaha Team	91	667	193	<b>951</b>
RON Lincoln Team	234	38	125	<b>397</b>
RON Guard	6			<b>6</b>

<b>QR 2C2a,b,c TRENDS Materials Distributed</b>			
Time/Team	# materials handed out	# materials mailed	# materials left in public places
4/2/2006 RON Omaha	3		4
4/2/2006 RON Lincoln			
4/2/2006 RON Guard			
<i>Subtotal</i>	3		4
4/9/2006 RON Omaha	3		20
4/9/2006 RON Lincoln			
4/9/2006 RON Guard			
<i>Subtotal</i>	3		20
4/16/2006 RON Omaha	1		
4/16/2006 RON Lincoln			
4/16/2006 RON Guard			
<i>Subtotal</i>	1		

4/23/2006 RON Omaha			1
4/23/2006 RON Lincoln			
4/23/2006 RON Guard			
<i>Subtotal</i>			1
4/30/2006 RON Omaha			
4/30/2006 RON Lincoln			
4/30/2006 RON Guard			
<i>Subtotal</i>			
5/1/2006 RON Omaha	14		
5/1/2006 RON Lincoln			
5/1/2006 RON Guard			
<i>Subtotal</i>	14		
5/7/2006 RON Omaha			2
5/7/2006 RON Lincoln			2
5/7/2006 RON Guard			
<i>Subtotal</i>			4
5/14/2006 RON Omaha			
5/14/2006 RON Lincoln	2	2	8
5/14/2006 RON Guard			
<i>Subtotal</i>	2	2	8
5/21/2006 RON Omaha			
5/21/2006 RON Lincoln	2		
5/21/2006 RON Guard			
<i>Subtotal</i>	2		

5/28/2006 RON Omaha			
5/28/2006 RON Lincoln	5		1
5/28/2006 RON Guard			
<i>Subtotal</i>	5		1
6/4/2006 RON Omaha			
6/4/2006 RON Lincoln	4	18	2
6/4/2006 RON Guard			
<i>Subtotal</i>	4	18	2
6/14/2006 RON Omaha		1	
6/14/2006 RON Lincoln			
6/14/2006 RON Guard			
<i>Subtotal</i>		1	
6/18/2006 RON Omaha	1		
6/18/2006 RON Lincoln			
6/18/2006 RON Guard			
<i>Subtotal</i>	1		
6/25/2006 RON Omaha			
6/25/2006 RON Lincoln			
6/25/2006 RON Guard			
<i>Subtotal</i>			
7/2/2006 RON Omaha			
7/2/2006 RON Lincoln	5		2
7/2/2006 RON Guard			
<i>Subtotal</i>	5		2

7/9/2006 RON Omaha		25	
7/9/2006 RON Lincoln	48	3	38
7/9/2006 RON Guard			
<i>Subtotal</i>	48	28	38
7/16/2006 RON Omaha			6
7/16/2006 RON Lincoln	32		20
7/16/2006 RON Guard			
<i>Subtotal</i>	32		26
7/23/2006 RON Omaha	3		32
7/23/2006 RON Lincoln			
7/23/2006 RON Guard			
<i>Subtotal</i>	3		32
7/30/2006 RON Omaha	3	7	8
7/30/2006 RON Lincoln			
7/30/2006 RON Guard			
<i>Subtotal</i>	3	7	8
8/6/2006 RON Omaha	24		29
8/6/2006 RON Lincoln			
8/6/2006 RON Guard			
<i>Subtotal</i>	24		29
8/13/2006 RON Omaha			56
8/13/2006 RON Lincoln			
8/13/2006 RON Guard			
<i>Subtotal</i>			56

8/20/2006 RON Omaha	26	416	11
8/20/2006 RON Lincoln			
8/20/2006 RON Guard			
<i>Subtotal</i>	26	416	11
8/27/2006 RON Omaha	3	216	
8/27/2006 RON Lincoln	20		
8/27/2006 RON Guard			
<i>Subtotal</i>	23	216	
9/3/2006 RON Omaha	6		8
9/3/2006 RON Lincoln			
9/3/2006 RON Guard			
<i>Subtotal</i>	6		8
9/10/2006 RON Omaha			
9/10/2006 RON Lincoln			
9/10/2006 RON Guard			
<i>Subtotal</i>			
9/17/2006 RON Omaha			
9/17/2006 RON Lincoln			
9/17/2006 RON Guard			
<i>Subtotal</i>			
9/24/2006 RON Omaha	2		3
9/24/2006 RON Lincoln	3		12
9/24/2006 RON Guard			
<i>Subtotal</i>	5		15

