

BEHAVIORAL HEALTH ADVISORY BOARD
YOUTH & FAMILY COMMITTEE
MINUTES ■ Wednesday, June 13, 2018

<p>Members Present Denise Nielsen, Committee Chair Margaret Cortese, BHAB Martie Miles, Aspiranet Marika Collins, Casa Pacifica Ken McDermott, Children and Family Services Heather Davidson, First 5 Ventura County Laurie Jordan, Rainbow Connection Regina Reed, SELPA Dr. Steven Graff, Tri-Counties Regional Center Lori Litel, United Parents Sheri Long, Vista Real Charter High School</p> <p>Others Present Irene Pinkard, BHAB Kelly Brown, Interface 2-1-1 Ventura Michelle Steinberger, Probation Danielle Shaw, M.D., Casa Pacifica</p>	<p>VCBH Managers/Staff Present Dina Olivas, Youth & Family Division Sr. Manager Dr. Lisa Acosta, Y&F Division Medical Director Pam Roach, Transformational Liaison Edith Pham, BHAB Assistant</p> <p>NEXT MEETING: Wednesday, August 8, 2018, 10:00 a.m. – 12:00 pm</p> <p>Ventura County Behavioral Health 1911 Williams Drive, Training Room (first floor), Oxnard</p>
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Note: The committee has not yet approved these minutes. There may be additions/deletions or corrections before the minutes are accepted in final form.

	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ ACTIONS	RESPONSIBLE
I.	Call to Order Chair Nielsen called the meeting to order at 10:05 a.m.		
II.	Approval of the Agenda Ms. Nielsen asked the Committee to review and approve today's agenda. Dr. Graff moved to approve, Laurie Jordan seconded. The motion passed unanimously.	The agenda was approved as written. M/S/C	
III.	Approval of the Minutes Ms. Nielsen asked the committee to review and approve the minutes of the May meeting. Lori Litel moved to approve, Dr. Graff seconded. The motion passed unanimously.	The minutes were approved as written. M/S/C	
IV.	Welcome and Introductions Ms. Nielsen welcomed everyone and asked for introductions.		
V.	Chair Announcements Ms. Nielsen reminded all that the committee has voted to go dark in July.	Dark in July	
VI.	Public Comments None.		
VII.	Presentation: 2-1-1 Ventura – Kelly Brown Interface 2-1-1 Ventura County, the first in California, takes calls 24/7 from 19 counties in California. Its staff of two at night and 14-20 daytime staff receive about 250,000 calls per year and connect the callers to health and human service resources. Community members can call by phone, use text messages, or go online for help. The main categories of needs are housing, food and abuse. 14% of the calls are for mental health or substance use disorders issues. For crisis calls, staff involve the Crisis Team or law enforcement. 2-1-1 works closely with suicide hotlines and crisis hotlines. Staff follow up on calls that involve barriers to services. Calls are confidential. The majority of text messages come from the homeless. 2-1-1 is part of the Continuum of Care. Staff use the Homeless Management Information System (HMIS) and can help the callers access benefits or can refer them to rapid rehousing. It does outreach to the schools and participates in Agency 101. Young callers often call about bullying or because they are home alone. They are screened for abuse, and 2-1-1 is a mandated reporter.		

	<p>Staff receive two months of training, which includes Mental Health 101, trauma informed training, and other 2-1-1 specific training done in-person and online.</p> <p>2-1-1 reviews its information for accuracy at least once a year. Some organizations do not want to be listed as they are at or near capacity. 2-1-1 does not include resources that require a referral from another organization. It makes referrals mostly to non-profit and government agencies.</p> <p>Currently, none of the 200 2-1-1 in the nation (7 in California) have information in Spanish, and 2-1-1 Ventura County is working on this. About 10,000 terms need to be translated into the terms that people use. 75% of staff speak Spanish. Other staff speak other languages. TTY for the hearing-impaired is available.</p>		
VIII.	<p>New Business</p> <p>A. Annual Report 2017-18 – Assess Achievements A discussion took place regarding the progress made on the 2017-18 objectives of the committee. It was noted that:</p> <ol style="list-style-type: none"> 1. Parent participation on the committee did not increase. 2. A VCBH resource app was not created; however, 2-1-1 does refer to relevant programs. 3. The Family Resources on the VCBH website contains outdated information that the department should update. VCBH may consider including links to relevant reputable websites. 		
IX.	<p>Old Business</p> <p>A. Review Objectives for Fiscal Year 2018-19 The committee agreed to the following changes from the version that was updated in May:</p> <ul style="list-style-type: none"> • Remove the word “reform” from the title of objective # 1. • Under 1.b., add “for both children covered by Medi-Cal and children with private insurance.” • For 1.c., change “re-creation” to “availability.” Add “Ensure communication and care coordination of medical information between care providers.” 		
X.	<p>Ventura County Behavioral Health (VCBH) Youth & Family Division Updates</p> <p>A. Youth & Family Division – Dina Olivas Ms. Olivas distributed a flyer for California HOPE (Helping, Outreach, Possibilities, Empowerment), which provides Thomas Fire survivors with free confidential counseling and self-care support. Noting that suicides are in the news, Ms. Olivas distributes cards for WellnessEveryDay.org and the Know the Signs campaign.</p> <p>B. Youth & Family Division Medical Director – Lisa Acosta, M.D. The first eating disorder workgroup meeting was held on June 12 to address eating disorders in adolescents and adults. It will meet on July 24 at VCBH; interested parties are welcome.</p> <p>C. Mental Health Services Act (MHSA) – Kiran Sahota Ms. Sahota was not in attendance.</p>		
XI.	<p>Committee Members’ and Participants’ Comments, Activities, Updates Regina Reed noted that she is transitioning into the position of Director of Special Education for Ventura County Office of Education (VCOE). Ms. Reed will introduce her replacement at the August meeting.</p>		
X.	<p>Items for the Next Meeting Agenda Not discussed.</p>		
XI.	<p>Adjourn The meeting adjourned at noon.</p>		

PETSA

Program to Evaluate and Treat Sexual Abuse

Groups Scheduled to
begin July 26th, 2018
Call for Details

Pre-School, School Age, Teens
Parent(s)/Primary Caregiver

Groups offered will depend on age of children
referred

Victim & Parent Groups and Individual/Family Services Offered

*Services offered to youth who have been sexually abused and their non-offending parent/caregiver.

*Psycho-education and therapeutic process offered to lessen the effects of sexual abuse: shame, self-blame, low self-esteem, poor social functioning, fear and isolation.

*By reducing the destructive feelings and processing through the abuse, youth regain a sense of safety and trust, and learn to relate genuinely and spontaneously again.

*Parent/Caregiver are provided with information and support.

*Bilingual English/Spanish

**Please fax referrals or call to
schedule assessment appointments:**

Mental Health Intake Department
Phone: 805-485-6114, ext. 662
Fax: 805-278-4391



A program of Interface Children & Family Services in partnership with the County of Ventura, First 5 Ventura County, and United Way of Ventura County

Annual Report 2017



Executive Summary



In 2017, 211VC connected over 42,000 community members to health and human service resources, the highest rate since becoming the first 2-1-1 in the state of California in 2005.



Call

211VC answered 17,923 Information and Referral calls in 2017 with one of the quickest answer times in the state, providing over 33,303 referrals.



Click

23,912 unique visitors used the new Guided Search at www.211ventura.org to complete 40,997 searches for resources. Website visitors have access to the extensive 211VC resource database which includes information about 467 agencies and over 1,145 programs.



Text

211 texting capability started on 2-1-1 Day, February 11, 2017. 1,635 unique Ventura clients used this service in 2017. 2-1-1 texting also enables "push text" strategic, proactive information to the community. This created new opportunities for public information during the December 2017 Thomas Fire.



Disaster

211VC used call-click-text to provide critical public information during multiple disasters in 2017 including: Hurricanes Irma and Harvey, Las Vegas mass shooting, Northern California wildfires, and local Thomas Fire. 211VC handled 6,800 calls and over 10,000 text exchanges from Ventura and Santa Barbara Counties during the Thomas Fire.

