

Annotated Bibliography

Children and Youth

BOOKS

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TIPS AND GUIDES

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For Multiple or Other Audiences

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FOR PROVIDERS AND BEHAVIORAL HEALTH PROFESSIONALS

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National Center for PTSD. (2004). *The Iraq war clinician guide, 2nd edition*. Retrieved May 27, 2008, from <http://www.ptsd.va.gov/professional/manuals/iraq-war-clinician-guide.asp>.

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Behavioral Health Information and Guidance

This section primarily addresses behavioral health response issues, including behavioral health aspects of public health emergencies, behavioral health countermeasures to pandemic influenza, behavioral health lessons learned from the Severe Acute Respiratory Syndrome (SARS) epidemic, and ways behavioral health can support public health measures in the event of an influenza pandemic.

Center for the Study of Traumatic Stress. (n.d.). *Mental health and behavioral guidelines for response to a pandemic flu outbreak*. Retrieved January 12, 2009, from http://www.centerforthestudyoftraumaticstress.org/resources/resource-12_mental_health_behavioral_guidelines_flu_pandemic.


This guidance addresses mental health preparedness and response for pandemic influenza.

Reissman, D., Watson, P., Klomp, R., Tanielian, T., & Prior, S. (2006). Pandemic influenza preparedness: Adaptive responses to an evolving challenge. *Journal of Homeland Security and Emergency Management*, 3(2), Article 13.

This article addresses behavioral and emotional countermeasures to pandemic influenza.

Electronic copies may be downloaded at <http://www.bepress.com/jhsem/vol3/iss2/13/>.


Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services. (2006). *Helping to heal: Behavioral health planning and response to public health*

emergencies. Retrieved January 12, 2009, from <http://www.dmhmrsas.virginia.gov/documents/cwd-helpptohealbehaviorhealthpubhlthemerg.pdf>. 

Virginia developed this manual on the behavioral health aspects of public health emergencies. The manual primarily addresses pandemic influenza.

Isolation and Quarantine

Much of what is known regarding the behavioral health implications of isolation and quarantine comes from the SARS epidemic. Several articles in this section address the impact of SARS and SARS-associated isolation and quarantine on healthcare workers and on the general population. This section examines both the behavioral health impact of isolation and quarantine, as well as ways that behavioral health interventions can support public health isolation, quarantine, and social distancing measures.

Bulling, D., Zagurski, R., & Hoffman, S. (2007). *Behavioral health guidelines for medical isolation*. Retrieved January 12, 2009, from <http://www.disastermh.nebraska.edu/files/publications/bh%20isolation%20protocol%20template.pdf>. 

This document presents behavioral health guidelines for use with hospital isolation precautions including guidelines addressing patients, staff, family members, and the community.

Hawryluck, L., Gold, W., Robinson, S., Pogorski, S., Galea, S., & Styra, R. (2004). SARS control and psychological effects of quarantine, Toronto, Canada. *Emerging Infectious Diseases*, *10*, 1206–1212. Retrieved January 12, 2009, from <http://www.cdc.gov/ncidod/eid/vol10no7/03-0703.htm>.


This article describes the prevalence of symptoms of posttraumatic stress disorder and depression among people who were quarantined in Toronto due to SARS.

Lau, J., Yang, X., Pang, E., Tsui, H., Wong, E., & Wing, Y. (2005). SARS-related perceptions in Hong Kong. *Emerging Infectious Diseases*, *11*, 417–424. Retrieved January 12, 2009, from <http://www.cdc.gov/ncidod/eid/vol11no03/04-0675.htm>.


This article describes perceptions of the general public in Hong Kong about the SARS epidemic including self-reports of the psychological and behavioral impact.

Loutfy, M., Wallington, T., Rutledge, T., Mederski, B., Rose, K., Kwolek, S., et al. (2004). Hospital preparedness and SARS. *Emerging Infectious Diseases*, *10*, 771–776. Retrieved January 12, 2009, from <http://www.cdc.gov/ncidod/eid/vol10no5/03-0717.htm>.

Part of this article addresses the psychological and psychosocial management of the SARS crisis in a Toronto hospital.

Maunder, R., Lancee, W., Balderson, K., Bennett, J., Borgundvaag, B., Evans, S., et al. (2006). Long-term psychological and occupational effects of providing hospital healthcare during SARS outbreak. *Emerging Infectious Diseases*, 12, 1924–1932. Retrieved January 12, 2009, from <http://www.cdc.gov/ncidod/sars/pdf/isolationquarantine.pdf>. 


This article describes the long-term psychological and behavioral effects of the SARS epidemic among Toronto healthcare workers.

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2004). *Isolation and quarantine* [Fact sheet]. Retrieved January 12, 2009, from <http://www.cdc.gov/ncidod/sars/pdf/isolationquarantine.pdf>. 


This basic fact sheet from the Centers for Disease Control and Prevention (CDC) addresses isolation and quarantine.

Planning

This section addresses a variety of pandemic influenza behavioral health planning resources. Some planning tools, such as the pandemic influenza tabletop exercise, are specific to behavioral health. Others, such as the CDC Webcasts and planning checklists, address some behavioral health issues.

American Public Health Association. (2007). Policy summary: *APHA's prescription for pandemic flu*. Retrieved January 12, 2009, from <http://www.apha.org/nr/rdonlyres/d5017db9-f400-4399-a656-939c4c8df259/0/flupolicycomplete.pdf>. 

This policy summary from the American Public Health Association describes seven policy areas including incorporating mental health into pandemic influenza preparedness and response plans.

Hansen, K. (2006). *Nebraska behavioral health tabletop situation manual: Avian influenza*. Omaha, NE: Center for Biopreparedness Education. Retrieved January 12, 2009, from <http://www.disastermh.nebraska.edu/files/publications/NE%20BH%20Tabletop%20Situation%20Manual.pdf>. 

This tabletop exercise examines the role of behavioral health in response to an avian influenza outbreak in a community that relies on the poultry industry. Included among the objectives are National Incident Management System compliance issues, identifying physical resources needed by behavioral health personnel, and identifying the role of risk communications.

