



MENTAL HEALTH &
DEVELOPMENTAL DISABILITIES CENTERS
HILL COUNTRY

LESSONS LEARNED IN UVALDE TEXAS



•BY U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)

LANDON STURDIVANT, MPA, LBSW, DEPUTY CHIEF EXECUTIVE OFFICER



Introductions



Connections



Observations





MENTAL HEALTH &
DEVELOPMENTAL DISABILITIES CENTERS
HILL COUNTRY

Presenters:

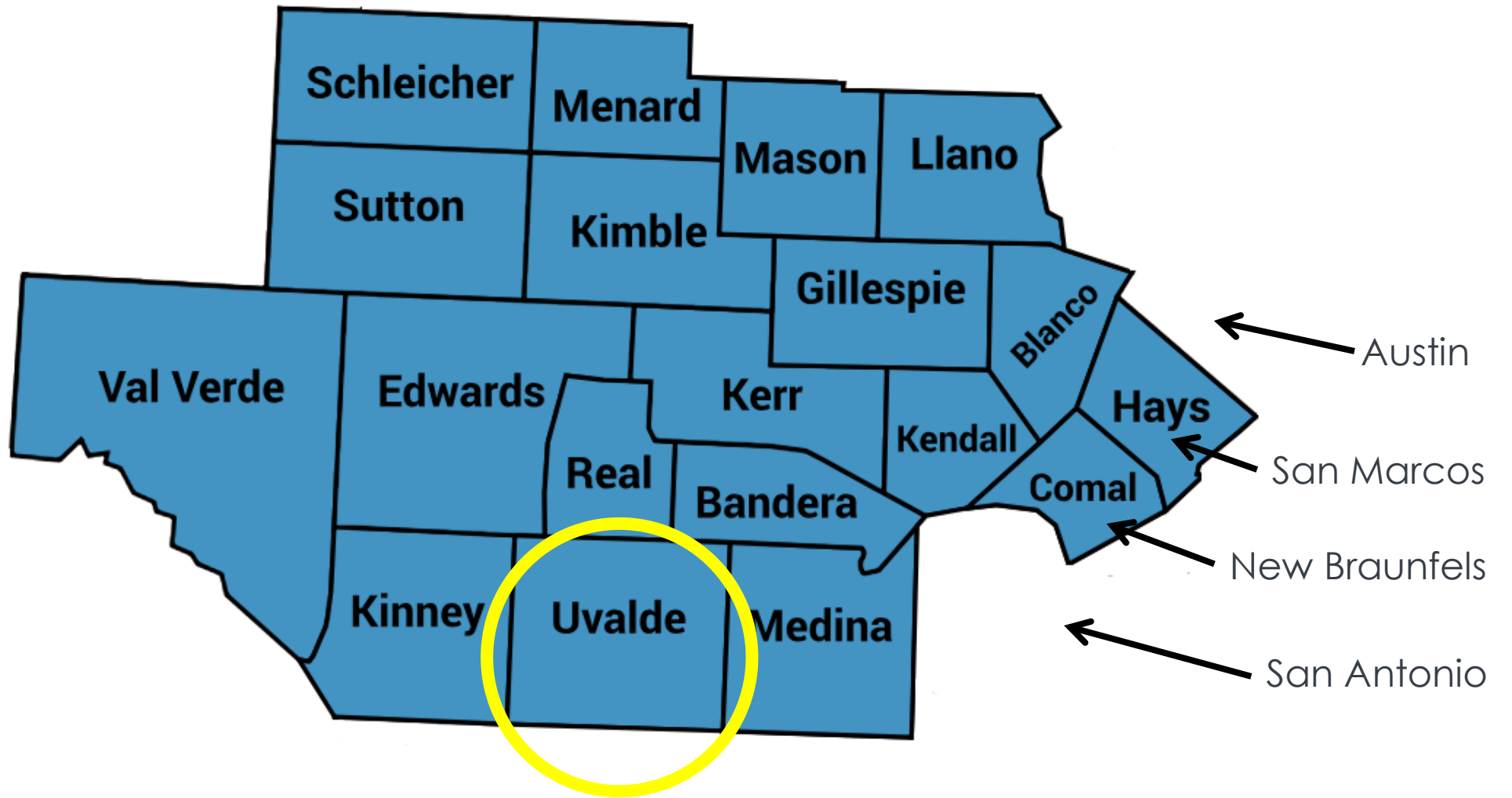
Landon Sturdivant, MPA, LBSW
Deputy Chief Executive Officer

Randy Consford, MA
Director of Special Projects

Lisa Cisneros, MA, LPC-S
Director of Clinical Services

Joan Cortez, MA, LPC
Director of Crisis Services

Where is Uvalde?



Uvalde was a mental health desert before a school shooting prompted Texas to respond with resources

After the May 24 school shooting, mental health help is now pouring into Uvalde, where a fourth of residents are uninsured and counseling options are few and far between.