New Services & Funding



Homeless Management Information System (HMIS)

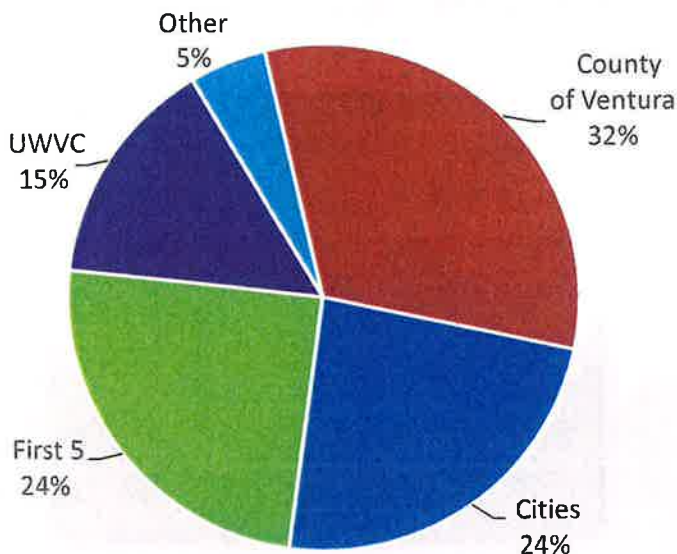
After years of connecting callers with referrals for housing, 211VC began entering callers directly into the Ventura County HMIS system in August 2017. HMIS is an online system that tracks client level data about the use of homeless services in Ventura County. Referrals for certain housing programs must be made directly through the HMIS system, so this addition to 211VC services means a more direct connection for callers with critical housing resources. This new service is made possible through a partnership with the Ventura County Continuum of Care, and through support from United Way of Ventura County, Kaiser Permanente & Dignity Health.

Screening for Benefits

In partnership with United Way of Ventura County and Gold Coast Health Plan, 211VC also began offering the option of a phone or online screening using the Benefit Kitchen tool. This tool checks eligibility for help with food, utility payments, and other programs. Clients can call 2-1-1 or visit benefitkitchen.com/icfs/ for a screening.



211VC Funding Fiscal Year 2017/18



211 VC is made possible in partnership with:

County of Ventura, First 5 Ventura County, and United Way of Ventura County with support from Kaiser Permanente, Dignity Health, and all ten Ventura County cities (Cities of Camarillo, Oxnard, Ventura, Simi Valley, Moorpark, Thousand Oaks, Ojai, Santa Paula, Fillmore & Port Hueneme).



Disaster

Thomas Fire



December 4, 2017: The Thomas Fire starts at 6:28pm north of Santa Paula in Ventura County. Strong winds pushed the fire to the City of Ventura.



December 5: 211VC receives **87.5% more calls** than the previous day and assists over **400 unique clients** via text in one day. In addition to two-way personalized texting using zip codes, an automated response is set up to provide fire information when users text the keyword “ThomasFire” for English or “ThomasFuego” for Spanish.



December 10: The Thomas Fire spreads into Santa Barbara County. 211VC assists 944 unique Santa Barbara clients via text in a single day.

A total of 2,791 unique clients from Ventura and Santa Barbara Counties were assisted in December.

1,062 Ventura residents were assisted via text during the Thomas Fire.

211VC responded to **7,800** calls and over **10,000** texts during the duration of the Thomas Fire and resulting mudslides (12/4/17 - 1/15/18).

The Thomas Fire grew to be the largest fire in California history, burning approximately 281,893 acres (440 square miles).

211VC is honored to have the ability to support the Ventura and Santa Barbara communities through this difficult time.



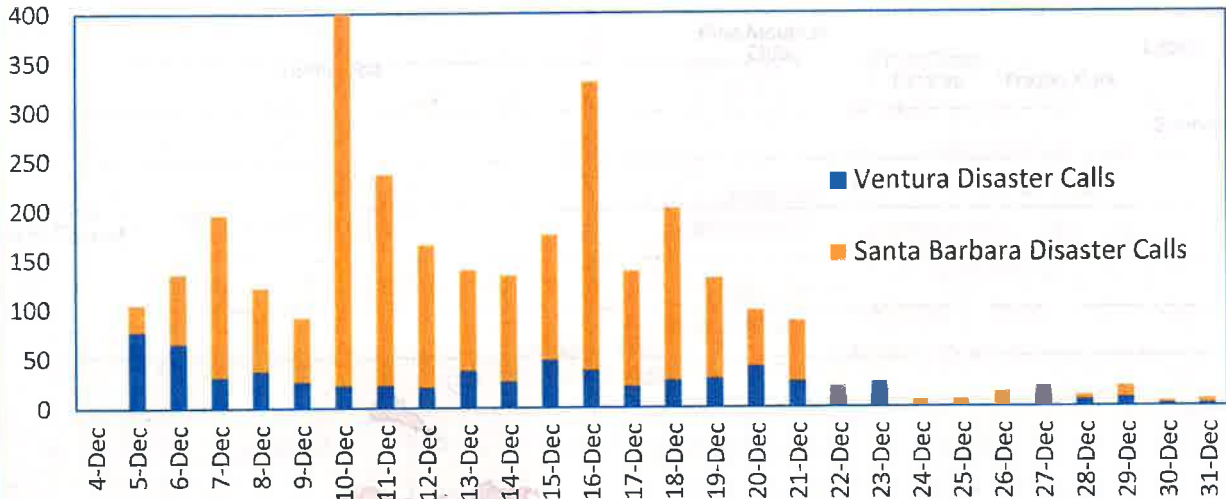
Disaster

Thomas Fire



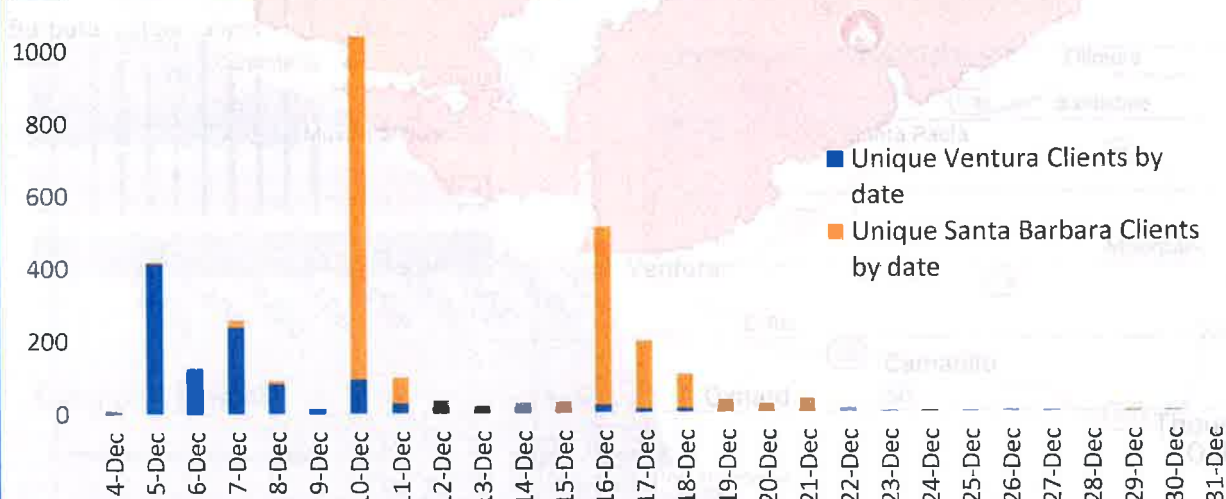
Call

Thomas Fire Disaster Calls Ventura and Santa Barbara Counties (Dec 2017)



Text

Thomas Fire Text Assistance for Ventura and Santa Barbara Counties (Dec 2017)





