

Individual/Family Crisis Counseling Services Encounter Log

Provider Name

Provider # Date of Service
(mm/dd/yyyy)

County or Parish of Service

1st Employee #

2nd Employee #

ZIP Code of Service

VISIT TYPE (please check the appropriate box)**Number of participants in this encounter (either individual or family or household)**Individual = 1 Family or Household (2 or more individuals) = 2 3 4 5 6 or more **VISIT NUMBER** First visit Second visit Third visit Fourth visit Fifth visit or later**DURATION** 15–29 minutes 30–44 minutes 45–59 minutes 60 minutes or more**DEMOGRAPHIC INFORMATION****Number of MALES per age category in this encounter (indicate # in box)** preschool
(0–5 years) child
(6–11 years) adolescent
(12–17 years) young adult
(18–29 years) adult
(30–64 years) older adult
(65 years or older)**Number of FEMALES per age category in this encounter (indicate # in box)** preschool
(0–5 years) child
(6–11 years) adolescent
(12–17 years) young adult
(18–29 years) adult
(30–64 years) older adult
(65 years or older)**Race/ethnicity of participants in this encounter (select all that apply)**

American Indian or Alaska Native Asian Black or African American Hispanic or Latino
 Middle Eastern or North African Native Hawaiian or Pacific Islander White

Primary language spoken during encounter Which language did you actually and primarily use to speak with this individual during the encounter? This may be different from the preferred language. If "OTHER" (not English or Spanish), fill in the other language that the person used (may include sign language). **SELECT ONLY ONE.**

English Spanish Other (specify in box)

If any of the participants has a disability or other access or functional need indicate the type (select all that apply)

Physical (mobility, visual, hearing, medical, etc.) Intellectual/cognitive (learning disability, developmental delay, etc.) Mental health/substance use (psychiatric, substance use disorder, etc.)

LOCATION OF SERVICE (select one)

school and child care (all ages through college)
 community center (e.g., recreation club)
 provider site/mental health agency (agency involved with the Crisis Counseling Assistance and Training Program [CCP])
 workplace (workplace of the disaster survivor and/or first responder)
 disaster recovery center (e.g., Federal Emergency Management Agency [FEMA], American Red Cross)
 place of worship (e.g., church, synagogue, mosque)
 retail site (e.g., restaurant, mall, shopping center, store)
 public place/event (e.g., street, sidewalk, town square, fair, festival, sports)

temporary home (including home of friend or family, group homes, shelters, apartments, trailers, and other dwellings)
 IF TEMPORARY HOME: PLEASE CHECK THIS BOX IF ANY CHILDREN UNDER AGE 18 LIVE IN THIS HOME.

permanent home
 IF PERMANENT HOME: PLEASE CHECK THIS BOX IF ANY CHILDREN UNDER AGE 18 LIVE IN THIS HOME.

phone counseling (outbound calls to participants lasting 15 minutes or longer)
 hotline, helpline, or crisis line (inbound calls from participants lasting 15 minutes or longer)
 medical center (e.g., doctor, dentist, hospital, mental health or substance use disorder treatment office)
 virtual (e.g., text line, online chat service, Zoom)
 other (specify in box)

RISK CATEGORIES (select all that apply)

<input type="checkbox"/> family missing/dead	<input type="checkbox"/> life was threatened (self or household member)	<input type="checkbox"/> past substance use/mental health problem
<input type="checkbox"/> friend missing/dead	<input type="checkbox"/> witnessed death/injury (self or household member)	<input type="checkbox"/> preexisting physical disability
<input type="checkbox"/> pet missing/dead	<input type="checkbox"/> assisted with rescue/recovery (self or household member)	<input type="checkbox"/> past trauma
<input type="checkbox"/> home damaged or destroyed	<input type="checkbox"/> changed schools or learning format (e.g., virtual)	<input type="checkbox"/> disaster-caused food insecurity
<input type="checkbox"/> vehicle or major property loss	<input type="checkbox"/> prolonged separation from social network/family, physical isolation, or social distancing	<input type="checkbox"/> reduced or no access to reliable information/communication
<input type="checkbox"/> other financial loss	<input type="checkbox"/> evacuated quickly with no time to prepare	<input type="checkbox"/> reduced or no access to reliable transportation
<input type="checkbox"/> disaster un- or underemployment (self or household member)	<input type="checkbox"/> displaced from home 1 week or more	
<input type="checkbox"/> illness, injury, or physical harm (self or household member)	<input type="checkbox"/> sheltered in place or sought shelter due to immediate threat of danger	

EVENT REACTIONS (select all that apply)

Please indicate the total # of participants experiencing event reactions.