10/1/2006 RON Omaha			
10/1/2006 RON Lincoln	18	15	
10/1/2006 RON Guard			
<i>Subtotal</i>	18	15	
10/8/2006 RON Omaha			
10/8/2006 RON Lincoln	52		
10/8/2006 RON Guard			
<i>Subtotal</i>	52		
10/15/2006 RON Omaha			
10/15/2006 RON Lincoln			
10/15/2006 RON Guard			
<i>Subtotal</i>			
10/22/2006 RON Omaha			
10/22/2006 RON Lincoln	39		
10/22/2006 RON Guard			
<i>Subtotal</i>	39		
10/29/2006 RON Omaha			
10/29/2006 RON Lincoln			
10/29/2006 RON Guard			
<i>Subtotal</i>			
11/5/2006 RON Omaha			
11/5/2006 RON Lincoln			
11/5/2006 RON Guard			
<i>Subtotal</i>			

11/12/2006 RON Omaha			
11/12/2006 RON Lincoln	8		40
11/12/2006 RON Guard			
<i>Subtotal</i>	8		40
11/19/2006 RON Omaha		2	11
11/19/2006 RON Lincoln			
11/19/2006 RON Guard			
<i>Subtotal</i>		2	11
11/26/2006 RON Omaha	2		
11/26/2006 RON Lincoln			
11/26/2006 RON Guard	2		
<i>Subtotal</i>	4		
12/3/2006 RON Omaha			
12/3/2006 RON Lincoln			
12/3/2006 RON Guard			
<i>Subtotal</i>			
12/10/2006 RON Omaha			2
12/10/2006 RON Lincoln			
12/10/2006 RON Guard			
<i>Subtotal</i>			2
12/17/2006 RON Omaha			
12/17/2006 RON Lincoln			
12/17/2006 RON Guard			
<b>Total</b>	<b>331</b>	<b>705</b>	<b>318</b>

\* There were some discrepancies in trend reports for 1A2 Trends Individual Crisis Counseling Contacts, 1A3 Details Service Locations Individual Counseling, 1B2 Trends



Individual Crisis Counseling People (1<sup>st</sup> Visits Only), and 1D2a, b, and c (Trends Brief Educational Contacts and Similar Activities). Reports did not reflect total data entered.

## **B. Evaluation**

*Reaching Out...Nebraska* participated in national evaluation efforts as required. The survey results (both participant and staff) were not useful to project staff because of the low return rate. National results were more useful in aggregate because they confirmed perceptions held by RON staff members.

Local evaluation of Nebraska's project included regular review of programmatic contact data in conjunction with process indicators. The State Program Coordinator and Project Specialist met with the Project Manager on an as-needed basis to review developing challenges with project implementation. Process evaluation included formal interviews with outreach workers and evacuees, as well as continued informal communications and observations at staff meetings and select events. The process evaluation received Institutional Review Board approval from the University of Nebraska-Lincoln.

The Project Specialist conducted a total of thirteen interviews with individuals affected by Hurricane Katrina. Two of those individuals had evacuated from Gulf-area communities prior to the storm and the remainder had lived through the experience. All interviews were conducted using a set of IRB-approved interview questions.

The purpose of interviewing survivors and others affected by the hurricanes was to gather information that could be used by the project to modify or affirm activities based on the needs of survivors, the process of recovery, and challenges with integrating into new communities in Nebraska. Information gathered from survivors was shared in aggregate (without identifiers) with *Reaching Out...Nebraska* team members at regular staff meetings. Most of the information gathered from survivors was consistent with information obtained from *Reaching Out...Nebraska* team members, serving as an affirmation of project direction.

The initial outreach strategy used by *Reaching Out...Nebraska* during the ISP was to contact survivors across Nebraska via mail and telephone. This strategy had to be altered after survivors were asked about the kind of support they preferred to receive. Many indicated that talking about their experiences was a helpful and therapeutic experience. The survivors desire to talk meant that an increased emphasis on personal outreach needed to be employed during the RSP period.