Disaster

Help During Disaster

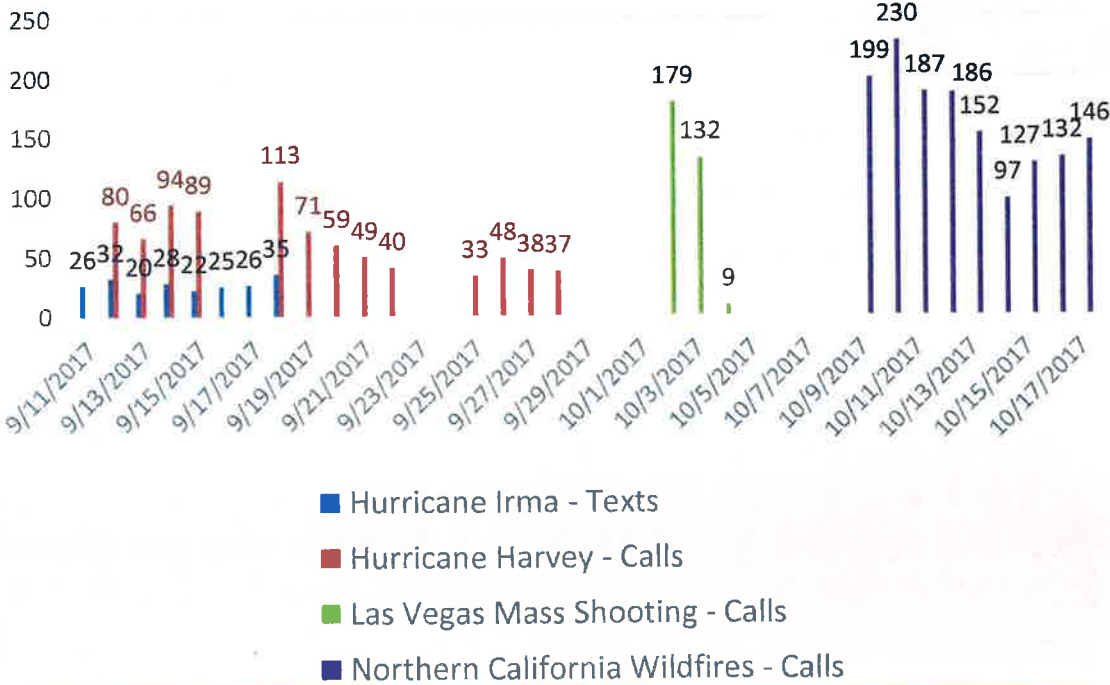


During times of disaster, Interface's 211VC has been and will continue to help keep community members safe and informed.

211VC provides incident specific information in coordination with the Office of Emergency Services, including road closures and shelter options both locally and nationwide.



Call & Text Support for Out of Area Events in 2017





Disaster

Thomas Fire



Click

2-1-1VC also offers resources online, including disaster relief information, legal and counseling services for fire victims, opportunities to donate and volunteer, and much more.

www.211ventura.org/disaster-info

The screenshot shows the Ventura County 2-1-1 website interface. At the top, it says "Ventura County 2-1-1 Call - Click - Text" and "Select Language". Below that is a green button with a hamburger menu icon. The main heading is "Thomas Fire Resources for Recovery and Storm Information". Underneath is a sunset image with a button that says "Para español, por favor haga clic aquí". Below that is a green button that says "REGISTER FOR VC ALERT". Under the heading "Disaster Relief", there is a list of links:

- ▶ FEMA Disaster Recovery Center
- ▶ Loans for Homeowners, Renters, or Businesses
- ▶ Immigrant Disaster Relief
- ▶ Resources for Farmers and Ranchers

Power to Keep Help Coming

Thanks to the **Ventura County Community Foundation**, a rented generator was connected to 2-1-1VC Contact Center within 24 hours of the start of the incident. This kept 211VC services stable through the uncertain power supply during the fire. This assistance will continue in 2018 in the form of a permanent generator to be installed onsite to support the 2-1-1VC Contact Center for years to come.



Generator supports 2-1-1VC Contact Center during Thomas Fire



Disaster

Thomas Fire Stories



One week after the loss of the historic Vista Del Mar Hospital, 211VC received a call from "Bob", a man in his 50's who had been a live-in patient prior to the fire. Since the mandatory evacuation, followed by complete destruction of the hospital, he had become homeless and was trying to deal with both the trauma of the fire and his own mental illness. 211VC connected Bob to three available shelters as well as the county Behavioral Health hotline to help him not only find shelter but to also get the assistance he needed for mental health services.

Two weeks after the fire, 211VC received a text from "Mike", an active duty military member who stated he and his family were struggling to recover from trauma resulting from the fire. He confided in the Specialist that the stress of evacuating from his home had triggered his PTSD and he was having difficulty handling the task of identifying financial and emotional recovery support for him and his family. The 211VC Specialist explained what resources were available to them and helped Mike make an appointment at the County Thomas Fire Service Center where his family would have access to all the benefits available to them.

211VC received a text from "Mary", a concerned resident whose elderly parents reside in Montecito. They did not have phone service and were in need of evacuating due to water pouring into their home from the creek next door. A 211VC Specialist was able to provide the couple's name and address to the OES for emergency rescue. 211VC received confirmed that they are now safe and their daughter was very grateful for 211VC's assistance.





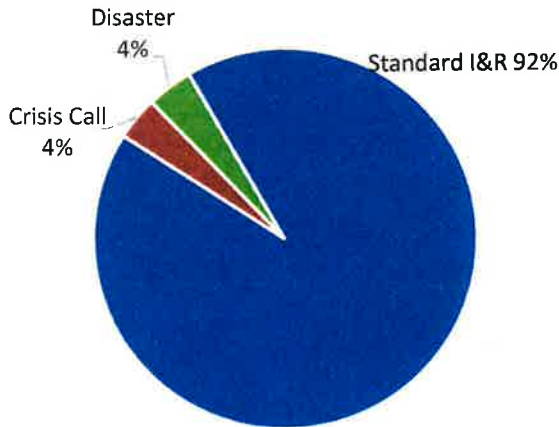
Call

Information & Referral Calls

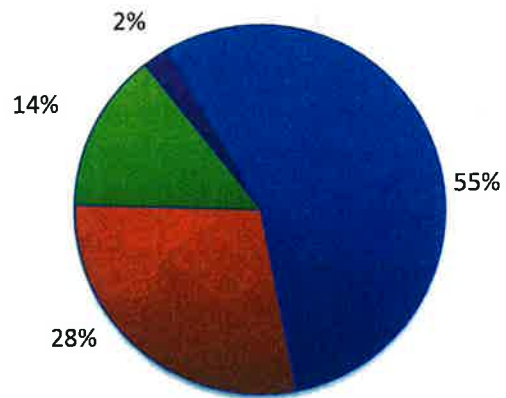


In 2017, 211VC handled 17,923 information & referral calls. Of these, 4% (654 calls) were crisis related and 4% (683 calls) were disaster calls related to Thomas Fire.

Information & Referral Calls

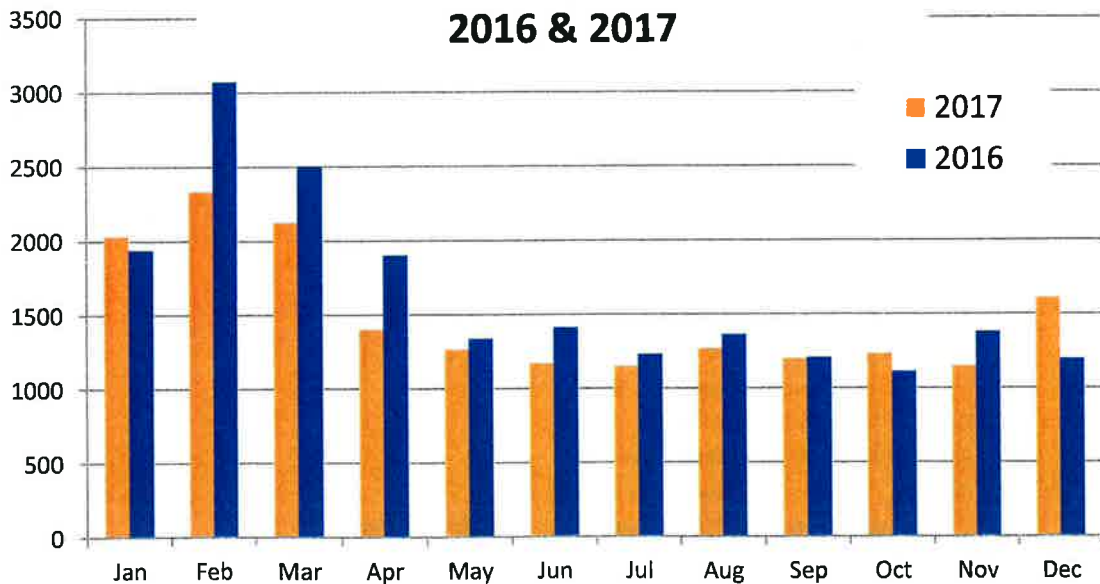


Crisis Calls



- Mental Health/Suicidal
- Domestic Violence
- Medical (not mental health related)
- Sexual Assault/Rape