BY **KAREN BROOKS HARPER** AND **JASON BEEFERMAN** JUNE 16, 2022 5 AM CENTRAL

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LESSONS LEARNED

ADEQUATE SERVICES NEED TO BE IN PLACE BEFORE A DISASTER

LESSONS LEARNED

COLLABORATION OF COMMUNITY LEADERS



It's all about Relationships



**LESSONS
LEARNED
HHSC DISASTER
BEHAVIORAL HEALTH
A VALUED PARTNER**





LESSONS LEARNED

**CHILDREN'S MENTAL HEALTH
CONSORTIUM IS A VALUED
RESOURCE FOR COMMUNITIES**



LESSONS LEARNED

19 COUNTIES CAME
TOGETHER AS A TEAM



LESSONS LEARNED

SISTER LMHA'S AND LIDDA'S ARE ESSENTIAL SUPPORTS

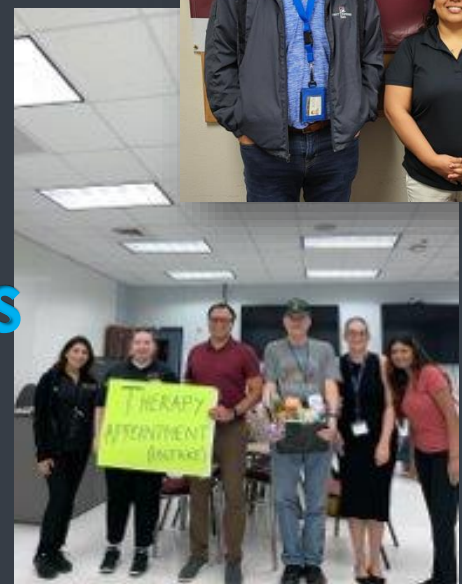
- ❖ Bluebonnet Trails
- ❖ The Harris Center



- ❖ Integral Care
- ❖ Gulf Bend



- ❖ Tropical of Texas
- ❖ Camino Real
- ❖ Spindletop





LESSONS LEARNED

OUTREACH IS IMPORTANT
It's all about Relationships

RANDY CONSFORD, MA, DIRECTOR OF SPECIAL PROJECTS/INCIDENT COMMANDER



Incident Command



Observations

It's all about Relationships



LESSONS LEARNED

HAVE A PLAN AND BE
FLEXIBLE



MENTAL HEALTH &
DEVELOPMENTAL DISABILITIES CENTERS
HILL COUNTRY

Disaster Response Plan

UPDATED NOVEMBER 2021

"While natural disasters capture headlines and national attention short-term, the work of recovery and rebuilding is long-term." - Sylvia Mathews Burwell



HILL COUNTRY RESPONSE TIMELINE - DAILY

Date	Activity
May 24, 2022	<ul style="list-style-type: none">• Active Shooter• Staff Confer• Prep and Deploy DRT• Worked on Staffing DRT• DBH Contact• Plans for Crisis Calls
May 25, 2022	<ul style="list-style-type: none">• 12 Staff Deployed• Setup Incident Command• Situation Assessment• Incident Action Plan Setup• Psychological First Aid with Staff• Provided clinic coverage for Uvalde Co. MHDD staff• Contact Uvalde CISD• Created Cost Code for Uvalde Incident• Deferred Media Calls to Public Information Officer• Logistic Issues (Hotel Rooms)• Website Banner initiated

HILL COUNTRY RESPONSE TIMELINE - DAILY

Date	Activity
May 26, 2022	<ul style="list-style-type: none">• Coordinate staff support and coverage for internal staff. Goal to maintain existing services• Provided clinic coverage for Uvalde Co. MHDD staff• Victim Services was routed to Fair Plex /others to the Civic Center, deployed to both locations.• Phone calls and wellness checks were made to all HCMHDD employees/People Served first and second weeks.• Modified clinic request for services protocols to accommodate crisis/non-crisis access to support.• Created and dispersed flyers for support and volunteers with contact information throughout the community.• Provided clinic coverage for Uvalde Co. MHDD staff
May 27, 2022	<ul style="list-style-type: none">• Set up Live Crisis Support Line separate from Hotline• Set up Live Website with Crisis and Contact Information• Provided clinic coverage for Uvalde Co. MHDD staff• Created Uvalde Resource List for website• Met with DBH Staff

HILL COUNTRY RESPONSE TIMELINE - DAILY

Date	Activity
May 28, 2022	<ul style="list-style-type: none">• Collaborate with Community Agencies/ Partners to Plan and Initiate Community Support• Provided clinic coverage for Uvalde Co. MHDD staff
May 29, 2022	<ul style="list-style-type: none">• Establish System for Volunteers, Resources, Support Contacts• Provided clinic coverage for Uvalde Co. MHDD staff
May 30, 2022	<ul style="list-style-type: none">• Establishes Crisis Response Protocols for Individuals Seeking Support, Services and Resources• Provided clinic coverage for Uvalde Co. MHDD staff• Work on LMHA Respite Schedule