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2005). *State and local pandemic influenza planning checklist*. Retrieved January 12, 2009, from <http://pandemicflu.gov/professional/pdf/checklist.pdf>. 🚩

This State and local pandemic influenza planning checklist includes a few psychosocial workforce support planning considerations from the U.S. Department of Health and Human Services (HHS) Supplement 11.

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2006). *Long-term care and other residential facilities pandemic influenza planning checklist*. Retrieved January 12, 2009, from <http://pandemicflu.gov/professional/pdf/longtermcare.pdf>. 🚩

This planning checklist can be adapted by behavioral health residential facilities to help develop a pandemic influenza plan.

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2006). *Public health grand rounds, pandemic flu preparedness: What every community should know* [Webcast]. Retrieved January 12, 2009, from <http://www2.cdc.gov/phtn/webcast/phgr-92906/default.asp>. 🚩

This Webcast was produced by the CDC September 29, 2006, and focuses on pandemic influenza community preparedness. The Webcast highlights, in part, the pandemic influenza planning of Santa Clara County, CA, with representation from the county's public health, mental health, and emergency management officials.

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2007). *Interim pre-pandemic planning guidance: Community strategy for pandemic influenza mitigation in the United States—early, targeted, layered use of nonpharmaceutical interventions*. Retrieved January 12, 2009, from http://www.pandemicflu.gov/plan/community/community_mitigation.pdf. 🚩

This guidance describes how nonpharmaceutical interventions such as isolation, quarantine, and child and adult social distancing may be implemented. Behavioral health has a role in supporting interventions such as these.


U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2007). *Pandemic influenza: Progress in planning and exercising federal, state, and local perspectives* [Webcast]. Retrieved January 12, 2009, from <http://www2.cdc.gov/phtn/webcast/influenza07/media.asp>. 🚩

This Webcast was produced by the CDC April 5, 2007, and while it does not focus on behavioral health, it provides an update of CDC's pandemic influenza preparedness activities. Highlights that could be of interest to behavioral health professionals include New York City's Point of Distribution influenza vaccination exercise in which mental health personnel participated, a mock newscast that could be used as part of a tabletop

exercise, a discussion of nonpharmaceutical interventions, and a question regarding providing support to children.

Plans


The plans highlighted here represent a variety of behavioral health pandemic influenza planning approaches and are not meant to recommend the quality of one plan over another. Although an influenza pandemic would impact the entire Nation, its primary consequences will be felt on the local level. Therefore, State and local communities are developing pandemic influenza plans that address unique needs such as immigrant populations, border health, and opioid treatment provider planning. While some pandemic influenza plans contain annexes or sections devoted to behavioral health, others have behavioral health content that is integrated into various parts of the plan. In addition, some State mental health and substance abuse agencies are developing agency pandemic influenza plans to address behavioral health response and continuity of operations issues. Some of the plans highlighted here are in draft form and will be updated as new plans become available. To access currently available State and Territory pandemic influenza plans, please use the "State pandemic influenza plans" link on the Helpful Links page.


Arizona Department of Health Services, Division of Behavioral Health Services. (2006). *Arizona influenza pandemic response plan supplement 11: Workforce support— psychosocial considerations and information needs*. Retrieved January 12, 2009, from http://www.azdhs.gov/pandemicflu/pdf/supp_11_workforce_support.pdf. 

This psychosocial workforce support plan from Arizona focuses on psychosocial support services, workforce support materials, and workforce resilience programs.

California Department of Alcohol and Drug Programs. (2006). *Department of Alcohol and Drug Programs pandemic influenza preparedness and response annex*. Sacramento, CA: California Department of Alcohol and Drug Programs.

This annex from California addresses continuity of operations, response, and staff safety issues.

Electronic copies may be downloaded at <http://www.samhsa.gov/csatdisasterrecovery/preparedness/08-ADPPandemicFluPlanFinal5-06%202.pdf>. 


Massachusetts Department of Public Health, Center for Emergency Preparedness. (2005). *Pandemic influenza continuity of operations plan (COOP) for Massachusetts hospitals*. Retrieved January 12, 2009, from http://www.mass.gov/Eeohhs2/docs/dph/emergency_prep/hospital_coop.pdf. 

This COOP addresses the unique planning assumptions related to pandemic influenza.


New York City Department of Health and Mental Hygiene. (2006). *New York City Department of Health and Mental Hygiene pandemic influenza preparedness and*

response plan. Retrieved January 12, 2009, from <http://www.nyc.gov/html/doh/downloads/pdf/cd/cd-panflu-plan.pdf>. 


Section Eight of New York City's pandemic influenza preparedness and response plan addresses mental health and focuses on responding to the psychological impact of pandemic influenza on the general population, as well as identifying vulnerable populations. The New York City plan is presented in its entirety due to the integration of behavioral health in several sections of the plan.

North Carolina Division of Mental Health/Developmental Disabilities/Substance Abuse Services. (2007). *North Carolina pandemic influenza plan: Appendix M-1, Division of Mental Health/Developmental Disabilities/Substance Abuse Services influenza pandemic response*. Retrieved January 12, 2009, from http://www.epi.state.nc.us/epi/gcdc/pandemic/AppendixM1_2007.pdf. 


This pandemic response plan for North Carolina's behavioral health agency focuses on responding to the psychosocial impact of pandemic influenza among healthcare workers, responders, and the general public. Special-needs populations also are identified.

Santa Clara Valley Health and Hospital System, Santa Clara County, California Public Health Department. (2006). *Pandemic influenza preparedness and response plan draft*. Retrieved January 12, 2009, from [http://www.sccgov.org/SCC/docs/%2FPublic%20Health%20Department%20\(DEP\)%20Attachments%2FPanFluPlan_SCC.pdf](http://www.sccgov.org/SCC/docs/%2FPublic%20Health%20Department%20(DEP)%20Attachments%2FPanFluPlan_SCC.pdf). 

This pandemic influenza response plan contains a psychosocial support module that was developed in collaboration with the public and private mental health sectors. According to this plan, psychosocial support services will be targeted to healthcare workers and their families, current and new mental health clients, and members of the general community. Planning issues related to special populations are integrated throughout the entire plan.