Information & Referral Calls Per Month 2016 & 2017



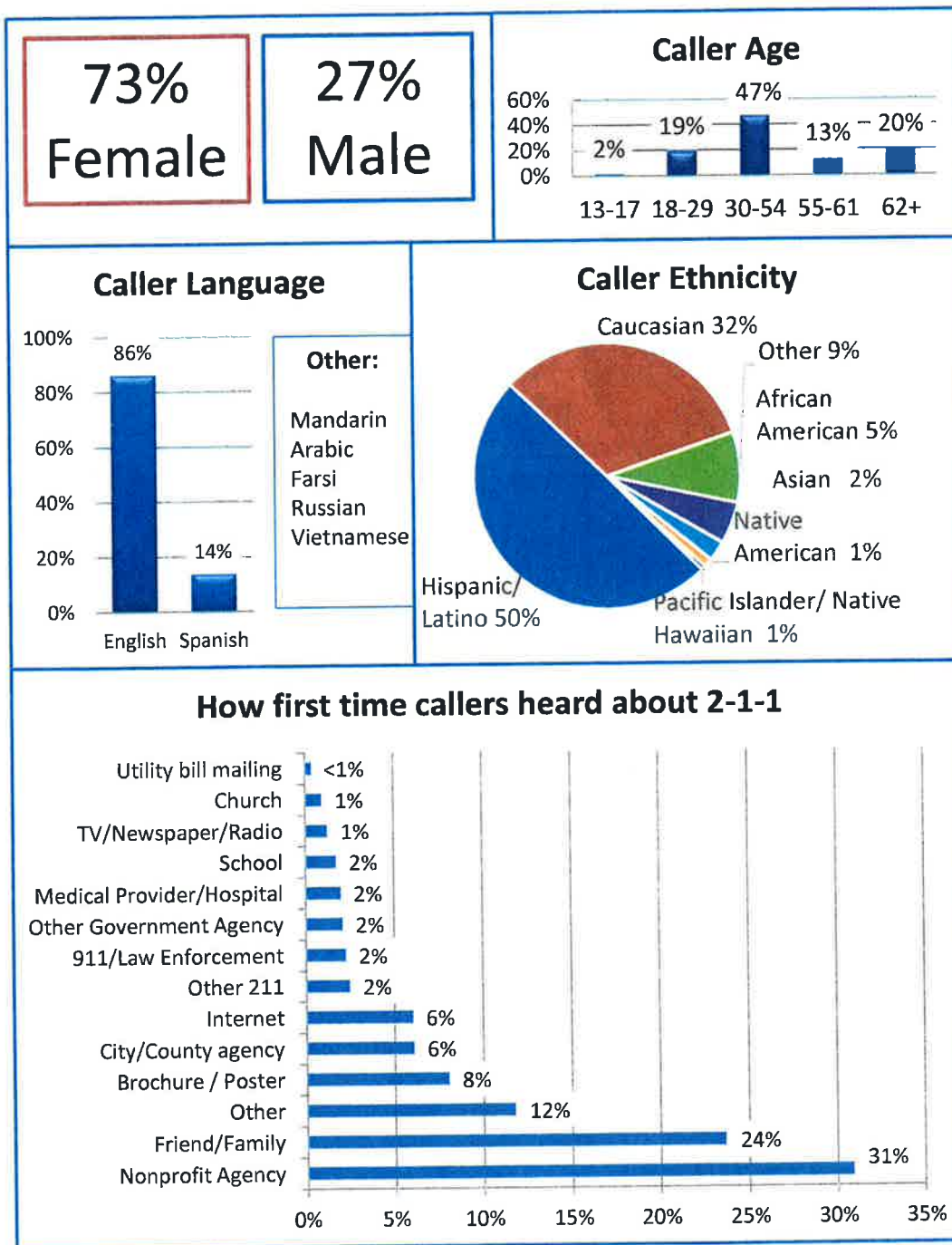


Call

Information & Referral Calls



Out of 17,923 callers in 2017, 4,739 called 211VC for the FIRST time.





Text

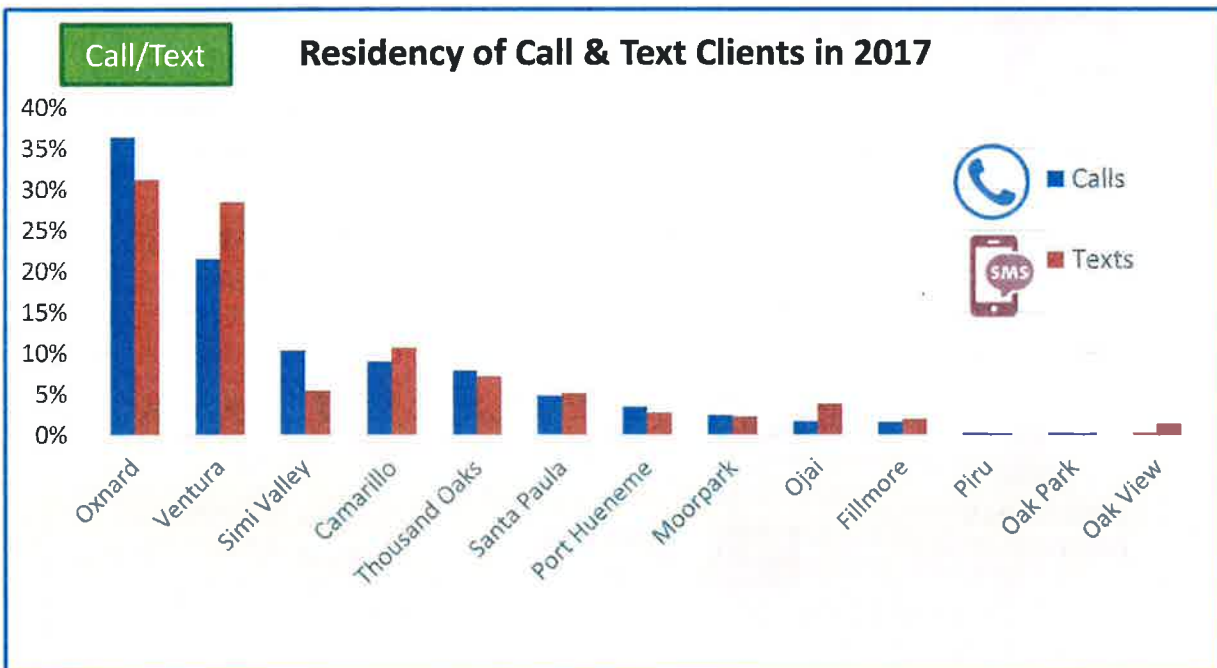
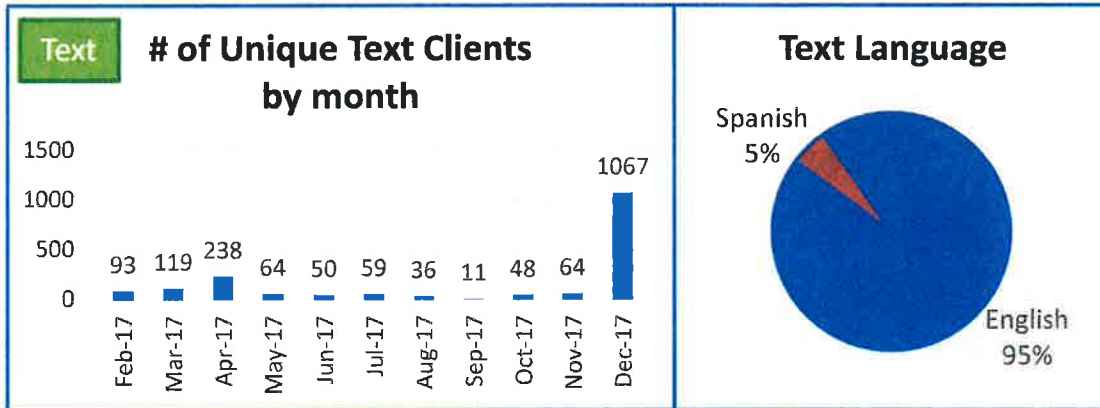
2-1-1 Texting



211VC offers service in English and Spanish, 24 hours a day, 7 days a week.