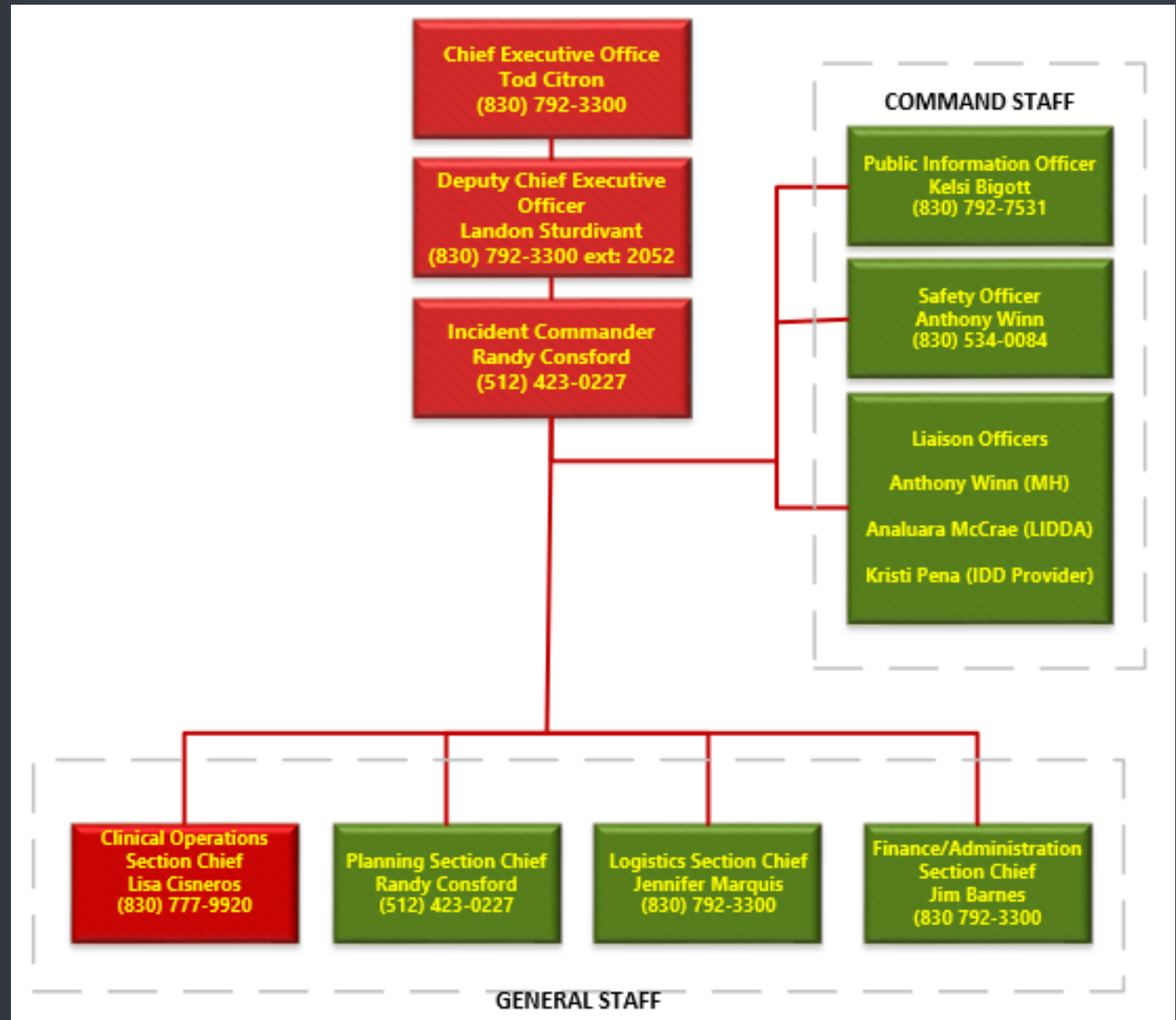
HILL COUNTRY RESPONSE TIMELINE – WEEKLY: MAY 31 – JUNE 6

Activity

- Provided clinic coverage for Uvalde Co. MHDD staff
- CMH Consortium Team (Texas Tech/UT) Deployed
- Initiated support for family of Salvador
- Continued coverage of the Family Assistance Center
- Provided support to the Funeral Home Staff
- Provided support to the First Responders
- Provided support to staff and families during viewings, funeral planning and funerals
- Coordinated and provided support coverage for 3 funeral homes, Fair Plex (Victim families), Civic Center (community affected), Volunteer Line, Wellness, Calls, Staff Coverage, Library
- Contact with Sul Ross/SWJC for use of office space
- Weekly Behavioral Health Coordination Stakeholders Meeting
- Setup Regular meetings with HHSC
- UCISD Coordinated Service Response Meeting

LESSONS LEARNED

INCIDENT COMMAND WORKS



LMHA STAFFING 2022



PROJECT/EVENT	UVALDE STRONG 2022
ORGANIZER	HILL COUNTRY MHDD CENTER

LMHA SCHEDULE	DEPLOYED	DEMOBILIZED
BLUE BONNETT TRAILS	June 10, 2022	June 17, 2022
THE HARRIS CENTER	June 17, 2022	June 24, 2022
GULF COAST CENTER	June 24, 2022	July 1, 2022
NEED	July 1, 2022	July 8, 2022
NEED	July 8, 2022	July 15, 2022