***"Talking. Talking about my experience. Sharing it. When first got here, I couldn't do it. It's still hard now."*** (Survivor)

***"A couple agencies did provide, I believe, some psychiatrists or psychologists; I don't know their titles; to kind of help with the folks that needed some counseling. So that was a positive, then, that **they were able to get in there and talk to them about their experiences and the trauma that they had experienced.**"***  
(Survivor who is also a social worker)

As team members talked with survivors, they discovered that many wanted to talk about practical issues that were more pressing than emotional reactions. Many felt isolated and had no ties to the communities they had relocated to and required very practical kinds of support that they expected to receive from crisis counseling outreach staff because the project was funded by FEMA.

***“A tour guide would have been nice, you know for people to show where locations are, where people can go and - in other words a tour guide where people know what’s where.”*** (Survivor)

***“I mean accurate information is everything. You know, to me that’s everything to even being able to recover from anything. You need accurate information whether it’s a phone number or whether, you know, you’re calling in because they denied you, FEMA had denied your claim you know. I don’t want to get four or five different stories as to why you [were] denied it. I want every four or five, you know, every story to be the same. I mean accurate information to me is everything, you know. Another thing is a map of where we move to would have been lovely.”*** (Survivor)

RON team members tried to answer this need for practical support without straying into provision of ‘case management’ by setting up opportunities for survivors to support each other. Facilitated peer interaction allowed survivors to talk to each other and empowered them to offer and receive practical support from each other. This was a key strategy used by RON throughout the project. A number of events were structured to eventually broaden the survivor community by specifically bringing survivors together with members of their new communities (e.g., faith groups, community groups, business groups, neighbors).

***“Just getting everybody together because even if it’s just yelling. ... I mean you felt like you know you was back around the people that you went to high school with, it just felt like home....And we’ve all kind of got that bond where you know we feel like we’re family. Like some Katrina victims that you got in Lincoln - you know I talk to daily. One guy I have come over here, and he comes over and eats supper every other night.... But I think functions do good because it feels like, you know, everybody gets together and, you know, you remember in a good way.... It just was really nice, it just feels good that everybody take a Saturday out and everybody get together, and, you know, I think everybody needs to keep in touch.”*** (Survivor)

The Project Specialist also conducted interviews with seven (out of nine) members of the *Reaching Out...Nebraska* team. The purpose of the interviews was to get feedback from team members about project strategies and management.

RON team members were always cognizant of the importance of active listening and support. They understood their role with survivors and the value of their work.

***“By being sensitive to their stories and what they’ve been through....But the main thing is having the understanding that we’re all people and that this could***

*happen to everybody- this could happen to anyone. Just being sensitive to that.”  
(RON team member)*

Many of the RON team members recognized the important role of shared culture for survivors. The team tried to serve as a bridge between survivors and their new Nebraska culture by familiarizing themselves with developments in the gulf region. Being knowledgeable about the concerns of evacuees was helpful to establishing rapport with them. Several group counseling activities were structured around providing opportunities for Nebraska-based survivors to similarly learn about developments in their gulf-home communities.

*“We also had an individual that was here from ACORN, which is a group that’s working to rebuild stuff down in New Orleans come and talk about how things are there, and I think that that helped a lot of the evacuees because they got to hear from another person who’s from the ninth ward, one of the hardest hit areas, say here’s the negative, but here’s also the positive stuff that’s going. And we can say that ‘til we’re blue in the face but if you don’t live there, you haven’t lived it, you know, they kind of take it with a grain of salt and say oh, is that really true, truthful or factful? So having those things in place.... Those are the things that are going to help the evacuees eventually get over the disaster.” (RON team member)*

RON team members emphasized the importance of getting to know evacuees well enough that they became familiar with individual needs and circumstances. The relatively small numbers of survivors in Nebraska facilitated this awareness.

*“I think that they come from so many different circumstances and situations that to generalize about their needs isn’t fair **so having the opportunity to connect with the individuals and find out exactly what their needs are and kind of where they’re at in their recovery.** Connecting them with resources and opportunities in the community, not trying to be the ‘be all and end all’ for each family; I think it’s easy to get in over your head, give in to all their needs, but to try to connect them with resources in the Nebraska communities that they’ve located in. And then be their support and their point of contact I think it’s the best way that folks can help.” (RON team member)*

Continual, face-to-face contact was the primary and preferred means of contacting survivors. Although phone calls were made if necessary, repeated human interaction was the best way to initiate contact and establish rapport. RON team members adjusted their outreach strategies throughout the project to move from working off of lists, to networking door to door, and eventually to working strategically within groups.