Since going live in February 2017, 1,635 Ventura residents used the text service in 2017.

During December, the month the Thomas Fire happened, 211VC provided disaster information and assistance through text to 1,067 unique clients.





Call/
Text

Category of Requests CALLS & TEXTS (2017)

Ventura County

2-1-1
Call - Click - Text

The three most common types of needs expressed by clients were related to housing, income, and mental health/addiction.



HOUSING
24%



**INCOME
SUPPORT**
15%



**MENTAL
HEALTH/
ADDICTION**
14%



**INDIVIDUAL
AND
FAMILY LIFE**
9%



**LEGAL, CONSUMER
& PUBLIC SAFETY**
9%



**HEALTH
CARE**
7%



**FOOD &
MEALS**
6%



UTILITY
4%



**INFORMATION
SERVICES**
4%



**CLOTHING, PERSONAL,
HOUSEHOLD NEEDS**
2%



TRANSPORTATION
2%



EMPLOYMENT
1%



**OTHER GOVERNMENT/
ECONOMIC SERVICES**
1%



EDUCATION
1%

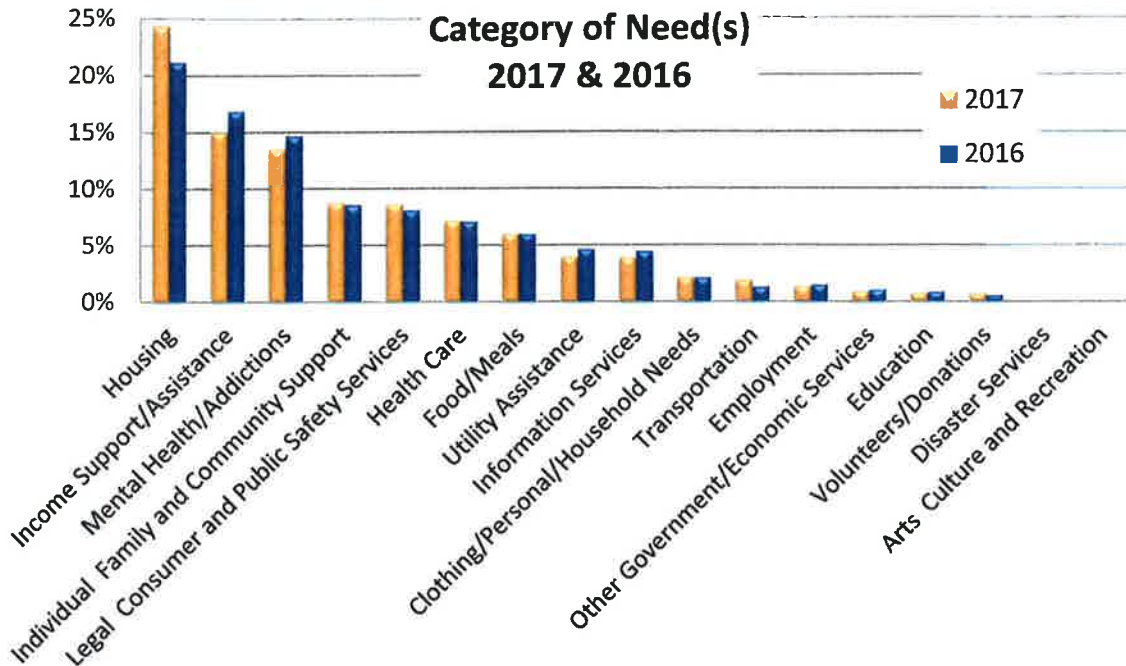


**VOLUNTEERS/
DONATIONS**
1%



Call/
Text

Category of Requests CALLS & TEXTS (2016/2017)



Categories of Need	
Arts, Culture and Recreation Recreational, social, spiritual, and cultural opportunities	Income Support & Assistance: Medi-Cal, Medicare, unemployment benefits, tax preparation assistance, credit counseling, etc
Clothing, Personal & Household: Clothing, diapers, household goods, etc	Individual and Family Life: In home supportive services, parent ed, support groups, child care, etc
Disaster Services Emergency planning, preparedness, mitigation, response, relief and/or recovery services	Information Services: Libraries, referrals to out-of county 2-1-1s, etc
Education: Schools, school readiness, preschools, First 5 NfLs, etc	Legal, Consumer & Public Safety: Legal assistance, law enforcement, courts, etc
Employment: Training and employment services	Mental Health & Addictions: Counseling, suicide hotlines, substance abuse services, etc
Food & Meals: Food pantries, meals, Food Stamp benefits, etc	Other Governmental/Economic Services: Organizational development, voter registration, etc
Health Care: Community clinics, immunizations, prescription expense assistance, etc	Transportation: Public transportation, bus vouchers, etc
Housing & Utilities: Housing, shelter, rent/utility assistance, etc	Volunteer & Donation: Volunteer opportunities, donation opportunities, etc



Call/
Text

Unmet Needs 2017



211VC tracks instances where no referrals are available to meet an inquirer’s assessed needs because they are either unavailable altogether or they may be available but inadequate, i.e., they may be too expensive, not available in the needed language(s), not available during non-working or other convenient hours or have eligibility criteria that exclude the inquirer.

Emergency Shelter was the top unmet need in the County.

Top 10 Unmet Need Categories	Examples of Unmet Need Category	Percentage
Emergency Shelter	Motel vouchers, homeless shelters (including Domestic Violence and Youth Shelters), safe parking program	24%
Personal Goods/Services	Diapers, clothing, laundry and bathing facilities	7%
Transportation Expense Assistance	Gas money, automobile payment assistance, bus fare	4%
Substance Use Disorder Treatment Programs	Substance Use Disorder treatment facilities and counseling	4%
Holiday Programs	Christmas or Thanksgiving basket/meals, holiday gift programs	4%
Utility Assistance	Assistance with electric, trash, gas, telephone and water payment	3%
Household Goods	Furniture, refrigerator, appliances	2%
Residential Housing Options	Low income housing	2%
Housing Expense Assistance	Rent, deposit and mortgage assistance	2%
Transitional Housing/Shelter	Transitional housing and shelter	2%



Call/
Text

2-1-1 Following Up



Upon follow up with sampling of 2-1-1VC's most vulnerable clients, it was found that 60% had been approved for services or on a waiting list to receive services.

211VC offers follow-up contact for both calls and texts, with clients who are more vulnerable or at risk. Sometimes Contact Specialists learn that callers may not have the necessary capacity to follow through and resolve their problems without additional support.

211VC completed 288 follow-ups in 2017 and learned that callers who successfully reached the programs, 60% were approved for services or were on a waiting list. Those that were not approved stated that they did not meet more detailed eligibility requirements encountered during the application or the program was out of funding. Of those clients that did not reach the programs, 6% stated the program never returned their call.

Clients were also surveyed about the service provided by the 211VC Contact Specialist to ensure high standards of quality. 97% of clients indicated they would recommend 211VC to a friend or family member and 97% indicated that the 211VC Contact Specialist they spoke with was polite and professional.

"I'm finally getting help with the help of 211."

"The Call Specialist was amazing, she was so sweet and understanding. I didn't feel like I was speaking to a stranger."

"Very thankful! It's a new beginning in life!"

"When I called into 211 I was so overwhelmed I did not know what to do, after calling 211 I felt different. I felt like everything was going to be okay."