Texas Department of State Health Services. (2005). *Texas Department of State Health Services pandemic influenza preparedness plan draft*. Retrieved January 12, 2009, from http://www.dshs.state.tx.us/idcu/disease/influenza/pandemic/draft_pipp_10_24_web.pdf. 

Behavioral health issues are integrated into various components of the Texas plan including planning and coordination, situation monitoring and assessment, prevention and containment, health systems response, and communications.

U.S. Department of Health and Human Services. (2006). *Supplement 11 workforce support: Psychosocial considerations and information needs*. Retrieved January 12, 2009, from <http://www.hhs.gov/pandemicflu/plan/pdf/S11.pdf>. 


Supplement 11 of the HHS Pandemic Influenza Plan addresses the pandemic influenza-related psychosocial needs of healthcare workers and other responders.

Psycho-Education


This section contains a variety of psycho-educational pandemic influenza resources. Because the effects of an influenza pandemic will primarily be felt on the local level, many of these fact sheets have been developed by States and local communities. Psycho-educational resources from national organizations are also included. While many of these fact sheets address coping with the potential behavioral health impact of an influenza pandemic, others offer preparedness information. Behavioral health can support public health measures such as isolation, quarantine, and social distancing. Therefore, the risk communications guide can be used to help inform public psycho-educational campaigns and public health messages.

American Psychological Association. (2006). *Preparing for bird flu* [Tip sheet]. Retrieved January 12, 2009, from <http://www.apahelpcenter.org/articles/pdf.php?id=142>.


This tip sheet from the American Psychological Association addresses concern about avian influenza and ways to cope.

American Red Cross. (n.d.). *Preparing for a flu pandemic fact sheet: Coping and emotional well-being*. Retrieved January 12, 2009, from http://www.nmi.redcross.org/media/pan_flu_coping_emotional_well-being.pdf. 

This fact sheet from the American Red Cross addresses ways to cope including preparedness and resilience strategies.

Center for the Study of Traumatic Stress. (n.d.). *Stress management for health care providers*. Retrieved January 12, 2009, from http://www.centerforthestudyoftraumaticstress.org/resources/resource-17_stress_management_providers. 

The Center for the Study of Traumatic Stress developed this stress management tip sheet for healthcare workers.

Interchurch Ministries of Nebraska. (n.d.). *Preparation for pandemic influenza in communities of faith*. Retrieved January 12, 2009, from <http://www.disastermh.nebraska.edu/files/pandemicinfluenza/RSV%20Pandemic%20Preparedness%20.pdf>. 

This tip sheet addresses how communities of faith can prepare for pandemic influenza, as well as ways they can offer support during an influenza pandemic.

National Child Traumatic Stress Network. (2008). *Pandemic flu fact sheet: A parents' guide to helping families cope with a pandemic flu*. Retrieved April 20, 2009 from

http://www.netsn.org/netsn_assets/pdfs/Pandemic_Flu_Factsheet.pdf. 


This fact sheet provides basic information on pandemic flu and what you can do to help your family cope.

New Jersey Department of Human Services. (n.d.). *Coping with your emotions during public health emergencies*. Retrieved January 12, 2009, from http://www.disastermentalhealthnj.com/Pub%20Health_MH%20Brochure_rev.doc.


The New Jersey Department of Human Services developed this tip sheet that addresses typical reactions to public health emergencies and ways to cope.

New Jersey Department of Human Services, Division of Mental Health Services, Disaster and Terrorism Branch. (2006). *Coping with the emotional challenges of pandemic influenza: An online guide for individuals and families* [Slide presentation]. Retrieved January 12, 2009, from <http://www.disastermentalhealthnj.com/Pandemic%20Influenza-Family%20Issues%20Version%20NJ%204-LBJvers.ppt>.


This presentation from the New Jersey Division of Mental Health Services, Terrorism and Disaster Branch, provides an overview of pandemic influenza, a description of the emotional challenges, and strategies for coping.

Ohio Department of Health. (2007). *What to tell kids about avian (bird) flu* [Tip sheet]. Retrieved January 12, 2009, from <http://www.ohiopandemicflu.gov/docs/TalkingKidsBirdFlu.pdf>. 


This tip sheet from the Ohio Department of Health offers suggestions on talking to children about avian influenza.

Ohio Departments of Health and Mental Health. (n.d.). *Diminishing the anxiety of pandemic influenza* [Fact sheet]. Retrieved January 12, 2009, from <http://b9962ed140049a571a710839f1f71c989aaf09ce.gripelements.com/pdf/what-we-do/provide/emergency-preparedness/pandemic-flu-provider-information.pdf>. 


This pandemic influenza fact sheet is geared toward behavioral health providers and is the result of collaboration between the Ohio Departments of Health and Mental Health.

Ohio Departments of Health and Mental Health. (n.d.). *Pandemic influenza: Behavioral health tips on how to prepare* [Tip sheet]. Retrieved January 12, 2009, from <http://b9962ed140049a571a710839f1f71c989aaf09ce.gripelements.com/pdf/what-we-do/provide/emergency-preparedness/pandemic-flu-public-information.pdf>. 


This tip sheet, developed by Ohio, describes possible behavioral health symptoms and ways to cope.

Santa Clara Valley, California Health and Hospital System, Public Health Department. (n.d.). *Your guide to preparing for pandemic flu*. Retrieved January 12, 2009, from <http://www.sjsu.edu/hr/docs/risk/info/pandemic.pdf>. 

This guide from Santa Clara County, CA, offers information on pandemic influenza preparedness for individuals and families.

U.S. Department of Health and Human Services. (2006). *Pandemic influenza pre-event message maps*. Retrieved January 12, 2009, from http://www.pandemicflu.gov/news/pre_event_maps.pdf. 


This HHS risk communications guide can help inform public psycho-educational campaigns regarding pandemic influenza.

Washington County, Oregon, Department of Health and Human Services. (n.d.). *Pandemic flu and you: Mental health support during and after a flu pandemic* [Fact sheet]. Retrieved January 12, 2009, from http://www.co.washington.or.us/deptmts/hhs/comm_hlh/panflu/general/mental_health.pdf. 