*“Outreach strategies that have worked have been working from the FEMA lists and contacting those folks both by phone and going out to their addresses to contact get in touch with them. Also networking in working with the evacuees to ask them if they knew of any other folks that had relocated to Nebraska because certainly during the course of the year folks that did relocate came up here to be with family or just to get away from whatever situation they had evacuated to didn’t necessarily go through the mainstream registrations that we were trying to*

*work from, so they kind of didn't appear on the radar except through referral from other evacuees.” (RON team member)*

Some workers found that persistence was a critical component to reaching survivors. The team had to find an outreach balance that recognized that survivor's crisis counseling needs changed as recovery progressed. This meant that outreach also had to be phased and offered more than once.

*“I completely and very much think that **outreach means going to people's doors and talking to them face-to-face. And it means maybe going back time and time again, because sometimes people in the early stages are not ready for help.** But if you keep going back and they know that you're going to be there and you keep giving them information. There have been times where we've gone back four, five, six times, and maybe it was that sixth time that they decided maybe we should talk, because they're struggling and, you know, some outreach workers I think view it as, as being annoying or persistent when the person isn't seeking services.” (RON team member)*

RON-affiliated mental health professionals understood the need to deliver services in the field. The team and survivors generally felt that services provided by these professionals was seamless and well integrated with other crisis counseling offerings. Use of a team approach by project managers helped integrate outreach and crisis counseling service. Referral to RON mental health professionals was easier than referral to community resources because the RON professionals understood the culture, the needs of survivors, and were more readily accepted by survivors because they were part of the outreach team.

*“I would say going out to the homes and making the counseling and the meeting more relaxed, less professional appearing, what do I want to say, more laid back, more 'I'm just stopping by to say hey' kind of attitude rather than 'okay, we're going to have a therapy session now and would you like to get together for therapy session.' I think when they set it up in the beginning as 'would you need mental health counseling or substance abuse counseling,' I think that was less effective than just **going out and meeting the people directly in a more casual atmosphere where they felt more comfortable, more safe in their own surroundings, I think that was more effective.**” (RON mental health professional)*

When asked what outreach strategies were not successful and how the Crisis Counseling Program could be improved, most team members readily cited non-personal outreach methods like making phone calls or sending mailers. They also talked about the difficulty associated with offering crisis counseling outreach when the most pressing needs of survivors are practical. Many of the workers wanted to be able to offer case management services in tandem with crisis counseling. At minimum they wanted to be able to offer something practical to survivors in addition to emotional support.

*“**Cold calls have worked and have not worked,** 'cause people won't call you back and sometimes they will.... Because when you call people they expect, you know, that you're going to meet some sort of need, direct need, like financial or if*

*they're hungry, something like that, and I didn't have any resources.” (RON team member)*

RON team members encountered a number of barriers that were related to the role of the CCP and the relationship with the case management entity. The late entry of the case management program caused transition issues for survivors who had developed trust with the RON team members. It was also very hard for the RON team members to relinquish their role and standing with survivors by transitioning them to the case managers. This was compounded by a marked difference in philosophy between RON and the case management program with regard to meeting survivor needs.

***“I think there should a more partnership with the outreach workers and the case management- the people that can actually walk the people through things. We were not able to take them places; we're not able to be there for them like we want to be because that's case management's job.” (RON team member)***

*“Probably the biggest challenge, well there's been two challenges. For me, one has been the structure of the crisis counseling program itself. Really, it creates that line where the folks that come in have to do outreach and, but the reality is, is that **the real needs of a lot of these people is a case management function, and we didn't have case management for a long time....**The second one would be is we have an unmet needs committee, at least in the Omaha area, that's supposed to be a group that can raise funds to provide for medical, just things that we, nobody thought of. And we've really struggled with getting [that], the group exists and they meet frequently but there's no funds in that group, so they haven't, and of course we're not allowed to do fundraising so we rely on that group to have the funds to kind of assist with problems, so that group really hasn't been able to assist in the way it was established to be.” (RON team member)*

***“Another piece of it may be combining or somehow coordinating the CCP program with case management would be real helpful. There ... probably continues to be confusion among the evacuees about what we do versus case management. And certainly because they had so many basic needs to start with that were priority. That just compounded the fact that it was confusing; exactly what we did and what case managers were supposed to do and that there weren't case managers available to work with them.” (RON team member)***

A number of evacuees had pre-existing mental and emotional issues which were exacerbated by the Katrina experience and subsequent relocation to Nebraska. The cap on providing counseling services to these individuals posed difficulties since many established a strong rapport with the RON-affiliated mental health professionals, and either did not want to transition to a new counselor, or did not have the means to do so.