1 2 3 4 5 6 or more

BEHAVIORAL

- extreme change in activity level
- excessive drug or alcohol use
- isolation/withdrawal
- on guard/hypervigilant
- agitated/jittery/shaky
- violent or dangerous behavior

- acts younger than age (children or youth)

EMOTIONAL

- sadness, tearful
- irritable, angry
- anxious, fearful
- despair, hopeless
- feelings of guilt/shame
- numb, disconnected

PHYSICAL

- headaches
- stomach/digestive problems
- difficulty falling or staying asleep
- eating problems
- worsening of health problems
- fatigue, exhaustion

COGNITIVE

- distressing dreams, nightmares
- intrusive thoughts, images
- difficulty concentrating
- difficulty remembering things
- difficulty making decisions
- preoccupied with death/destruction

COPING WELL: NONE OF THE ABOVE APPLY

(If there are no participants experiencing the above event reactions, please check this box)

FOCUS OF ENCOUNTER (select all that apply)

INFORMATION/EDUCATION ABOUT:

- reactions to disaster
- community resources
- this crisis counseling program

TIPS FOR:

- reducing negative thoughts
- managing physical and emotional reactions (e.g., stress management, breathing techniques)
- doing positive things
- problem solving

HEALTHY CONNECTIONS:

- mutual support/building social networks
- participating in community action

other (specify in box)

MATERIALS PROVIDED IN THIS ENCOUNTER (select only one)

Were flyers, brochures, handouts, or other materials provided to this/these participant(s)?

YES NO

REFERRAL (select all that were communicated)

<input type="checkbox"/> crisis counseling program services (e.g., group counseling, referral to team leader, follow-up visit)	<input type="checkbox"/> FEMA-funded programs
<input type="checkbox"/> mental health services (e.g., professional, longer-term counseling, treatment, behavioral, or psychiatric services)	<input type="checkbox"/> community services (e.g., loans, housing, employment, social services)
<input type="checkbox"/> substance use services (e.g., professional, behavioral, or medical treatment; self-help or support groups, such as Alcoholics Anonymous or Narcotics Anonymous)	<input type="checkbox"/> resources for those with disabilities or other access or functional needs
	<input type="checkbox"/> other (specify in box) <input type="text"/>

NO REFERRAL PROVIDED

INSTRUCTIONS:
INDIVIDUAL/FAMILY CRISIS COUNSELING SERVICES ENCOUNTER LOG

When To Use This Form:

Complete this form immediately **after** the individual or family/household crisis counseling service is provided.

1. Complete this form for each individual or family/household that receives crisis counseling services of 15 minutes or more.
2. An individual or family/household crisis counseling encounter is defined as a contact where the discussion goes beyond education and assists understanding of current situations and reactions, involves review of options, or addresses emotional support or referral needs.
3. This form is not intended to be used as a survey. Do not ask the individual for any of the information on this form. Complete all items on the form based on your best observations and information you received during the encounter.

PROJECT #—FEMA disaster declaration number, e.g., State, Territory, or Tribe-XXXX.

PROVIDER NAME—The name of the program/agency.

PROVIDER NUMBER—The unique number under which your program/agency is providing services.

DATE OF SERVICE—The date of the encounter in the format mm/dd/yyyy, e.g., 01/01/2021.

COUNTY OF SERVICE—The county or parish where the service occurred.

1st EMPLOYEE #—YOUR employee number issued by ODCES (must be numeric and no more than 6 digits).

2nd EMPLOYEE #—Employee number issued by ODCES for your teammate during this encounter (must be numeric and no more than 6 digits).

ZIP CODE OF SERVICE—The ZIP code of the location where the service occurred.

VISIT TYPE—Was this encounter with one person (individual) or with two or more individuals living as a family or household (family or household)? **SELECT ONLY ONE**.