This fact sheet describes possible mental health reactions to an influenza pandemic in children and adults and ways to cope.

Older Adults


BOOKS

AARP. (2006). *We can do better: Lessons learned for protecting older persons in disasters*. Retrieved January 30, 2009, from <http://assets.aarp.org/rgcenter/il/better.pdf>. 

This 88-page book from AARP includes information regarding preparing for and coping with disaster. It covers topics related to preparedness, insurance, coping strategies, and State resources.

U.S. Department of Health and Human Services. (1999). *Psychosocial issues for older adults in disasters* (DHHS Publication No. SMA 99-3323). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This book is designed for communities to improve crisis counseling services to older adults following a disaster.

Electronic copies may be downloaded at <http://download.ncadi.samhsa.gov/ken/pdf/SMA99-3323/99-821.pdf>. 

U.S. Department of Health and Human Services. (2000). *Training manual for mental health and human service workers in major disasters* (DHHS Publication No. ADM 90-538).


Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This manual presents an overview of essential information including how disasters affect children, adults, and older adults; the importance of tailoring a program to fit the community; descriptions of effective disaster mental health interventions; and strategies for preventing and managing worker stress.


Electronic copies may be downloaded at <http://mentalhealth.samhsa.gov/publications/allpubs/ADM90-538/default.asp#toc>. Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. ADM 90-538.

U.S. Department of Health and Human Services. (2003). *Get connected! Linking older adults with medication, alcohol, and mental health resources* (DHHS Publication No. SMA 03-3824). Rockville, MD: Center for Substance Abuse Treatment, Substance Abuse and Mental Health Services Administration.


This book is designed to help service providers promote health and education, and provide screening and referral for mental health problems and misuse of alcohol and medications in the older adult population. It includes a coordinator's guide and program support materials, such as education curricula, fact sheets, handouts, forms, and resources.

Electronic copies may be downloaded at <http://download.ncadi.samhsa.gov/prevline/pdfs/getconnectedtoolkit.pdf>. 

TIPS AND GUIDES


Alzheimer's Association, American Association of Homes and Services for the Aging, American Health Care Association, American Health Quality Association, American Medical Directors Association, National Association of Directors of Nursing Administration, et al. (n.d.). *Planning for a pandemic/epidemic or disaster: Caring for persons with cognitive impairment*. Retrieved January 30, 2009, from <http://www.ahqa.org/pub/uploads/0207013PanDemic.pdf>. 

This guide is intended for those affiliated with long-term care facilities. It provides guidance for nonlicensed staff and lay people who may be involved during a pandemic or disaster. It discusses person-centered care, communication concerns, nutrition and fluid intake, wandering and catastrophic reactions, strategies, and interventions.


Florida Department of Elder Affairs. (2008). *Elder update: Disaster preparedness guide for elders* [Newsletter]. Retrieved January 30, 2009, from <http://elderaffairs.state.fl.us/english/pubs/EU/EU2008/DisasterGuide2008light.pdf>. 

This newsletter was created by the Florida Department of Elder Affairs and includes


preparation information for various types of natural disasters including hurricanes, floods, and tornadoes. It outlines topics including disaster kits, insurance, and the Federal Emergency Management Agency application process.

Kelly, J. I. (2003). *How to develop a disaster action plan for older, distant relatives*. Retrieved January 30, 2009, from <http://www.ems-solutionsinc.com/pdfs/AARPBulletinPlanOlderRel.pdf>. 


This is an AARP bulletin that briefs families on developing a communication strategy, and reviews seven steps to help prepare older family members for a disaster.

National Organization on Disability. (n.d.). *Prepare yourself: Disaster readiness tips for owners of pets or service animals* [Brochure]. Retrieved January 30, 2009, from <http://www.nod.org/resources/PDFs/epips5animals.pdf>. 


This brochure from the National Organization on Disability (NOD) outlines tips for those who own service animals. It reviews how such animals are specially trained to assist those with mobility impairments, protecting a person who experiences seizures, and providing a therapeutic function, and emphasizes including pets or service animals in emergency plans.

National Organization on Disability. (n.d.). *Prepare yourself: Disaster readiness tips for people with mobility disabilities* [Brochure]. Retrieved January 30, 2009, from <http://www.disastersrus.org/MyDisasters/disability/epips4mobility.pdf>. 

This brochure from NOD outlines tips for those with mobility challenges. It reviews preparedness, planning, and related accommodations such as special needs shelters.

National Organization on Disability. (n.d.). *Prepare yourself: Disaster readiness tips for people with sensory disabilities* [Brochure]. Retrieved January 30, 2009, from <http://www.disastersrus.org/MyDisasters/disability/epips2sensory.pdf>. 

This brochure from NOD outlines tips for those who have sensory-related challenges. It reviews preparedness, warning and response planning, and related accommodations such as special needs shelters.

U.S. Department of Health and Human Services, Administration on Aging. (n.d.). *How will I know mom and dad are okay?* [Brochure]. Retrieved January 30, 2009, from http://www.eldercare.gov/Public/resources/fact_sheets/pdfs/INTOUCH_brochure.pdf. 

This brochure offers tips to keep in mind about aging parents and ensuring their safety and security after a disaster. A plan template is provided for the reader's convenience, and provides space to create an individual, tailor-made plan.

U.S. Department of Health and Human Services, Administration on Aging. (n.d.). *Just in case: Emergency readiness for older adults and caregivers* [Fact sheet]. Retrieved January 30, 2009, from http://www.aoa.gov/AoARoot/Preparedness/Resources_Network/pdf/Resource%20N-%20Safety%20Check%20List.pdf. 🚩

This fact sheet offers a three-step process that describes the basics of a good personal plan, how to create a personal plan, and necessary emergency supplies. Personalized checklists are offered to assist in the process.

U.S. Department of Health and Human Services, Administration on Aging. (n.d.). *Post-disaster safety checklist* [Tip sheet]. Retrieved January 30, 2009, from http://www.aoa.gov/prof/preparedness/pdf/resource_n-safety_check_list.pdf. 🚩

This checklist reminds older adults what to do after a disaster and how to take necessary precautions until help arrives.

