



1-855-587-3463 (FIND)

**FEMA/SAMHSA Crisis Counseling Program (CCP) for Immediate Services Program (ISP)
In Response to Novel Coronavirus COVID-19
El programa *HOPE4NC* (Esperanza para Carolina del Norte)**

What is *Hope4NC* and Crisis Counseling Services Assistance and Training Program (CCP):

CCP is a program funded by FEMA to provide disaster relief assistance funded through the FEMA/ authorized under Section 416 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, public law 100-107, as amended (42 U.S.C. 5183) for the survivors of COVID-19. There are two CCP components:

- Immediate Services Program (CCP:ISP) - up to 60 days after a major disaster declaration.
- Regular Services Program (RSP: CCP) - up to 9 months after a major disaster declaration.

CCP Services proposed for COVID-19:

- Statewide *Hope4NC* Helpline **1-855-587-3463** for Behavioral Health Crisis Counseling, emotional and resilience supports with translation available.

Free and confidential services provided including:

- **Phone support:** Crisis counselors available by phone and internet in each county to provide emotional support, skills in coping with stress, risk screening, linking caller with needed resources and to longer term behavioral health supports as needed.
- **Virtual individual and group counseling** with special populations such as first responders, ED and health care providers, children and youth, parents, older adults, farmers, homeless, veterans, guard and military families, among others.
- **Educational webinars with individuals and groups** on effective coping skills, self-care, compassion fatigue, secondary trauma, strategies to stay resilient and mentally healthy.
- **Statewide and community outreach** emotional support and resources for individuals and groups by phone, internet, other social media formats such as virtual resource fairs.
- **In person face-to-face help** will be provided in the future when allowed by state DHHS public health recommendations. Typically, most services are door-to-door and in community settings.
<https://www.samhsa.gov/sites/default/files/images/fema-ccp-guidance.pdf>

FEMA Disaster Declaration for NC approved on 3/25/2020 <https://www.fema.gov/disaster/4487#>
(FEMA 4487-DR-NC)

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