JUNE							JULY						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

LESSONS LEARNED

INCIDENT COMMAND WORKS



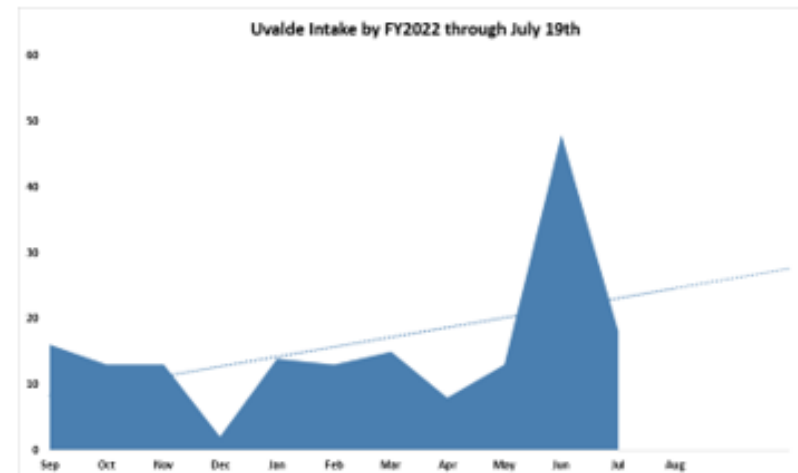
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SITREP REPORT FOR JULY 27, 2022

HILL COUNTRY MHDD STATS MAY 24TH – JULY 26TH

Encounters - 5/24/2022 to 7/26/2022	Total To Date
Community Networking and Coalition Building	1,035
Intakes Into Services – Opened (Tier 3)	79
Phone Contacts	503
PFA (Informal Encounters)	231
Scheduled normal operations by the clinic (existing people opened prior to the School Incident)	668
Self-Care and Staff Supported	213
Crisis Calls (7/5/2022)	117
Crisis Responses (7/5/2022)	21
State Hotline (calls referred to Harris County)	369 (before State Tracking)
Call People requesting to volunteer on Hotline	405
Total Contacts	3,641



LESSONS LEARNED

PERSON CENTERED CARE IS IMPORTANT



One Page Description

Best Support

EXPRESSING your FEELINGS

1. "I feel..." 2. Do you need to walk away? IF yes, say: "I feel... Can I have some space?" 3. Get involved in an activity: ex:

What is liked About ME:

Important

Happy Sad other feelings

Powerful

Other

Sad

Confused

It's all about Relationships

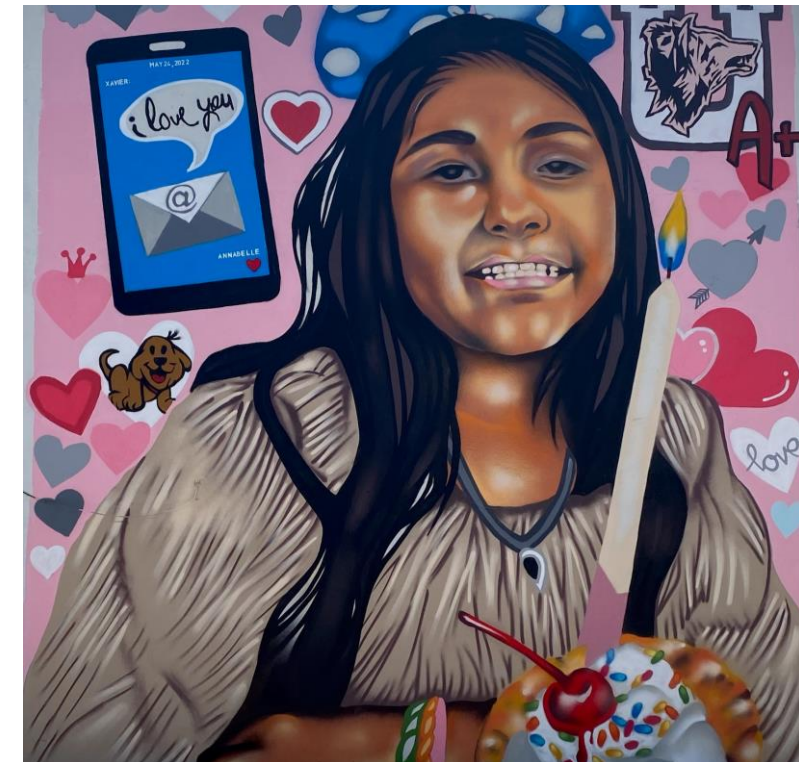
LISA CISNEROS, MA, LPC-S, DIRECTOR OF CLINICAL SERVICES



Clinical Operations



Observations



LESSONS LEARNED

**OUTREACH IS
IMPORTANT**



It's all about Relationships





SATURDAY
July 16, 2022
10am - 4pm

UVALDE FAIRPLEX
215 VETERANS LANE
RSVP
(830) 276-1396
OR
(210) 364-1459

• MUSIC • GAMES • FOOD •
• ART • SOCCER • BINGO •



It's all about Relationships

LESSONS LEARNED

**SELF-CARE IS
MANDATORY**



**I FEEL THE NEED...
THE NEED FOR SPEED!**



LESSONS LEARNED

LAUGH

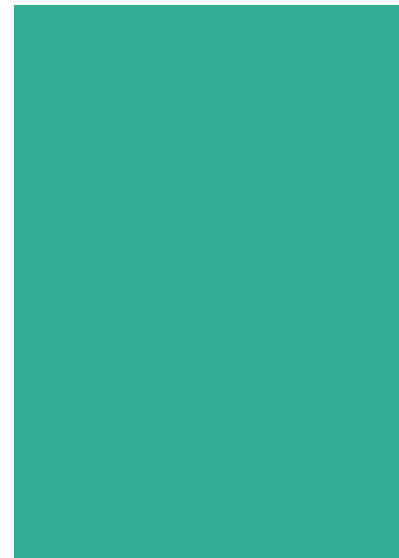


It's all about Relationships

LESSONS LEARNED

MANGONADA

CULTURE IS IMPORTANT



JOAN CORTEZ, MA, LPC, DIRECTOR OF CRISIS SERVICES



1-877-466-0660

CRISIS HOTLINE



Clinical Operations



Observations



CRISIS INTERVENTION SERVICES IN UVALDE

Triaged calls and provided support for the community from other locations so the Uvalde staff did not have to cover crisis.