U.S. Department of Health and Human Services, National Institute on Aging. (2001). *Hypothermia: A cold weather hazard* [Fact sheet]. Retrieved January 30, 2009, from <http://www.nia.nih.gov/HealthInformation/Publications/hypothermia.htm>. 🚩

This fact sheet explains how to identify symptoms of hypothermia and how to provide immediate assistance. It includes tips on how to help lower the risk of hypothermia, and information on self-care and consumer resources to assist with home heating costs.

U.S. Department of Health and Human Services, National Strategy for Suicide Prevention. (n.d.). *At a glance—suicide among the elderly* [Fact sheet]. Retrieved January 30, 2009, from <http://mentalhealth.samhsa.gov/suicideprevention/elderly.asp>.

This fact sheet was created by the National Strategy for Suicide Prevention and outlines suicide-related information and statistics regarding the older adult population. Risk factors and gender- and age-related differences are noted.

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration. (2002). *A guide for older adults* [Fact sheet]. Retrieved January 30, 2009, from <http://mentalhealth.samhsa.gov/publications/allpubs/KEN-01-0094/default.asp>. 🚩

This SAMHSA fact sheet assists older adults in coping with personal trauma. It encourages readers to seek assistance and acknowledge and share feelings in an effort to foster recovery.

U.S. Department of Homeland Security. (n.d.). *Preparing makes sense for older Americans: Get ready now* [Brochure]. Retrieved January 30, 2009, from http://www.ready.gov/america/downloads/older_americans.pdf. 🚩

This brochure from the U.S. Department of Homeland Security outlines tips regarding emergency preparedness, and reviews points related to support networks, fire safety, evacuation, and emergency documents.

REPORTS AND PRESENTATIONS

AARP. (2006). *We can do better: Lessons learned for protecting older persons in disasters*. Retrieved January 30, 2009, from <http://www.aarp.org/research/assistance/lowincome/better.html>.

This AARP report provides suggestions and practical resources for diverse audiences. It includes a section on special risks faced by older people in disasters, and focuses on planning and communication, identifying helpers, and evacuation of older citizens.

Baylor College of Medicine, & American Medical Association. (n.d.). *Recommendations for best practices in the management of elderly disaster victims*. Retrieved January 30, 2009, from <http://www.bcm.edu/pdf/bestpractices.pdf>. 📄

This report from the Baylor College of Medicine and the American Medical Association is for Federal, State, and local government disaster planners to promote understanding of the unique needs of older adults. It contains recommendations for consideration regarding screening, triage, and tracking, and lists ways to avoid potential harm to vulnerable older adults.

Patton, L. (2007). *Disaster preparation & response—Older adults and disaster: Assets and challenges*. Retrieved January 30, 2009, from http://www.samhsa.gov/OlderAdultsTAC/docs/ASANCOA_07_DisasterFINAL.pdf. 📄

This presentation, developed by SAMHSA's Older Americans Substance Abuse and Mental Health Technical Assistance Center, provides an overview of behavioral health issues and needs of older adults in relation to disaster recovery.

Public Entity Risk Institute. (2006). *Holistic disaster recovery: Ideas for building local sustainability after a natural disaster*. Boulder, CO: Natural Hazards Center.

This report discusses promoting social and intergenerational equity during disaster recovery. This concept includes securing equal access for all members of the community, specifically vulnerable populations.


Electronic copies may be downloaded at <http://www.colorado.edu/hazards/publications/holistic/holistic2001.html>.

U.S. Department of Health and Human Services, & U.S. Department of Homeland Security. (2006). *Working conference on emergency management and individuals with disabilities and the elderly*. Retrieved January 30, 2009, from <http://www.add-em-conf.com/confreport.htm>.

This was a presentation to members of the emergency management field, and State, local, and Federal representatives. It emphasizes the need for preparedness efforts to include at-risk populations, such as older adults and people with disabilities. Outreach and access to communication are emphasized

MATERIALS FOR SELF-CARE AND STRESS MANAGEMENT

Individuals

Center for the Study of Traumatic Stress. (n.d.). *Information for relief workers on emotional reactions to human bodies in mass death* [Fact sheet]. Retrieved January 22, 2009, from [http://deploymenthealthlibrary.fhp.osd.mil/products/Information%20for%20Relief%20Workers%20on%20Emotional%20Reactions%20to%20Human%20Bodies%20in%20Mass%20Death%20\(169\).pdf](http://deploymenthealthlibrary.fhp.osd.mil/products/Information%20for%20Relief%20Workers%20on%20Emotional%20Reactions%20to%20Human%20Bodies%20in%20Mass%20Death%20(169).pdf). 

This fact sheet provides lessons learned by relief workers who have worked with bodies in disaster environments. It aims to help lessen the psychological effects of body recovery and allow workers to live with their experiences and memories without being haunted by them.

Ewing, J. A. (1984). Detecting alcoholism: The CAGE questionnaire. *Journal of the American Medical Association*, 252, 1905–1907.

The CAGE Questionnaire is an easy-to-remember screening tool for detecting alcoholism. Public safety workers can use this tool to determine if they, a coworker, or even someone they assist in the field is in need of substance abuse treatment.

Electronic copies may be downloaded at <http://jama.ama-assn.org/cgi/data/300/17/2054/DC1/1>.

Louisiana Department of Health and Hospitals, Office of Mental Health, Foundation for Excellence in Louisiana Public Broadcasting, & the Louisiana Public Health Institute. (2008). *Responding to the needs of first responders and their families*. [Video]. United States: Louisiana Spirit Hurricane Recovery.

This video is designed to help first responders and their families recognize and cope with emotional reactions, frustrations, and stress of disaster response. Though the video focuses on responders of Hurricanes Katrina and Rita in Louisiana, it includes universal messages that will be helpful in facilitating discussion during group presentations and group counseling.

Video may be downloaded at

<http://www.dhh.louisiana.gov/offices/medialibrary/media-231/LaSPIRIT.wmv>. 