*“I think also the counseling piece, again, that structure of no more than [a few] visits we've struggled with a bit especially with our group that came in with the pre-existing needs and being a population it wouldn't necessarily seek out that help - that once they connected or were willing to even just talk to a counselor -*

*to then say that's our three sessions and now we need to refer you on.” (RON team member)*

Not being able to spend funds on food for group events was inconvenient. However RON successfully partnered with other community entities for such resources.

*“I think another thing that we ran into in terms of the parameters of the CCP program is that the restriction on the food - **not spending money on food - and I think particularly in this case because food is such a big part of the culture, of the gulf area, and any type of gathering that they willingly come to involved some type of food.**” (RON team member)*

Generally, local evaluation efforts were used to rapidly modify programmatic strategies and to flag and later explain data anomalies. State level oversight was enhanced through the use of an intermediary who could be present at project events and be accepted as a team member without the responsibility of service provision. This observer/participant evaluation scheme served as a neutral bridge between the state and project.

## **VI. Training**

### **A. CCP Recommended Training**

**ISP to RSP Training** was conducted by Mr. Richard CJ Johnson on April 21, 2006. Based on material from FEMA and SAMHSA, the full day training covered:

1. Typical individual and group reactions to trauma and the phases of disaster recovery;
2. Special populations and effective interventions;
3. Data collection and other administrative aspects of the Crisis Counseling Program;
4. General strategies for providing services during the RSP period, what can be done and what cannot be done;
5. Brainstorming strategies and activities for *Reaching Out...Nebraska*.



**Anniversary Planning and RSP Phase-Out Preparation Training** was conducted by Mr. Richard CJ Johnson on August 22, 2006. The four objectives of this full day training were for *Reaching Out...Nebraska* team members to:

1. Re-orient to the structure and goals of the Crisis Counseling Program model;
2. Brainstorm ideas and prepare for anniversary event activities;
3. Brainstorm ideas to promote community self-help;

4. Prepare to phase-out from the Crisis Counseling Program and transition evacuees to other community resources, such as Katrina Aid Today.

**RSP Close-down Training** was conducted by Mr. Richard CJ Johnson on December 12, 2006. The four objectives of this full day training were for *Reaching Out...Nebraska* team members to:

1. Identify issues associated with RSP close-down;
2. Finalize strategies to refer survivors to existing community support resources;
3. Identify and apply strategies for education, networking, and resilience-building in the community;
4. Identify strategies to address staff stress, morale, and future plans.

## **B. Stress Management/Self-Care Training**

Stress management was addressed through weekly staff meetings. The Project Manager also began meeting with individual staff members on a weekly basis, allowing team members to communicate thoughts and experiences on a one-on-one basis. As noted in the ISP report, the small size of outreach staff allowed the project manager to easily monitor staff for signs of stress and intervene if necessary.



Mid-way into the RSP, concerns about stress surfaced for several team members. One outreach worker – who was an evacuee from New Orleans – departed from the team partially due to his personal experience with PTSD. Other team members also experienced stress. One factor that made the work stressful was related to team member frustration at their inability to meet the high needs of some evacuees. The Project Manager monitored team

members closely. She dedicated some of each staff meeting to discussion of staff needs and held a session with staff that focused on learning about relaxation techniques and holistic well-being. The December 12<sup>th</sup> close-down training also focused on self-help.

The project's shift to community events provided the *Reaching Out...Nebraska* staff with opportunities to enjoy their community alongside the evacuees – including jazz concerts, New Orleans Day celebration, and facilitated relaxation sessions.