***"I am so thankful and glad 211 followed up.
Thank you 211!"***



Click

2-1-1 Online Guided Search

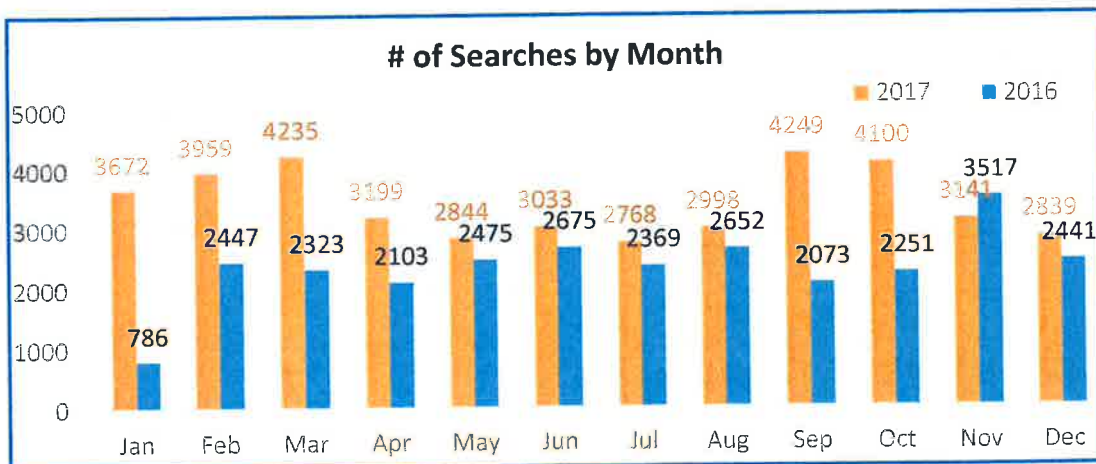
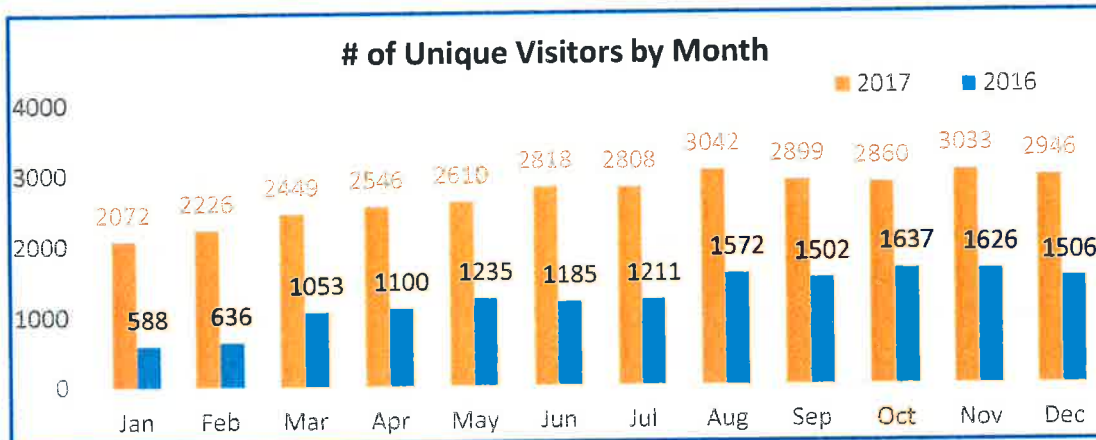


211Ventura.org had 23,912 unique visitors in 2017 completing 40,997 searches.

Connecting People to Health & Human Services Information

Click an icon below or use the keyword search above to find local resources

 HOUSING & HOMELESS SERVICES	 INCOME & EXPENSES	 FOOD	 CRISIS SERVICES	 TRANSPORTATION	 HEALTH CARE	 MENTAL HEALTH
 SUBSTANCE ABUSE	 CHILDREN & FAMILY	 YOUTH	 SENIORS	 EDUCATION	 LEGAL ASSISTANCE	 REENTRY





Click

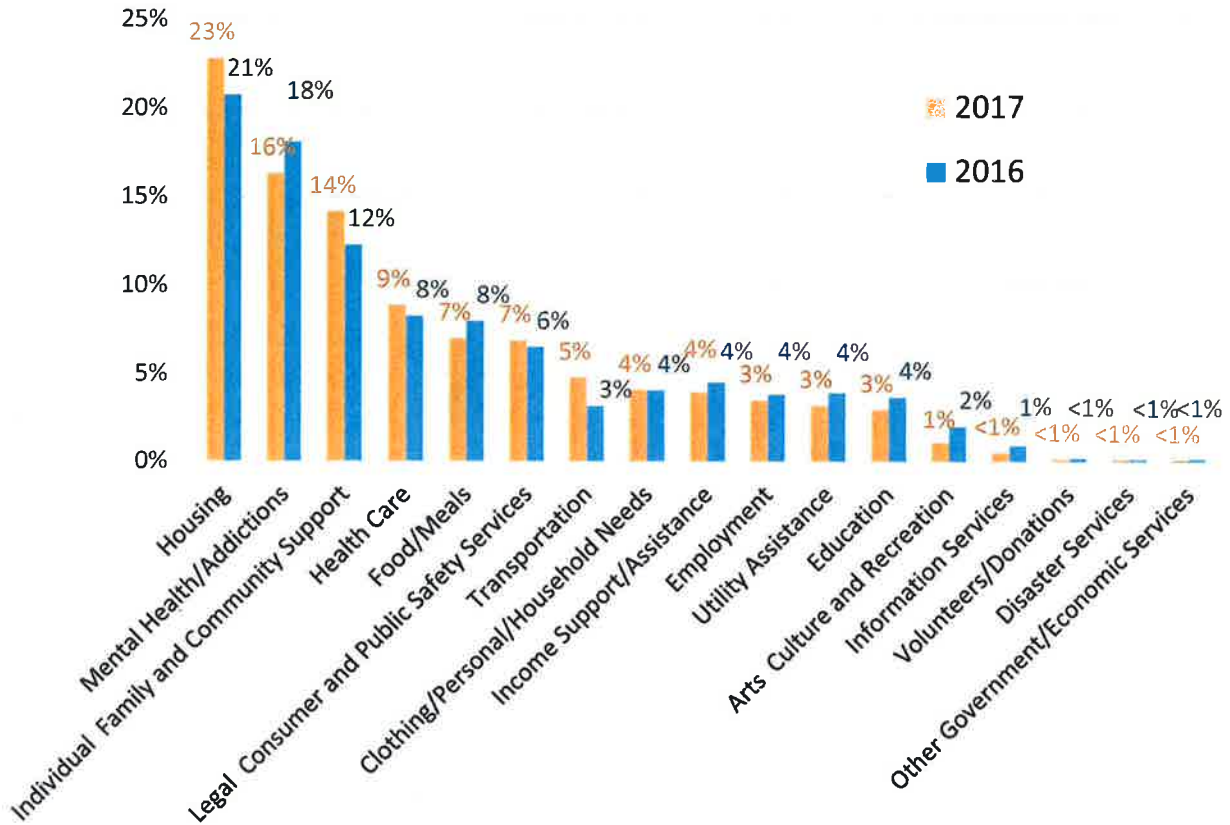
2-1-1 Online Guided Search



Top 10 Online Search Terms

- | | |
|---|---|
| 1. Rent Payment Assistance | 6. Transitional Housing/Shelters |
| 2. Low Income/Subsidized Rental Housing | 7. Food Pantries |
| 3. General Counseling Services | 8. Sober Living Homes for Recovering Drug Abusers |
| 4. Homeless Safe Parking Programs | 9. Rental Deposit Assistance |
| 5. Homeless Shelters | 10. General Bereavement Support Groups |

Category of Web Visitors Needs 2017 & 2016





Click

Category of Requests Online Visitors (2017)



23% of searches through 211Ventura.org in 2017 were housing related.