National Center for PTSD. (n.d.). *Disaster rescue and response workers* [Fact sheet].

Retrieved January 22, 2009, from

http://ncptsd.va.gov/ncmain/ncdocs/fact_shts/fs_rescue_workers.html.

This fact sheet provides lessons learned about the unique stressors faced by rescue workers during natural and human-caused disasters, and offers tips for recognizing and managing the psychological effects of these stressors.

National Center for PTSD. (n.d.). *Treatment of PTSD* [Fact sheet]. Retrieved January 22,

2009, from <http://www.ptsd.va.gov/public/pages/treatment-ptsd.asp>.

This fact sheet discusses some treatments shown to be effective for PTSD, as well as treatment for PTSD when coupled with another disorder. It also offers information for new clients on what to expect from a therapist.

National Institute for Occupational Safety and Health. (2001). *Traumatic incident stress:*

Information for emergency response workers. Retrieved January 22, 2009, from

<http://www.cdc.gov/niosh/topics/traumaticincident>.

This fact sheet highlights the physical, cognitive, emotional, and behavioral symptoms that first responders may experience after a disaster. It includes tips and additional resources to assist them in taking care of their own emotional health.

Suicide Prevention Resource Center. (2005). *First responders: Emergency medical*

technicians and firefighters [Fact sheet]. Retrieved January 22, 2009, from

http://www.sprc.org/featured_resources/customized/pdf/first_responders.pdf. 

This fact sheet provides resources and tips for first responders including information on the role of first responders in preventing suicide, helping suicide attempters and survivors, and helping themselves and their fellow responders.

U.S. Department of Health and Human Services. (2005). *A guide to managing stress in crisis*

response professions (DHHS Publication No. SMA 4113). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This is a pocket guide, designed for first responders, that provides information on signs and symptoms of stress and offers simple, practical techniques for minimizing stress responses prior to and during disaster response.

Electronic copies may be downloaded at


<http://mentalhealth.samhsa.gov/publications/allpubs/SMA-4113/default.asp>.

Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. SMA 4113.

U.S. Department of Health and Human Services. (2005). *Managing stress: Tips for emergency and disaster response workers* (DHHS Publication No. NMH05-0209) [Tip sheet]. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.


This tip sheet outlines the common signs of stress so that disaster response workers can monitor the mental health of themselves and their coworkers. It also provides stress reduction strategies.

Electronic copies may be downloaded at <http://mentalhealth.samhsa.gov/disasterrelief/pubs/manstress.asp>. Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. NMH05-0209.


U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (n.d.). *Surviving field stress for first responders*. Retrieved January 22, 2009, from <http://www2.cdc.gov/phtn/webcast/stress-05/TrainingWorkbookstress-editp1.pdf>. 

This book provides an overview of the physical, emotional, and mental stressors first responders face when called to a technological disaster or terrorist attack. It gives practical coping techniques and lists resources for dealing with stress. The purpose of this manual is to help the responder and those they assist be prepared for the stress of 21st century disasters.

Leaders and Supervisors

Center for the Study of Traumatic Stress. (2005). *Body recovery and stress management for leaders and supervisors* [Fact sheet]. Retrieved January 22, 2009, from http://cstsonline.org/csts_items/CSTS_body_recovery_stress_management_supervisors.pdf. 

This fact sheet offers a management plan that leaders and supervisors can implement to help minimize workers' psychological difficulties when involved in body recovery.

Center for the Study of Traumatic Stress. (n.d.). *Natural disasters: Optimizing officer and team performance* [Fact sheet]. Retrieved January 22, 2009, from http://www.centerforthestudyoftraumaticstress.org/resources/resource-46_law_enforcement_natural_disasters. 

This fact sheet offers guidance for managers and supervisors of first responder organizations to help deal with the unique challenges faced by these workers. Following a disaster, first responders must work in a fast-paced environment, for long hours, and with diminished resources. The tips provided in this document may help leadership manage and limit disaster-response stress for their staff members.

Center for the Study of Traumatic Stress. (n.d.). *Stress management for health care providers* [Fact sheet]. Retrieved January 22, 2009, from <http://cstsonline.org/resources/resource->

[17_stress_management_providers.](#) 

This fact sheet offers a management plan that leaders and supervisors can implement to help minimize psychological challenges posed to healthcare provider staff who are working closely with trauma victims.

U.S. Department of Health and Human Services. (2003). *Stress prevention and management approaches for rescue workers in the aftermath of terrorist acts* (DHHS Publication No. KEN-01-0112) [Fact sheet]. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This fact sheet provides information for rescue workers and emergency responders on recovering from working at the site of terrorist attacks, including a referral to a national hotline for assistance.

Electronic copies may be downloaded at

<http://mentalhealth.samhsa.gov/publications/allpubs/KEN01-0112/default.asp>. 

Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. KEN-01-0112.

U.S. Department of Health and Human Services. (2005). *Tips for managing and preventing stress: A guide for emergency response and public safety workers*. (DHHS Publication No. KEN-01-0098) [Fact sheet]. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This fact sheet presents organizational and individual stress prevention and management approaches for disaster response workers.

Electronic copies may be downloaded at

<http://download.ncadi.samhsa.gov/ken/pdf/KEN01-0098R/KEN01-0098R.pdf>. 

MATERIALS FOR PROVIDERS AND BEHAVIORAL HEALTH PROFESSIONALS

Fullerton, C. S., Ursano, R. J., & Wang, L. (2004). Acute stress disorder, posttraumatic stress disorder, and depression in disaster or rescue workers. *American Journal of Psychiatry*, *161*, 1370–1376.

This study examined acute stress disorder, posttraumatic stress disorder, early dissociative symptoms, depression, and health care utilization in disaster workers. It can be used by providers to better plan for the health care of disaster workers.

Electronic copies may be downloaded at

<http://www.ajp.psychiatryonline.org/cgi/reprint/161/8/1370>.

New York City Department of Health and Mental Hygiene. (2006). Clinical guidelines for adults exposed to the World Trade Center disaster. *City Health Information*, 25(7), 47–58.