## C. Other Training

**Nebraska Psychological First Aid** training was conducted for new *Reaching Out...Nebraska* outreach staff by Ms. Theresa Gomez and Ms. Kristin Nelson from Region 5 Behavioral Health Care on April 7, 2006 in Lincoln. Other community members in the Lincoln-area participated in the training as well. The Psychological First Aid curriculum<sup>2</sup> is composed of seven modules:

1. Psychological support: Strategies for natural helpers to provide support to individuals following critical events;
2. Stress and coping: Strategies for natural helpers to assist individuals with managing stress;
3. Supportive communication: Practical communication tips for a variety of situations;
4. Promoting community self-help: How to engage communities in the recovery process;
5. Populations with special needs: An overview of populations that are particularly vulnerable to the effects of traumatic events;
6. Helping the helper: Strategies for providing support to helpers in the community;
7. De-escalation: Strategies and techniques for working with angry or distraught individuals.

**Nebraska Psychological First Aid** training was also offered again on June 7, 2006, in Omaha for both old and new *Reaching Out...Nebraska* staff as well as UMCOR Katrina Aid Today case managers.

**June 22, 2006:** Region 5 Behavioral Health Care conducted a training on emergency volunteer coordination. The objective of the training was to provide an overview of the Region's volunteer deployment plan and the Nebraska Disaster Chaplaincy support program.



**June 30:** Mr. Clarence Reed of Girls and Boys Town presented a half-day training on cultural competency, values, managing diversity, and working with indigent people. Community members from across the state were invited to attend, particularly those from faith-based backgrounds.

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<sup>2</sup> Available at: <http://www.disastermh.nebraska.edu/files/CurriculumOverview.pdf>





A panel at the Nebraska Disaster Behavioral Health Conference featured Nebraska Lt. Governor Rick Sheehy, *Reaching Out... Nebraska* team members, and a new resident of Nebraska displaced by Hurricane Katrina.

**July 13 and 14, 2006:** The Annual Nebraska Disaster Behavioral Health Conference was held in Omaha. The two-day conference featured a variety of expert speakers from both Nebraska and across the nation on various behavioral health topics related to disaster response and recovery. *Reaching Out...Nebraska* team members, Katrina Aid Today case managers, and other community helpers were invited to attend the conference at no cost to the project. The conference closed with a panel discussion featuring *Reaching*

*Out...Nebraska* team members and a Katrina evacuee discussing their experiences.

A series of less formal trainings and presentations were conducted during weekly *Reaching Out...Nebraska* staff meetings:

**April 3, 2006:** Mr. Eliga Ali presented an overview on Sourcenet, Inc. Mr. Ali is the Director of Sourcenet - one of the entities that had been providing case management for Katrina evacuees in the Omaha-area since their arrival in September of 2005. The objective of the training was to provide an orientation of Sourcenet's case management system so both *Reaching Out...Nebraska* staff and Sourcenet could better align their efforts.

**April 10, 2006:** Mr. Dennis Snook, MPA, the Project Director of *Reaching Out...Nebraska* provided an orientation on Nebraska's behavioral health referral and treatment system. The presentation covered a number of scenarios on how individuals with a dual-diagnosis enter the treatment system, detoxification, the emergency protective care process, in-patient and out-patient treatment, the interface with the justice system, and local resources.

**May 8, 2006:** Ms. Caroline Walles, B. Div., presented an overview of Interchurch Ministries of Nebraska's case management plan. Interchurch Ministries was awarded an UMCOR Katrina Aid Today grant to provide case management for evacuees in Nebraska.

**June 8, 2006:** Ms. Michele Wilson, LMHP, presented an overview of PTSD and common physical, mental, emotional and behavioral reactions to trauma, symptoms, causation, and strategies for recovery and stress relief. Ms. Wilson serves as an on-call LMHP for *Reaching Out...Nebraska*.

## VII. Media Activities

As noted in the ISP report, an informational website<sup>3</sup> for *Reaching Out...Nebraska* was developed and hosted by the University of Nebraska Public Policy Center. The website contained two phone numbers for evacuees and others affected by Hurricane Katrina to call for further information. One 1-800 line – the Rural Response Hotline - was



Camera crews from a local news station cover a community holiday event for survivors.

maintained by **Interchurch Ministries of Nebraska** for individuals located throughout the state of Nebraska. A separate line was also created for individuals located specifically within the Omaha metropolitan area, where the vast majority of evacuees relocated. *Reaching Out...Nebraska* staff also worked with the Omaha-area community access channel to create television shows featuring area evacuees to promote community awareness. This same line is now being used for the Katrina Aid Today

project, keeping confusion for evacuees to a minimum.