HOUSING

23%



MENTAL HEALTH/ ADDICTION

16%



INDIVIDUAL AND FAMILY LIFE

14%



HEALTH CARE

9%



FOOD & MEALS

7%



LEGAL, CONSUMER & PUBLIC SAFETY

7%



TRANSPORTATION

5%



CLOTHING, PERSONAL, HOUSEHOLD NEEDS

4%



INCOME SUPPORT

4%



EMPLOYMENT

3%



UTILITY

3%



EDUCATION

3%



INFORMATION SERVICES

1%



Volunteers/ Donations

< 1%



Arts Culture & Recreation

1%



Call

Caller Stories



A young homeless couple from Simi Valley called 211VC in May seeking assistance because they were living in their car, having difficulty finding jobs, and were out of food. At the time of their call, they had not eaten in three days. 211VC staff provided information on job assistance centers, food pantries, shelters, rapid rehousing programs, and then warm transferred them to a youth crisis line. During a follow up with the couple, it was found that they were able to obtain food, bus passes, and shelter through the youth crisis line. He said that the 211VC Specialist he spoke with was helpful and very polite.



“Albert” called 211VC in March from Thousand Oaks in desperate need of emergency housing. He is disabled and in a wheelchair and had put in his 30 day notice at his apartment as he prepared to move into a new place. Unfortunately, he found out too late that his new apartment would not be ready for a few weeks. He asked for an extension at his current apartment, but his landlord denied it and he was concerned that he would be homeless. The 211VC Specialist provided him with referrals for shelters as well as for tenants’ rights agencies and rapid rehousing programs. During a follow up contact, 211VC staff found he was completely out of food, at which point an Adult Protective Services report was made. When 2-1-1 followed up with him again, we found he got the food assistance he needed and was able to stay at his current apartment until the new place was ready. He was also able to obtain the rental assistance he needed.



For More Information Contact:
Interface Children & Family Services
Dial 2-1-1 (24/7) or (805) 485-6114

Supportive Resources

Ventura County Behavioral Health

Crisis, Intake and Referral Line: (866) 998-2243
www.welnesseveryday.org

211 Referral Line

Phone: 211 or (800) 339-9597
www.211ventura.org

National Disaster Distress Helpline

Phone: (800) 985-5990
or Text: TalkWithUs to 66746

National Suicide Prevention Lifeline

Phone: (800) 273-8255

Alcohol & Drug Prevention

Phone: (805) 981-9200

Ventura County Fire Recovery Information

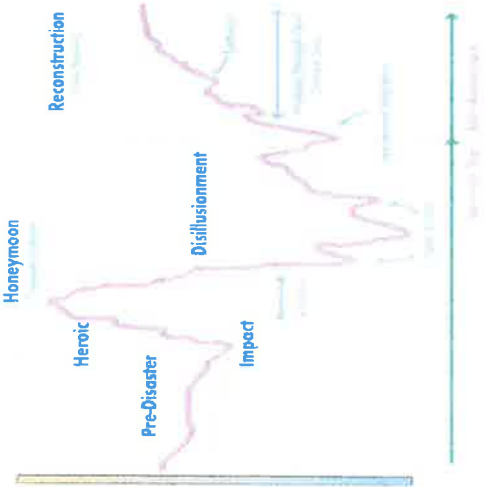
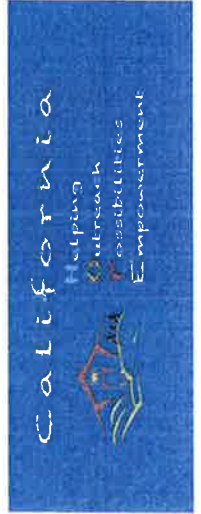
www.venturacountyrecovers.org

Ventura County Emergency Information

Phone: (805) 465-6650
www.vcemergency.com

California HOPE Counseling of Ventura County

(805) 833-9495
hopeventuracounty@gmail.com
www.facebook.com/hopeofvc/



Stages of Disaster Responses

Long Term Effects of a Disaster on Mental Health

It is important to note that the reactions one experiences as a result of a disaster may come in stages. The difficult reactions one may experience may come many months following the initial disaster. Individuals that appear unaffected initially may become overwhelmed and unable to effectively cope during later stages.

Family and friends play an important role in helping to monitor and identify warning signs in survivors of a disaster. Family and friends can help by starting with creating a safe environment for a survivor to talk. The use of active listening and validation is a good way to help survivors better cope with what they have experienced.

If you or someone you know is in need of additional support, please contact California HOPE at: (805) 833-9495



Providing Thomas
Fire Survivors with
Free Confidential
Counseling and Self
Care Support

If you or someone you know is
in need of support please,
contact: (805) 833-9495
hopeventuracounty@gmail.com
www.facebook.com/hopeofvc/



Our Mission

California HOPE is a federally funded and trained community-based counseling program created to support the community following the Thomas Fire. The team provides specific services aimed at addressing the ongoing behavioral health needs of the community in collaboration with Ventura County Behavioral Health. California HOPE provides FREE confidential community-based counseling, wellness education and referrals to appropriate supportive services.

California HOPE services include:

- Individual and group counseling for survivors, family and friends
- Assessment and referrals
- Distribution of helpful educational materials

California HOPE counseling goals:

- Helping disaster survivors understand their current situation and reactions
- Reducing stress and providing emotional support
- Assisting survivors in creating a wellness & recovery plan
- Promoting the use or development of coping strategies and personal resilience.
- Providing friends and family members with education to support those affected
- Connecting survivors to resources

Reactions to a Disaster

Emotional

- Feeling anxious & fearful
- Overcome with sadness
- Feeling guilty
- Disconnected, not caring about anything or anyone
- Loss of interest, numb, unable to feel either joy or sadness

Behavioral

- Irritable & becomes angry easily
- Having difficulty falling asleep, staying asleep, sleeping too much or trouble relaxing
- Increase or decrease in energy
- Increase in substance/alcohol use
- Social isolation
- Change in normal patterns of daily activity

Cognitive

- Trouble remembering, thinking clearly & concentrating
- Difficulty making decisions
- Difficulty talking about what happened or listening to others
- Intrusive thoughts about the fire
- Disorientation

Physiological

- Stomachaches or diarrhea
- Increased fatigue
- Headaches or other physical pains
- Eating too much or too little
- Sweating or having chills
- Easily startled
- Muscle tension

Effective Coping Skills

- Accept that reactions are normal but reactions that continue may require professional support
- Talk with others
- Identify your support group
- Exercise
- Eat healthy
- Healthy rest & sleep routine
- Relax with music & focused breathing
- Identify what helped you cope in the past
- Scheduling pleasant activities
- Keep a journal
- Try to maintain a structured healthy routine

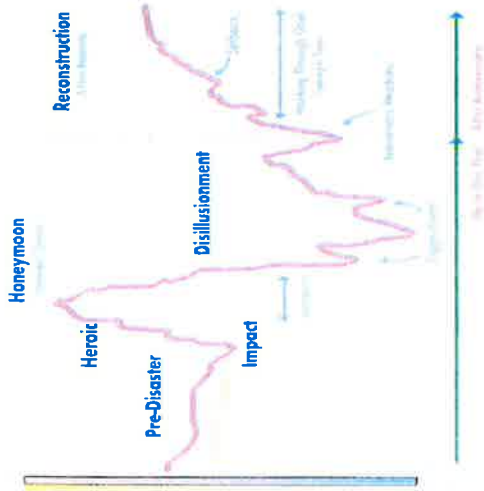
“Although the world is full of suffering, it is also full of the overcoming of it.”

Helen Keller

- Avoid violence & conflict
- Avoid blaming others
- Avoid excessive use of alcohol & drugs
- Avoid withdrawal from family & friends
- Avoid negative self-talk
- Avoid engaging in risky behaviors

Disaster Distress Helpline

PHONE: 1-800-985-5990 TEXT: "TalkWithUs" to 65746



Etapas de Respuestas Hacia los Desastres

Efectos a Largo Plazo de un Desastre en la Salud Mental

Es importante darse cuenta que las reacciones que uno experimenta como resultado de un desastre pueden venir en etapas. Las reacciones difíciles que uno puede experimentar pueden suceder varios meses después del desastre inicial. Puede suceder que individuos que parecen no haber sido afectados inicialmente se les vea agobiados y sin poder lidiar efectivamente durante etapas posteriores.