1-877-466-0660

CRISIS HOTLINE

CRISIS INTERVENTION SERVICES IN UVALDE



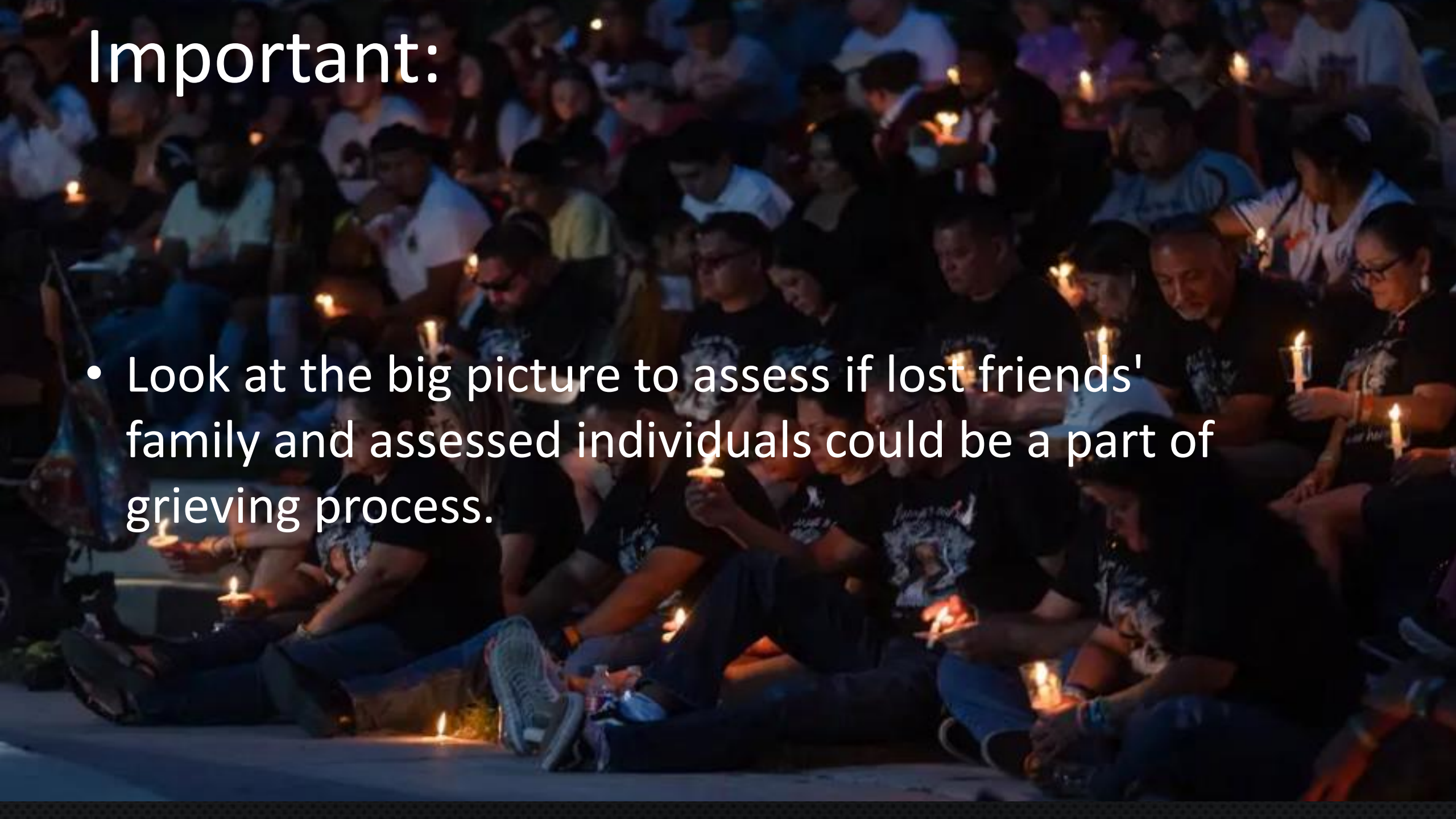
1-877-466-0660

CRISIS HOTLINE

- COMAL COUNTY MCOT INITIALLY COVERED CRISIS FOR UVALDE STAFF 05/25/22
- JUNE 2022- SEPT 2022 ADDED, HAYS MCOT, KERR/GILLESPIE MCOT, AND VAL VERDE MCOT
- SEPT 2022- PRESENT COMBINED VAL VERDE, UVALDE, MEDINA COUNTY CLINICS TO SHARE CRISIS CALLS

Important:

- Look at the big picture to assess if lost friends' family and assessed individuals could be a part of grieving process.



IMPORTANT:

- SPECIAL PRECAUTIONS WITH LAW ENFORCEMENT TO PROVIDE SUPPORT AND ENSURE CONFIDENTIALITY.



Important:

- Focus on breaking down the barriers and stigma associated with reaching out for mental health help.
 - Everyone deals with grief and trauma differently.
 - MH crisis doesn't always mean hospitalization.



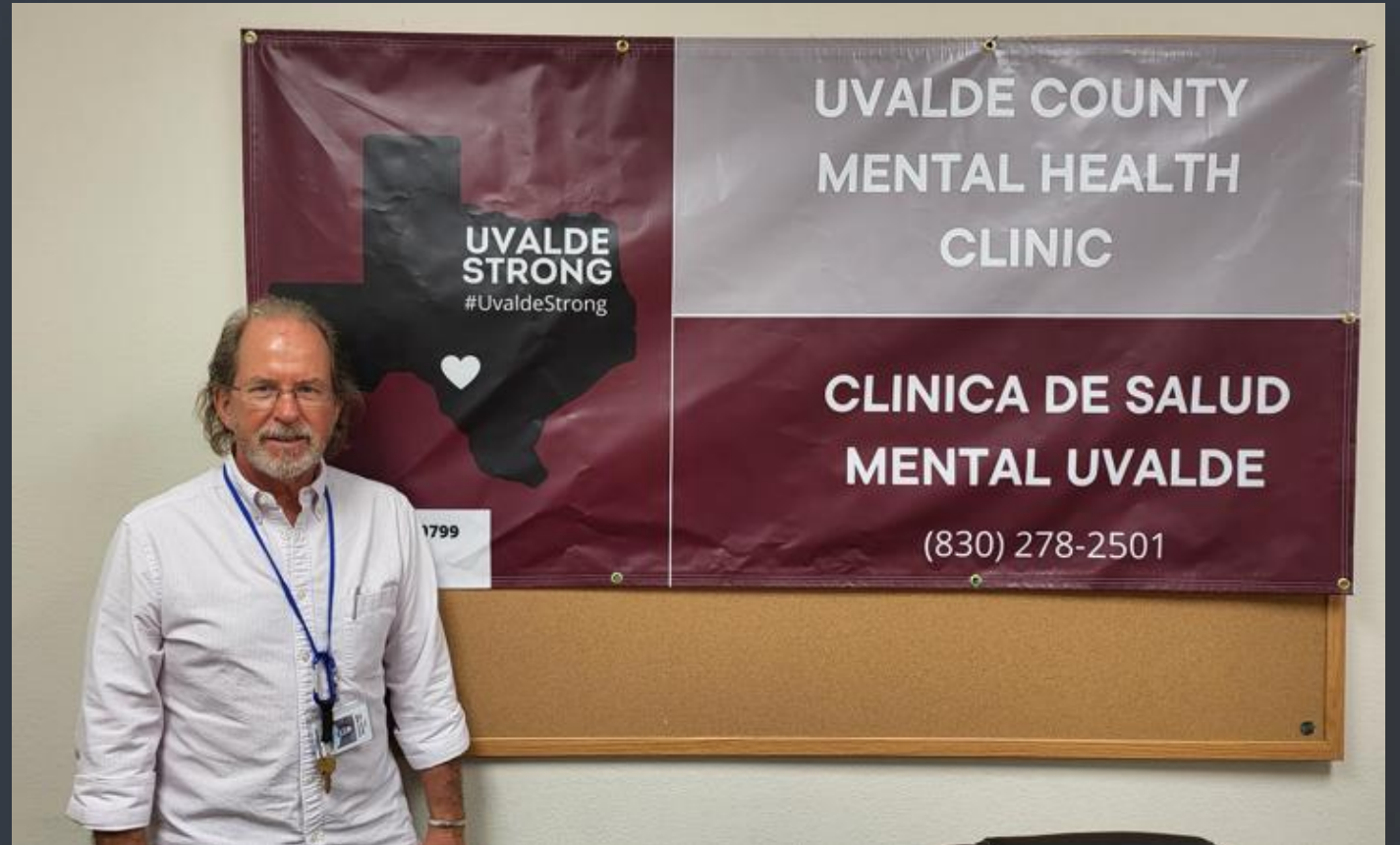
Important:

- Be able to provide support for the entire community and have a plan to ensure privacy, safety, and respect for everyone involved.