Additionally, television public service advertisements developed by the Ad Council's Hurricane Mental Health Awareness campaign were distributed to every television station in Nebraska to coincide with the one year anniversary of Hurricane Katrina's landfall. Working with the Nebraska Health and Human Services public relations office, *Reaching Out...Nebraska* tailored the public service announcements and added their toll-free number to the productions.

KHGI-TV/KTVG-TV in Kearney, NE - located in central Nebraska – reported broadcasting the PSA's 191 times from August to October of 2006.

KLKN-TV in Lincoln, NE reported running the PSA's for a 45 day window a minimum of 30 times in August-September of 2006.

KETV-TV in Omaha, NE reported running the PSA's in general rotation a minimum of 40 times from July-September of 2006.

KXVO-TV in Omaha, NE reported running the PSA's 4 times a month from July to December of 2006.

WOWT-TV in Omaha, NE reported running the PSA's approximately 100 times a month from July-September of 2006.

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<sup>3</sup> <http://www.disastermh.nebraska.edu/reachingout.html>

Media coverage of the anniversary of the hurricanes and the “New Orleans Day in Nebraska” included interviews with *Reaching Out...Nebraska* staff and footage of events. These opportunities were used to highlight the toll free number for *Reaching Out...Nebraska*.

The rural community gatherings during July and August were also announced by press releases to local newspapers which included an overview of the *Reaching Out...Nebraska* program and an update on Gulf hurricane evacuees in Nebraska.

## **VIII. Conclusion**

### **A. Best Practices and Lessons Learned.**

**Developing relationships with community entities** was an essential component of the project’s success. Faith-based groups were particularly important resources for generating interest and supportive activities for evacuees. A number of *Reaching Out...Nebraska* outreach members already had natural ties and/or experiences with faith entities which helped foster coordination of community education and outreach opportunities.

**Proper training** was an important resource for team members in the field. Training implemented early and often in the RSP period emphasizing content expertise relevant to crisis counseling, ethical issues important to program activities, and self-care was critical to maintaining a healthy team.

**Recruiting outreach personnel** who had previous knowledge and experience with social service agencies and community entities was critical to programmatic success. Outreach members with flexible availability, the ability to travel, and minimal side obligations were ideal team members but were difficult to find and recruit. After team members were assembled, holding regular staff meetings to facilitate communication between staff, management and community partners was very important. This was particularly helpful when team members spanned different communities.

The Nebraska teams learned that it was most effective for **initial contacts to be made face to face** rather than over the telephone or by mail. Repeated visits were often necessary to establish a positive rapport with evacuees.

**Working closely with case management** personnel was very important. It would have been more effective if case management had been in place earlier. Community transition was most effective for evacuees when *Reaching Out...Nebraska* staff and UMCOR case management personnel conducted individual outreach together as a team.

The group activities that were most successful were those that brought evacuees together so they could **provide support to each other**. Integrating food and/or music with the activity was important to clients because it reflected cultural practices.

The *Reaching Out...Nebraska* project faced a number of obstacles. The most challenging issue for outreach team members was the misalignment between the crisis counseling services funded by the project and the high-needs of survivors who relocated to the state. Crisis counseling focuses on assisting people with normal reactions to traumatic events,<sup>4</sup> but a number of the evacuees *Reaching Out* encountered had severe forms of mental and physical illnesses or other pathologic conditions prior to Katrina.

In such a context, referral of clients to specialized resources was of critical importance. Team members in both Omaha and Lincoln had prior experience accessing community health and human services – skills which greatly facilitated rapid referral of clients to specialized services in the majority of cases. In a minority of cases however, linking clients to further service was hampered due to the absence of case management resources. Faith groups offered case management on a limited scale in Omaha prior to initiation of UMCOR funded case management services, but evacuee needs quickly eclipsed the capabilities of these services. When UMCOR case management became available in the Spring of 2006, *Reaching Out...Nebraska* outreach workers had already been the primary contact for evacuees for half a year. A number of clients were initially uncomfortable working with UMCOR case managers because they had developed strong rapport with *Reaching Out...Nebraska* team members. Similarly, for those individuals with serious mental illnesses accepting referrals to community providers was challenging due to the development of strong rapport with the project-affiliated LMHPs.