This clinical guide describes how providers can learn to identify, evaluate, treat, and refer patients with physical and mental health conditions that could be associated with exposure to the September 11, 2001, disaster. It explains that physical, mental health, and substance abuse conditions are often intertwined and outlines a coordinated approach to behavioral health care. Recommended screening and treatment tools are also included.

Electronic copies may be downloaded at


<http://www.nyc.gov/html/doh/downloads/pdf/chi/chi25-7.pdf>. 

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2004). Mental health status of World Trade Center rescue and recovery workers and volunteers—New York City, July 2002–August 2004. *Morbidity and Mortality Weekly Report*, 53(35), 812–815. Retrieved January 22, 2009, from

<http://www.cdc.gov/mmwr/PDF/wk/mm5335.pdf>. 

This report summarizes data analyzed from a screening program that was established after the terrorist attacks on the World Trade Center to evaluate the physical and mental health of rescue and recovery workers and volunteers who worked on the disaster site. Approximately half of the participants met screening criteria for mental health problems.

MATERIALS FOR PUBLIC SAFETY WORKERS TO USE IN DISASTER RESPONSE

Center for the Study of Traumatic Stress. (n.d.). *Psychological first aid: How you can support well-being in disaster victims* [Fact sheet]. Retrieved January 22, 2009, from [http://deploymenthealthlibrary.fhp.osd.mil/products/How%20You%20Can%20Support%20Well-Being%20in%20Disaster%20Victims%20\(168\).pdf](http://deploymenthealthlibrary.fhp.osd.mil/products/How%20You%20Can%20Support%20Well-Being%20in%20Disaster%20Victims%20(168).pdf). 

This fact sheet offers tips on providing psychological first aid to disaster survivors in distress to help alleviate painful emotions and reduce further harm from initial reactions to disasters.

National Center for PTSD. (n.d.). *Early mental-health interventions for disasters* [Fact sheet]. Retrieved January 22, 2009, from <http://www.ptsd.va.gov/professional/pages/early-intervention-disasters.asp>.

This fact sheet contains information on initial mental health interventions that are in line with the basic principles of emergency care. This document also provides an overview of psychological first aid.

National Center for PTSD. (n.d.). *Working with trauma survivors: What workers need to know* [Fact sheet]. Retrieved January 22, 2009, from <http://www.ptsd.va.gov/professional/pages/working-with-trauma-survivors.asp>.

This fact sheet offers tips for first responders on working with trauma survivors and on caring for themselves to decrease the possibility of experiencing burnout, secondary traumatic stress, compassion stress or fatigue, and vicarious traumatization.

U.S. Department of Health and Human Services. (2000). *Field manual for mental health and human service workers in major disasters* (DHHS Publication No. ADM 90-537). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This field manual is for mental health workers and other human service providers who assist survivors following a disaster. This pocket reference provides the basics of disaster mental health, with numerous specific and practical suggestions for workers.

Electronic copies may be downloaded at <http://mentalhealth.samhsa.gov/publications/allpubs/ADM90-537/Default.asp>. Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. ADM 90-537.

U.S. Department of Health and Human Services. (2000). *Training manual for mental health and human service workers in major disasters* (DHHS Publication No. ADM 90-538). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.


This training manual provides an overview of information essential to mental health and human service workers in times of disaster, including how disasters affect children, adults, and older adults; the importance of tailoring the program to fit the community; descriptions of effective disaster mental health interventions; and strategies for preventing and managing worker stress.

Electronic copies may be downloaded at <http://mentalhealth.samhsa.gov/publications/allpubs/adm90-538/default.asp>. Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. ADM 90-538.


U.S. Department of Health and Human Services. (2002). *Communicating in a crisis: Risk communication guidelines for public officials* (DHHS Publication No. SMA 02-3641). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration.

This is a pocket guide for public officials that provides the basic components of effective communication during a crisis.

Electronic copies may be downloaded at <http://www.riskcommunication.samhsa.gov/index.htm>. Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. SMA 02-3641.


U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (n.d.). *Disaster mental health for responders: Key principles, issues and questions* [Fact sheet]. Retrieved January 22, 2009, from <http://www.bt.cdc.gov/mentalhealth/pdf/responders.pdf>. 

This is a fact sheet which highlights mental health-related information that may be useful in a disaster, including responders' needs, reactions, and symptoms.

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration. (n.d.). *Psychological first aid for first responders: Tips for emergency and disaster response workers* (DHHS Publication No. NMH05-0210) [Tip sheet]. Retrieved January 22, 2009, from <http://download.ncadi.samhsa.gov/ken/pdf/katrina/Psychological.pdf>. 

This tip sheet provides psychological first aid tips for emergency and disaster response workers to use to help promote an atmosphere of safety, calm, connectedness, self-efficacy, empowerment, and hope.


Hardcopies may be ordered by calling 800-789-2647 and asking for Publication No. NMH05-0210.

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration. (n.d.). *Tips for first responders: Possible alcohol and substance abuse indicators* [Tip sheet]. Retrieved January 22, 2009, from <http://mentalhealth.samhsa.gov/publications/allpubs/tips/substance.pdf>. 

This tip sheet describes indicators or warning signs first responders should look for that are often associated with alcohol and drug addiction and other physical and mental disorders. These tips will be useful for public safety workers to use in determining if disaster survivors are in need of referral to behavioral health assistance.

Rural Populations

General Considerations

Gamm, L., & Hutchison, L. (2004, February). *Mental health and substance abuse services: Prospects for rural communities*. College Station, TX: Southwest Rural Health Research Center, Texas A&M University. Retrieved February 3, 2009, from http://www.srph.tamhsc.edu/centers/srhrc/PDF/IOM_RuralMH_Substanceabuse_2-18-04.pdf. 

This paper reviews the disparities in access to mental health and substance abuse


services, availability of professionals and facilities to offer these services, and issues in organization and financing of necessary services. It identifies and reviews several models that could be considered when working with rural populations.

Hoel, G. (2005, Fall). Rural crisis counseling: One perspective. *The Dialogue*, 4–6. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://mentalhealth.samhsa.gov/dtac/dialogue/Fall2005.asp#two>.