RECOVERY PHASE

LESSONS LEARNED





DEVELOP A TRIAGE SYSTEM FOR ASSESSING CLIENT'S NEEDS WHEN THEY FIRST PRESENT FOR SERVICES

TIER 1 SERVICES:



- BRIEF CRISIS COUNSELING FOR INDIVIDUALS (3-4 SESSION BY LPHA)
- COMMUNITY OUTREACH TO THE NEIGHBORHOOD, FAITH COMMUNITIES, AND COMMUNITY (QMHP)
- SUPPORT GROUPS: FAMILY, INDIVIDUALS, 12-STEP MEETINGS (QMHP)
- FAITH COMMUNITY LEADER PROCESS GROUP (LPHA)

DEVELOP A TRIAGE SYSTEM FOR ASSESSING CLIENT'S NEEDS WHEN THEY FIRST PRESENT FOR SERVICES

TIER 2 SERVICES:

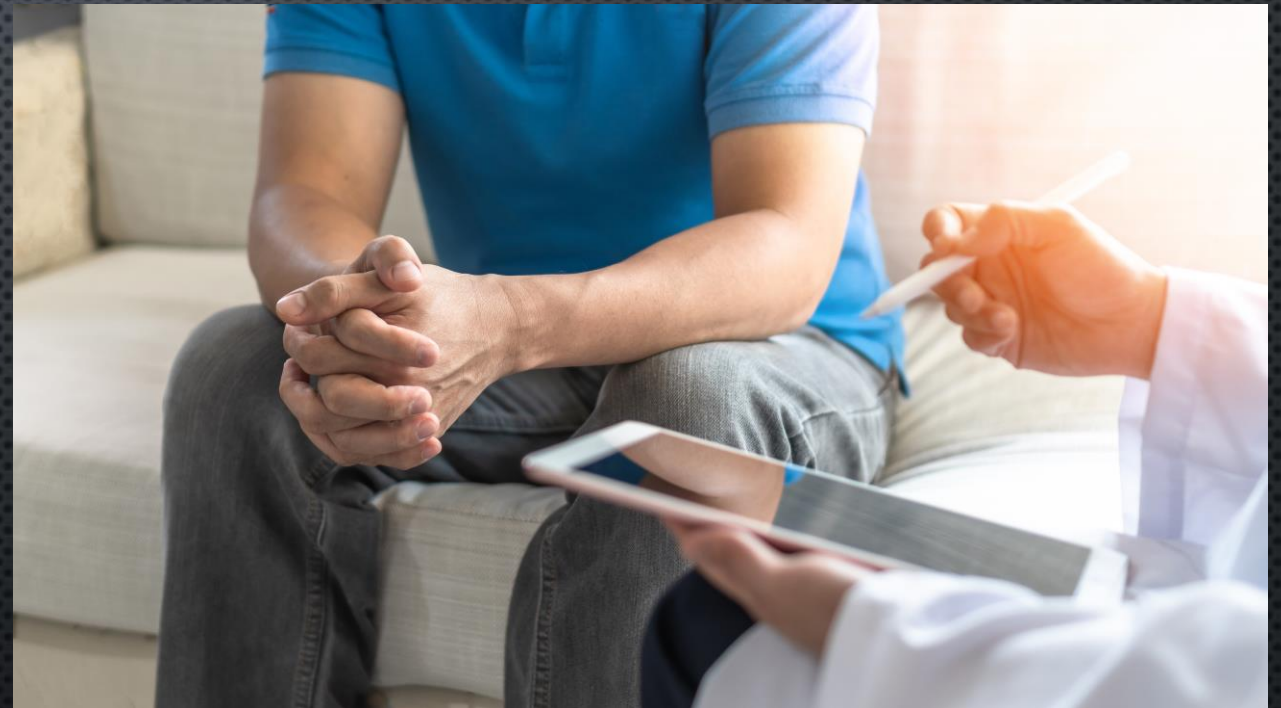
- **PROCESS GROUPS: FAMILY, INDIVIDUALS, SUBSTANCE USE (LPHA)**
- **GROUP AND INDIVIDUAL: EMOTIONAL REGULATION SKILLS DEVELOPMENT (LPHA & QMHP)**
- **GROUP: EXPRESSIVE ARTS (KSH AND OTHER EXTERNAL PROVIDERS WORKING THROUGH HCMHDD)**
- **GROUP: COMMUNICATIONS SKILLS (4-6 SESSIONS BY QMHP)**
- **SUBSTANCE ABUSE COUNSELING**
- **OTHER PSYCHOTHERAPIES (EMDR, MUSIC, ART)**