The project's work with responders included provision of group counseling during the ISP period for volunteers returning from the Gulf area. This was done in conjunction with the American Red Cross and faith groups. Working with National Guard members deployed to the area was seen as critical by the State's Adjutant General because of the nature of the rescue/recovery work that Guard members were asked to do in the Gulf. This set the stage for outreach but was not adequate to gain admission to the relatively closed military culture of the Guard. We enlisted the aid of Guard leadership to identify and recruit an outreach worker who had recently retired from the Guard. This allowed the project to provide service appropriate to the military culture for affected Guard members and their families. Expanding service via education of additional peers within the Guard ensures that support is available and extended beyond the reach of this project. This peer support network has the institutional support of the Nebraska National Guard and the Nebraska Division of Behavioral Health. This peer support structure is probably the most significant contribution made by this project to the disaster support infrastructure in Nebraska.

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<sup>4</sup> Donahue, S., Lanzara, C., Felton, C., Essock, A., & Carpinello, S. (2006). Project Liberty: New York's Crisis Counseling Program Created in the Aftermath of September 11, 2001. *Psychiatric Services*, 57(9), 1253-1258.

## B. Recommendations

*Develop infrastructure and processes to speed review and aid in transition from ISP to RSP grant activities.* Some of the challenges encountered by *Reaching Out...Nebraska* were related to structural issues outside of the national project's programmatic sphere. Delays between the ISP and RSP stages caused significant problems for *Reaching Out...Nebraska* services. As ISP finances lapsed, services were minimized and one team member even left the team because the project came close to shutting down. The late entrance of a significant case management project in Nebraska (UMCOR) significantly impinged on the ability of clients to access necessary services, and also hampered the *Reaching Out...Nebraska* project's ability to concentrate on its crisis counseling mission and services.

*Return to use of symptom tracking form and expand use of simple screening tools.* Expanding or adapting crisis counseling services to cover challenges associated with serious emotional and mental disturbances may be worth considering,<sup>5</sup> particularly for those in poverty circumstances. As noted previously, the limited ability with which the crisis counseling program can serve individuals with substantial mental illnesses did cause problems with successful referral. Lack of symptom tracking requirements left workers and managers with a 'gut feeling' that people weren't doing well, but little documentation to prove it. Bringing back the symptom tracking form and expanding to include simple substance abuse assessments would help substantiate clinical needs of survivors and others.

*Facilitate rapid release of document templates and other state generated material.* The scope of this disaster was unprecedented and the work done by SAMHSA and DTAC to coordinate state activities was admirable. However, it is hoped that next time a disaster of this size occurs there is a quicker recognition of the value of sharing information among and between project leadership in different states. This becomes critical for States that are trying to create outreach materials for evacuees and others whose culture is vastly different.

*Data gathering protocols could be illustrated with greater detail and instructions.* The national evaluation was a welcome addition to local efforts. Instructions and training material on data protocols was well thought out and helpful. Workers could benefit from periodic presentations of "grey-area" scenarios that are addressed by evaluators as questions arise in the field.

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<sup>5</sup> Donahue, S., Lanzara, C., Felton, C., Essock, A., & Carpinello, S. (2006). Project Liberty: New York's Crisis Counseling Program Created in the Aftermath of September 11, 2001. *Psychiatric Services*, 57(9), 1253-1258, 1257. ("Project Liberty's innovative enhanced services components provide, for the first time, evidence that it is feasible, within the context of a large scale emergency mental health response program, to identify disaster victims with severe and persistent trauma symptoms for whom specialized trauma treatment may be warranted. This identification can be accomplished by using screening tools and procedures that have a low administrative burden.")

*Refine the MS Access Database.* The MS Access database provided for data collection was improved over past versions, but it still contained a number of flaws that became evident during reporting phases. Individual reports did not tally correct numbers. This was a consistent occurrence with a small minority of generated queries. Technical assistance to correct and/or replace the MS Access database would be welcomed.

## **IX. ATTACHMENTS**

**Appendix A – Event and activity handouts and materials**

**Appendix B – Training materials**

**Appendix C – Promotional materials**

**Appendix D – Anniversary event materials**

**Appendix E – Nebraska National Guard Peer-to-Peer program materials**