This article describes characteristics of rural life and some of the barriers and challenges to providing crisis counseling support. Through his experience, the author offers suggestions on how to overcome these barriers through practical approaches and cultural brokering

Roberts, L., Battaglia, J., & Epstein, R. (1999). Frontier ethics: Mental health care needs and ethical dilemmas in rural communities. *Psychiatric Services*, 50, 497–503. Retrieved February 3, 2009, from <http://www.psychservices.psychiatryonline.org/cgi/content/full/50/4/497>.

This article describes attributes of rural and isolated communities that affect mental health care delivery to people in these areas. The author provides vignettes illustrating dilemmas that may be encountered in rural and frontier areas and outlines approaches to these ethical dilemmas.

Sawyer, D., Gale, J., & Lambert, D. (2006). *Rural and frontier mental and behavioral health care: Barriers, effective policy strategies, best practices*. Waite Park, MN: National Association for Rural Mental Health. Retrieved February 3, 2009, from <http://www.narmh.org/pages/Rural%20and%20Frontier.pdf>. 

This report is derived from a series of unstructured interviews with mental and behavioral health providers, as well as from responses provided by members of the National Association for Rural Mental Health. The report focuses on barriers to behavioral health service delivery, model programs and policy strategies, and the role that telehealth and State and local organizations should play in service delivery.

U.S. Department of Health and Human Services. (2002, April). *Rural communities and emergency preparedness*. Rockville, MD: Office of Rural Health Policy, Health Resources and Services Administration. Retrieved February 3, 2009, from <ftp://ftp.hrsa.gov/ruralhealth/RuralPreparedness.pdf>. 


This paper addresses rural public health infrastructure and provides an overview of rural emergency preparedness. It also highlights perspectives and experiences of the State Offices of Rural Health in responding to emergencies.

U.S. Department of Health and Human Services. (2005). *Mental health and rural America: 1994–2005*. Rockville, MD: Office of Rural Health Policy, Health Resources and

Services Administration. Retrieved February 3, 2009, from <ftp://ftp.hrsa.gov/ruralhealth/RuralMentalHealth.pdf>. 

This paper provides a comprehensive summary of the mental health issues in rural and frontier America, including an overview of rural life, an epidemiological overview of mental health and substance abuse in rural America, organizational and clinical issues, and suggestions for addressing rural mental health challenges.


Community and Faith-based Approaches

National Rural Behavioral Health Center. (2004). *Triumph over tragedy: A community response to managing trauma in times of disaster and terrorism*. Gainesville, FL: University of Florida. Retrieved February 3, 2009, from <http://srdc.msstate.edu/disaster/>. 

This manual provides an overview of psychological reactions to disasters from an individual and community perspective and addresses the unique needs of rural America. It is intended to be used as a comprehensive resource for pre- and post-disaster response education or as a resource kit for immediate community response.

Rosmann, M., & Starr, L. (2006, Winter). Implementing a crisis counseling program in a large rural area: Iowa Recovers 2004–2005. *The Dialogue*, 5–8. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://mentalhealth.samhsa.gov/dtac/dialogue/winter2006.asp#three>.

This article demonstrates the challenges faced by the Iowa Recovers Crisis Counseling Assistance and Training Program (CCP) and how those challenges were addressed. Recommendations are offered for implementing CCPs in other rural locations.

Santibañez, S. (2007, December). Faith-based organizations and pandemic preparedness: Church-related groups will be vital partners in getting ready for an influenza pandemic. *Health Progress*, 1-6. Washington, DC: Catholic Health Association of the United States. Retrieved February 3, 2009, from <http://www.hhs.gov/fbci/Tools%20&%20Resources/preparedness.pdf>. 

This article provides an explanation of what pandemic influenza is and the role of faith- and community-based organizations in preparing and responding to the needs of the public.

Smith, H., & Allison, R. (1998). *Telemental health: Delivering mental health care at a distance: A summary report*. Rockville, MD: Substance Abuse and Mental Health Services Administration and Health Resources and Services Administration. Retrieved February 3, 2009, from <http://www.hrsa.gov/telehealth/pubs/mental.htm>.

This summary report explores the applications, accomplishments, and benefits of

telemental health systems, specifically as they impact service delivery to people with serious mental illnesses in rural areas.

U.S. Department of Health and Human Services. (1999). *Disaster mental health: Crisis counseling programs for the rural community* (DHHS Publication No. SMA 99-3378). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://mentalhealth.samhsa.gov/publications/allpubs/SMA99-3378/default.asp>.

This publication provides an overview of key points for consideration in planning and implementing a rural crisis counseling program. It helps to identify the unique characteristics that rural populations possess and how to adapt basic tools accordingly.

U.S. Department of Health and Human Services. (2003). *Developing cultural competence in disaster mental health programs: Guiding principles and recommendations* (DHHS Publication No. SMA 3828). Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://mentalhealth.samhsa.gov/publications/allpubs/sma03-3828/default.asp>.

This guide is intended to assist rural States and communities with planning, designing, and implementing culturally competent behavioral health services following a disaster.

U.S. Department of Health and Human Services. (2005). *Successful strategies for recruiting, training, and utilizing volunteers: A guide for faith- and community-based service providers* (DHHS Publication No. SMA 05-4005). Rockville, MD: Center for Substance Abuse Treatment, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://ncadistore.samhsa.gov/catalog/productDetails.aspx?ProductID=17953>.

This handbook explains the role and importance of volunteerism in communities. It focuses on prevention, treatment, and recovery services for substance abuse and mental illnesses and is intended for community groups and faith-based organizations that seek to maximize the skills of their volunteers, expand their services to the community, and enhance their effectiveness.

Williams, L. (2007, Summer). Remote Management of Crisis Counseling Program Teams in Colorado. *The Dialogue*, 9—11. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration. Retrieved February 3, 2009, from <http://mentalhealth.samhsa.gov/dtac/dialogue/Summer2007.asp#four>.

This article discusses the issues faced by Colorado's Crisis Counseling Assistance and Training Program in outreaching to people in remote areas. It provides examples of how the teams used technological media to bridge geographical barriers.