DEVELOP A TRIAGE SYSTEM FOR ASSESSING CLIENT'S NEEDS WHEN THEY FIRST PRESENT FOR SERVICES

TIER 3 SERVICES AT THE UVALDE CLINIC:

- MEDICATION MANAGEMENT
- CASE MANAGEMENT
- CBT/CPT
- SKILLS TRAINING AND DEVELOPMENT
- PEER SUPPORT
- FAMILY PARTNER



DEVELOP A CLINICAL FORUM WITH REPRESENTATIVES FROM EACH ORGANIZATION PROVIDING COUNSELING SERVICES. THE PRIMARY TASK OF THIS FORUM IS TO:

- 1) MONITOR TRENDS IN THE COMMUNITY,
- 2) SHARE RESOURCES AND STRATEGIES,
- 3) STAFF CASES AS NECESSARY,



DEVELOP A CLINICAL FORUM WITH REPRESENTATIVES FROM EACH ORGANIZATION PROVIDING COUNSELING SERVICES. THE PRIMARY TASK OF THIS FORUM IS TO:

- 4) PROVIDE SUPPORT AND SELF-CARE ACCOUNTABILITY,
- 5) REFER INDIVIDUALS TO THE APPROPRIATE TYPE OF SERVICE,
- 6) DEVELOP A PRE-TRAGEDY STRESS BASELINE OF THE COMMUNITY,
- 7) IDENTIFY POTENTIAL GAPS IN SERVICES (DETOXIFICATION, RESPITE, SOCIAL SERVICES)



DEVELOP RELATIONSHIPS WITH ALL THE ENTITIES IMPACTED BY THE EVENT:

- TEACHERS AND SCHOOL ADMINISTRATION
- HOSPITALS
- FIRST RESPONDERS
- LOCAL BUSINESSES
- FAITH LEADERS AND MINISTERIAL ALLIANCES



It's all about Relationships

PROVIDE PSYCHOEDUCATION WITH A PERSONAL TOUCH:

- TEACH WHAT IT MEANS TO BE PRESENT: SEE THE HUMANITY IN ALL INDIVIDUALS BY SIMPLY BEING PRESENT TO WHATEVER THEY ARE EXPERIENCING.
- LET THEM FEEL WHAT THEY FEEL: “YOU’RE HAVING A NORMAL RESPONSE TO AN ABNORMAL SITUATION.”
- PROVIDE TRAUMA INFORMED CARE FOR HEALTHCARE WORKERS, TEACHERS, SCHOOL STAFF AND ADMINISTRATION.
- DESTIGMATIZE THE NEED TO SEEK MENTAL HEALTHCARE.
- ASSIST THE COMMUNITY WITH RECOGNIZING THE SIGNS OF TRAUMA.
- DISTINGUISH GRIEF RESPONSE FROM TRAUMA.





ASSESS THE LOCAL SOCIAL SERVICE SYSTEM'S ABILITY TO SUPPORT THE COMMUNITY AFTER THE RESPONSE TEAM HAS LEFT.

HOW MANY COUNSELORS WILL REMAIN AFTER THE RESPONSE PHASE HAS ENDED?

ASSESS THE LOCAL SOCIAL SERVICE SYSTEM'S ABILITY TO SUPPORT THE COMMUNITY AFTER THE RESPONSE TEAM HAS LEFT.

- FINANCIAL IMPACT CAN BE LONG-TERM AS PEOPLE STRUGGLE TO RETURN TO WORK.

- DIFFICULTIES PAYING FOR RENT AND UTILITIES.

- ENSURE BASIC FINANCIAL COUNSELING IS AVAILABLE TO THE COMMUNITY.



ASSESS THE LOCAL SOCIAL SERVICE SYSTEM'S ABILITY TO SUPPORT THE COMMUNITY AFTER THE RESPONSE TEAM HAS LEFT.

- DETERMINE BARRIERS TO RECEIVING SERVICES:
 - TRANSPORTATION
 - LACK OF INFORMATION:
CREATE A RESOURCE GUIDE



DEVELOP A COMPREHENSIVE OUTREACH PROGRAM
THAT INCLUDES A BASIC NEEDS ASSESSMENT.
REASSESS NEEDS THROUGHOUT THE RECOVERY
PHASE.

- WHAT'S WORKING?
- WHAT'S NOT WORKING?
- WHAT'S MISSING?



DEVELOP RELATIONSHIPS WITH PEOPLE WHO WERE INVOLVED IN SIMILAR TYPES OF TRAGEDIES. LEARN FROM THEIR EXPERIENCES.

It's all about Relationships



LANDON STURDIVANT,
MPA, LBSW,
DEPUTY CHIEF EXECUTIVE
OFFICER

ONE YEAR LATER



One-Year Later

It's all about Relationships



Evan L'Roy/The Texas Tribune

One-Year Later



Evan L'Roy/The Texas Tribune



THE KEY

It's all about Relationships

A MOMENT TO
REMEMBER
THOSE WE LOST,
THEIR FAMILIES,
FRIENDS, THE
COMMUNITY
AND ALL THOSE
THAT HAVE
HELPED



•BY FAMILIES

QUESTIONS





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THANK YOU!