



Behavioral Health Resources for Local and Tribal Public Health Responders in Oregon

The COVID-19 pandemic requires many professionals in the fields of public health and emergency response to fight for the health and wellbeing of their communities by using preventative and responsive strategies to slow the spread of the virus. This fight has been long, and responders may be growing weary. Feelings of fatigue, stress, hopelessness and burnout can be pervasive if not addressed through intervening and providing adequate support systems.

This is a non-exhaustive list of resources of available behavioral health supports. Some of the resources are for individuals actively seeking support for themselves and are also useful for organizational and governmental leaders if signs of stress or burnout are apparent in staff and volunteers.

Resources for individuals

How to get help now (24/7/365)

[Lines for Life](#) provides immediate help for an individual in crisis. Following are the crisis lines that Lines for Life operates.

National Suicide Prevention Lifeline: 800-273-8255

[Ayuda En Espanol](#): 888-628-9454

Alcohol & Drug Helpline: 800-923-4357

Military Helpline: 888-457-4838

Recovery Treatment Access Line: 855-612-5576

Senior Loneliness Line: 503-200-1633

Youthline: 877-968-8491

Text "teen2teen" to 839863

Chat at www.oregonyouthline.org

Disaster Distress Helpline: 1-800-985-5990

- Crisis counseling for people in emotional distress related to any natural or human-caused disaster
- Information on how to recognize distress and its effects on individuals and families

- Tips for healthy coping
- Referrals to local crisis call centers for additional follow-up care and support

Employee Assistance Programs (EAP)

State, Tribal, and county staff often have access to employee benefits through their employer or employer provided health plan. If a jurisdiction's benefit program provides access to behavioral health supports for employees, government leaders are encouraged to remind their staff of the value and availability of these support systems.

Accessing services through your employee assistance benefits

Employee assistance programs are typically available to individual employees seeking support and can be accessed without the request of a manager or employer. Services are not always delivered by local providers. Be sure to request local professionals, if that is a preference. For EAP or employer health plan support, employees can contact their employer's Human Resources staff and/or see the following resources as a start:

- [Public Employee Benefits Board COVID-19 Coping Resources](#)
- [Northwest Portland Area Indian Health Board](#)
[Native Wellness Institute](#)
- [American Indian Health Commission](#)

Resources available for organizations

Tribal Health Resources

- [Northwest Portland Area Indian Health Board](#)
- [Native Wellness Institute](#)
- [American Indian Health Commission](#)

PsySTART- Responder Self-Triage and Responder Wellness System

The Oregon Health Authority (OHA), Public Health and Health Systems Divisions, have integrated a cloud-based tool to use in emergency event management. This is a collaboration of the Health Security, Preparedness and Response Program (Public Health Division) and the Behavioral Health Program (Health System Division).

PsySTART-R is a confidential, de-identified, critical incident self- triage monitoring system that is completed by front line medical responders. PsySTART-R provides front line medical responders confidential feedback on their risk trending over time and integrated tele-health behavioral health services to support their resiliency including confidential internet coping interventions and evidence-based, best practice tele-health options. PsySTART can be deployed without an onsite behavioral health professional

present, and has minimal technology requirement and the system includes integrated “anticipate.plan.deter” provider resilience training all from the PsySTART/OHA system (<https://psystart.net/ORPsyStartres>).

This tool is offered as part of Oregon’s Behavioral Health Emergency Response Initiative.

Learn more about PsySTART [here](#):
<https://www.oregon.gov/oha/HSD/Pages/PSYSTART.aspx>;

Have questions? Contact: Psystart@dhsoha.state.or.us

The State Emergency Registry of Volunteers in Oregon (SERV-OR)

SERV-OR offers 150 behavioral health professionals on request by a Tribal Nation or local government to be deployed virtually or in-person. SERV-OR volunteers can deploy to provide in-person counseling, psychiatry and Psychological First Aid.

The array of behavioral health professionals available include psychologists, psychiatrists, licensed professional counselors, licensed clinical social workers, psychiatric nurse practitioners, substance abuse counselors, acupuncturists and others.

How to request SERV-OR professionals

State, Tribal, or County Organizations may access SERV-OR volunteers through an OpsCenter request for behavioral health support by sending in this [request form](#). Or you can contact your Regional Emergency Coordinator ([Preparedness Liaison](#)) for assistance. Medical oversight or specialists may also be arranged by the state upon request.

Contact Sophie Miller-DeSart for technical assistance completing the request form.
Sophie.Miller-DeSart@state.or.us

Additional information on SERV-OR can be found in the [Utilization Information Sheet](#), the [SERV-OR FAQs](#), and the [SERV-OR website](#).

Resources for individuals or organizations to access

Chaplaincy Services

State, Tribal, and county organizations may request services of a Public Services Chaplain(s) to support response personnel. A chaplain may be requested to have a presence in an emergency operations center, hold office hours for staff, or schedule appointments with staff who are looking for support. Due to the current public health crisis, many chaplains are providing TeleChaplain online services.

Requesting a Public Service Chaplain

Public Services Chaplain presence is requested by an organization's leadership, and not by an individual. See regional contacts and capabilities below.

Access a TeleChaplain request form [here](#).

- **Individuals** wishing to contact Chaplaincy services should use the TeleChaplain form above.
- Regions without a contact listed below may want to use a TeleChaplain.

Points of contact

Chaplain	Counties/Region	Phone	Email
Fred Saada	Jackson & Josephine	541-350-6683	fsaada@sochaplains.com
Rick Nickolaus	Coos, Curry & Lincoln	541-252-5885	rnickolaus@sochaplains.com
Jerry Smart	Douglas	541-580-3846	jsmart@sochaplains.com
Dean Aithwaite	Willamette Valley area	541-602-6807	oregonchaplain@gmail.com
Joel Stutzman	Central Oregon area	541-213-8303	Joel.p.stutzman@gmail.com
Kenton Johnson	Clackamas County	503-516-2375	road2damascus@gmail.com
Jim Fields	Lane County	541-778-5750	jfields@sochaplains.com

Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA's homepage is packed with guidance and resources for individuals, responders and communities. <https://www.samhsa.gov/coronavirus>

Training and Technical Assistance Related to COVID-19

- Mental Health Technology Transfer Center Resources
- Addiction Technology Transfer Centers Resources
- Prevention Technology Transfer Center Resources
- Opioid Response Network Resources

A few examples include webinars like these:

- [National American Indian and Alaska Native](#)
- [Building Psychological Resilience for the Public Health Workforce during the COVID19 Pandemic](#)
- [Compassion Fatigue: Managing During Troubling Times](#)

- [Guiding the Shepherd and Shepherding the Flock in the Wake of the COVID-19 Pandemic](#)
- [Psychological First Aid for Service Providers](#)

Register to access past webinar recordings

[Disaster Technical Assistance Center \(DTAC\)](#)

[SAMHSA Disaster Mobile App](#) is designed specifically for responders, and as Dr. Schreiber mentioned there is a special version of PsySTART called Listen/Protect/Connect.

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsosha.state.or.us.