VISIT NUMBER—Based on your conversation, is this the first, second, third, fourth, fifth, or later visit for this person, family, or household to your program? All visits did not have to be with you. **SELECT ONLY ONE**.

DURATION—How long did your encounter last? **SELECT ONLY ONE**. If the encounter was under 15 minutes, use the Weekly Tally Sheet.

DEMOGRAPHIC INFORMATION—For each variable.

NUMBER OF MALES IN THIS ENCOUNTER—Please indicate the number of males for each age category that participated in this encounter. (You should record numbers in the boxes instead of checkmarks.)

NUMBER OF FEMALES IN THIS ENCOUNTER—Please indicate the number of females for each age category that participated in this encounter. (You should record numbers in the boxes instead of checkmarks.)

RACE/ETHNICITY—Based on your observations and your conversation with the participants, what race/ethnicity do you think the participant(s) would identify as being? **SELECT ALL THAT APPLY**. If participant(s) are of more than one race/ethnicity, you should indicate all races/ethnicities that you believe to be represented. For a family encounter, if more than one race/ethnicity is represented, you should indicate all races/ethnicities that you believe to be represented.

PRIMARY LANGUAGE SPOKEN DURING ENCOUNTER(S)—Which language did you actually and primarily use to speak with this individual during the encounter? This may be different from the preferred language. If “OTHER” (not English or Spanish, and may include sign language), fill in the other language that the person used. **SELECT ONLY ONE**.

PERSONS WITH DISABILITIES OR OTHER ACCESS OR FUNCTIONAL NEED(S)—Based on your observations and your conversation with the participants, does anyone have a physical, intellectual/cognitive, or mental health/substance use disability? **SELECT ALL THAT APPLY**.

- Physical: includes disorders that impair mobility, seeing, or hearing, as well as medical conditions, such as diabetes, lupus, Parkinson’s disease, acquired immunodeficiency syndrome (AIDS), and multiple sclerosis (MS).
- Intellectual/cognitive: includes a learning disability, birth defects, neurological disorders, developmental disabilities (e.g., Down syndrome), and traumatic brain injuries.
- Mental health/substance use: includes psychiatric disorders, such as bipolar disorder, major depressive disorder, posttraumatic stress disorder (PTSD), schizophrenia, and substance use disorders.

LOCATION OF SERVICE—Where did the encounter occur? **SELECT ONLY ONE**.

RISK CATEGORIES—These are the factors that participants may have experienced or may have present in their lives that could increase their need for services. **MORE THAN ONE CATEGORY MAY APPLY**. **SELECT ALL CATEGORIES THAT APPLY**.

EVENT REACTIONS—Do not use this as a checklist during the encounter. Complete this based on your memory of observations and the conversation AFTER the service is complete. **SELECT ALL THAT APPLY**. If the participants have no observable or reported problems, check “coping well: none of the above apply.”

FOCUS OF ENCOUNTER—What is the focus of the encounter? **SELECT ALL THAT APPLY**. If the focus is different from the categories listed, please select “OTHER,” and fill in the blank with the primary purpose.

MATERIALS PROVIDED IN THIS ENCOUNTER—Did you leave any materials with the participant, family, or household? This refers to materials such as brochures, flyers, tip sheets, schedules of in-person/virtual groups, or other information. **SELECT ONLY ONE**.

REFERRAL—Based on your conversations, you may have referred the participants for other services. In the REFERRAL box, select all of the types of services to which you referred participants. If you made a referral to a service not listed, please check the box labeled “other” and write in the specific type of referral.

Thank you for taking the time to complete this form accurately and fully!

Paperwork Reduction Act Statement This information is being collected to assist the Substance Abuse and Mental Health Services Administration (SAMHSA) with program monitoring of FEMA’s Crisis Counseling Assistance and Training Program. Crisis counselors are required to complete this form following the delivery of crisis counseling services to disaster survivors (44 CFR 206.171 [F][3]). Information collected through this form will be used at an aggregate level to determine the reach, consistency, and quality of the Crisis Counseling Assistance and Training Program. Under the Privacy Act of 1974, any personally identifying information obtained will be kept private to the extent of the law. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The OMB control number for this project is 0930-0270.

Public reporting burden for this collection of information is estimated to average 8 minutes per encounter, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Lane, Room 15E57B, Rockville, MD 20857.