La familia y los amigos tienen un papel muy importante en ayudar a monitorear e identificar señales de aviso en los sobrevivientes de un desastre. La familia y los amigos pueden ayudar a crear un ambiente seguro para hablar con un sobreviviente. Escuchar activamente y validando las emociones también son buenas maneras de ayudar a los sobrevivientes a lidiar mejor con lo que han experimentado.

Recursos Adicionales de Apoyo

El Departamento de Salud Mental del Condado de Ventura

Línea de crisis, entrada y referencias a recursos: (866) 998-2243

Línea de Recursos 211

Teléfono: 211 o (800) 339-9597

Línea de Ayuda Nacional para la Angustia durante un Desastre

Teléfono: (800) 985-5990

Línea de Prevención del Suicidio Nacional

Teléfono: (800) 273-8255

Programa de Prevención de Alcohol y Drogas

(805) 981-9200

Información de Recuperación para los Incendios del Condado de Ventura

www.venturacountyrecovers.org

Información de Emergencia del Condado de Ventura

(805) 465-6650

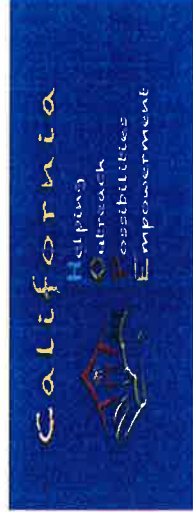
www.vcemergency.com



Proveyendo a los sobrevivientes del Incendio Thomas con consejería confidencial gratis y educación de auto cuidado

Si tú o alguien que conoces necesitan apoyo contacta al
(805) 833-9495

hopeventuracounty@gmail.com
www.facebook.com/hopeofvc/



Nuestra Misión

California HOPE es un programa fundado por FEMA. Es un programa de consejería capacitado para apoyar a la comunidad después del incendio Thomas. El equipo proporciona servicios específicos dirigidos a abordar las necesidades continuas de salud mental de la comunidad. California HOPE brinda asesoramiento confidencial basado en la comunidad, educación sobre el bienestar y referencias comunitarias a los sobrevivientes del incendio Thomas.

Los servicios de California HOPE incluyen:

- Consejería individual y grupal para sobrevivientes, familiares y amigos.
- Contacto de apoyo o educativo.
- Redes comunitarias y apoyo.

Los objetivos de consejería del programa California HOPE:

- Ayudar a los sobrevivientes de desastres a comprender su situación actual y sus reacciones.
- Reducir el estrés y proporcionar apoyo emocional.
- Ayudar a los sobrevivientes a revisar sus opciones de recuperación del desastre.
- Promover el uso de estrategias para afrontar la situación y desarrollo de resistencia personal.
- Brindar educación a amigos y familiares para apoyar a los afectados.
- Conectar a los sobrevivientes con otras personas y agencias que pueden ayudarlos en su proceso de recuperación.

Reacciones a un Desastre

Emocional

- Sentirse ansioso y temeroso.
- Agobiado con tristeza.
- Desconectado, sin importarle nada ni nadie.
- Pérdida de interés, insensibilidad, incapaz de sentir alegría o tristeza.

Comportamiento

- Irritable y enojarse fácil.
- Tener dificultad para conciliar el sueño, quedarse dormido, dormir demasiado o tener problemas para relajarse.
- Aumento o disminución de la energía.
- Aumento en el consumo de sustancias / alcohol.
- Aislamiento social.
- Cambio en los patrones normales de actividad diaria.

Pensamiento

- Problemas para recordar, pensar con claridad y concentrarse.
- Dificultad para tomar decisiones.
- Dificultad para hablar sobre lo que sucedió o escuchar a los demás.
- Pensamientos recurrentes sobre el fuego.
- Desorientación.

Fisiológico

- Dolor de estómago o diarrea.
- Aumento de la fatiga.
- Dolores de cabeza u otros dolores físicos.
- Comer demasiado o muy poco.
- Sudar o tener escalofríos.
- Fácilmente sobresaltado.
- Tensión muscular.

Habilidades Efectivas Para Lidar Con Las Situaciones

- Aceptar que las reacciones son normales, pero las reacciones que continúan requieren de apoyo profesional
- Hablar con otros.
- Identificar un grupo de apoyo.
- Ejercicio.
- Comer sano.
- Rutina de descanso y sueño saludable.
- Relájese con música y respiración concentrada.
- Identifique qué lo ayudó a sobrellevar en el pasado.
- Programe actividades agradables.
- Mantenga un diario.
- Intente mantener una rutina estructurada normal.

“Aunque el mundo está lleno de sufrimiento, también está lleno de superación.”

Hellen Keller

- Evite la violencia y el conflicto.
- Evite culpar a los demás.
- Evite el uso de sustancias y drogas.
- Evite alejarse de familiares y amigos.
- Evite el diálogo interno negativo.
- Evite involucrarse en conductas riesgosas.



wellness everyday.org

Local resources and the latest information about...



Like us on Facebook:
facebook.com/WellnessEveryDayVC

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salud siemprevc.org

Recursos locales y la información más reciente acerca de...



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suicideispreventable.org

**National Suicide
Prevention Lifeline
Call 24/7**

1-800-273-8255



Funded by counties through the voter-approved
Mental Health Services Act (Prop. 63)

To learn the warning signs of suicide, visit:
suicideispreventable.org

Podemos Ayudar.

Para información o asistencia llame a:

Red Nacional de Prevención del Suicidio

1-888-628-9454

El Suicidio No Siempre Se Note

**RECONOCER
LAS SEÑALES**

El Suicidio Es Prevenible



**PREVENTING
SUICIDE**

VENTURA COUNTY

**HELP &
HOPE**

RESOURCES

Learn the warning signs and how to reach out.

- WellnessEveryDay.org
- SuicidelsPreventable.org
- Mental Health First Aid training: Email mhsa@ventura.org
- safeTALK training: (805) 437-1370

If you or someone you care about is in crisis:

- **Ventura County Suicide Hotline:** 1-877-727-4747
(24 hours a day, 7 days a week)
- **Ventura County Crisis Team:** 1-866-998-2243
(24 hours a day, 7 days a week)
- **Emergency:** Call 9-1-1

For teens:

- The Trevor Project Lifeline: 1-866-488-7386
(24 hours a day, 7 days a week)
- Teen Line: Text "TEEN" to 839863 or call 1-800-TLC-TEEN
- California Youth Crisis Line: 1-800-843-5200 or youthcrisisline.org

For older adults:

- Ventura County Area Agency on Aging: (805) 477-7300
- Lonely or isolated? Call the Senior Support Line: 1-800-235-9980

Additional resources:

- Suicide Prevention App: My3App.org
- American Foundation for Suicide Prevention: www.afsp.org
- Mental health assessment and referral:
Call the VCBH STAR Team at 1-866-998-2243
- Contact your healthcare provider
- Local resources: Call 2-1-1

See more at: WellnessEveryDay.org

LIKE US ON FACEBOOK: facebook.com/WellnessEveryDayVC



VENTURA COUNTY
BEHAVIORAL HEALTH
A Department of Ventura County Health Care Agency

PREVENCIÓN
DEL SUICIDIO

RECURSOS

AYUDA Y
ESPERANZA

DEL CONDADO
DE VENTURA

Conozca las señales de alarma y cómo ayudar.

- SaludSiempreVC.org
- elsuicidioesperable.org
- Entrenamiento en Programa de Primeros Auxilios para la Salud Mental ("Mental Health First Aid"): Contacte mhsa@ventura.org

Si usted, o alguien que usted quiere está en crisis:

- **La Línea de Prevención Nacional contra el Suicidio:**
1-888-628-9454 (24 horas del día, 7 días de la semana)
- **Equipo de Crisis del Condado de Ventura:** 1-866-998-2243
(24 horas del día, 7 días de la semana)
- **Emergencias:** Llame al 9-1-1

Otros recursos:

- Aplicación móvil "My3" para la prevención del suicidio:
My3App.org/es
- Para una evaluación y referencia de salud mental:
Llame al equipo "VCBH STAR" al 1-866-998-2243
- Contacte su proveedor de salud
- Recursos locales: Llame 2-1-1

Ver más: SaludSiempreVC.org



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