

February 11, 2013

Forty one Youth Service Bureaus (YSBs) from across the state responded to a request for information regarding their involvement in crisis/emergency operations activities in their communities. Below are responses to some of those questions. On a whole, YSBs are very involved in their community's response and subsequent activities relating to crises and traumatic community events up to a year beyond the event. As reflected in state statute State Board of Education § 10-19m Sec. 10-19m. (Formerly Sec. 17a-39). *Youth service bureaus. Annual report. A youth service bureau shall be the coordinating unit of community-based services to provide comprehensive delivery of prevention ,intervention, treatment, and follow-up services.*

All the services identified below are provided to the community at no additional cost to the individual. YSB staff are available to provide these services at any time including nights and weekends.

For additional information or questions please contact: Barbara Lockhart, CYSA President: 860 848-7724 Ext. 116 or email: Barbara@montvilleyouth.org or Sarah Bourdon, CYSA Staff Consultant, 203-639-9940, or email: cysa@ctyouthservices.org.

As part of your community readiness/emergency operations plan, what crisis services does your department provide (both community wide and school based)?

The following are a list of services that YSBs across the state provide: PLEASE NOTE: these services are free of charge to the individual resident and many services are accessible by the community 24 hours a day:

- Multi-tiered approach to addressing issues related to crisis: Upon initial event, shelters are opened, trauma response and triage services are provided. YSBs provide direct service assistance during weather related events including but not limited to coordination of home repairs, facilitating access to clothing and delivering food to residents.
- As time passes, post event stress management support groups are held by many YSBs for residents and first responders as well. Debriefing services and training opportunities for the staff of the YSB are often provided. Counseling services are requested from 6 months to a year afterwards – especially around the anniversary day and YSBs provide those services.
- Some YSBs stated that they can provide crisis intervention services including counseling but that their agencies would be overwhelmed by a large scale tragedy and would need to pull additional resources from outside the community.
- YSB staff are regularly stationed in schools and when a crisis erupts are mobilized immediately.
- YSBs stated that they work in tandem with other community organizations including: other municipal departments, regional resources, clergy associations, local non profits, police, etc.
- Some YSBs are not part of the emergency operations plan because another municipal department (like Senior Services, Public Works, etc.) manage shelter services. Some YSBs who

are non profits and not municipal entities are not part of their town's crisis management team directly but whose services are available and relied upon during and after a crisis.

- Others are pivotal in facilitating their community's emergency crisis plan and managing shelters.

What is your role in school safety initiatives or in violence prevention programming (if offered)?

- Some YSBs have no role in this – most of this activity is done in school separately from crisis intervention planning and services and/or by the Police Department.
- Some YSB staff sit on the school climate committee and provide activities and support groups for those often targeted by bullies (ie GLBT students).
- Some YSBs work closely with local police to address policies regarding police in schools, diversion programming, behavioral interventions, and create individual plans for students identified as struggling with behavior issues linked to school safety.
- YSBs provide training opportunities for school personnel and town employees during in utilizing evidence based programming as well as trauma response.
- Many YSBs facilitate their Juvenile Review Boards, Local Prevention Councils and LISTs.
- YSBs coordinate community awareness activities including the location of Safe Places.
- YSBs provide mediation, conflict resolution, anger management, psycho educational groups and peaceful playground activities for students.
- Community programming is usually designed around an identified need in the community. YSBs are excellent at leveraging state and federal grant dollars to assist in financially supporting these changing needs and gaps in their services.
- Often YSBs offer their violence prevention programming (in many instances as leadership programs and assets development)at the schools to eliminate barriers to involvement.

What expert training does staff have to respond to a community/school crisis?

While YSB staff have years of on the job training in crisis intervention, programming and direct counseling services, some YSBs made it clear that while they have a variety of training and experience, many do not have the type of training needed for a large scale community crisis or trauma (Sandy Hook was cited as an example of this level of trauma). The following is a list of the various expert training YSB staff do have:

- Most staff are licensed therapists (MSW/LCSW, MFT, PhD, Masters in Education, Psychology, Early Childhood and Counseling)
- Shelter Operations by Red Cross
- Community Crisis Training through Homeland Security
- Crisis intervention Team training
- Critical Incident Debriefing training
- Crisis Prevention Intervention (CPI)
- Botvin Life Skills training

- Suicide Prevention and Mental Health First Aid USA
- EMDR
- Seeking Safety
- Trauma Focused CBT
- QPR
- CONNECT Postvention Planning
- Assessing and Managing Suicidal Clients
- Columbia Teen Screen
- CPR/First Aid
- De-escalation Training
- Traumatic Stress Institute training
- FEMA Incident Command Certification
- FEMA Level II Emergency Management Procedures
- Children’s Disaster Drill
- TF-CBT
- CERT Training Program
- Training In Trauma through Yale Child Development Community Policing Program

Are you “at the table” in discussions regarding community and/or school crisis response, interventions, or prevention planning?

Thirty responded yes – they were part of their community’s emergency response team.

Eight responded no - but that they are called upon as a community resource in times of need.

Three responded that while they aren’t at the table with their community’s emergency response team, they were involved in many other critical groups.

One YSB was just formed and therefore is not staffed enough yet to be involved.

List of respondents: Total 42

AHM(Andover, Hebron, Marlborough)
 Bristol
 Clinton
 Coventry
 Danbury
 Durham/Middlefield
 East Haddam
 East Hartford
 Enfield
 Glastonbury

Granby
Griswold
Haddam/Killingworth
Housatonic
Lymes
Madison
Manchester
Mansfield
Meriden
Montville
New Britain
New Haven
Newington
Norwich
Old Saybrook
Plainville
Portland
Rocky Hill
Simsbury
South Windsor
Southington
Stafford
Stonington
Stratford
Torrington
Tri Town(Essex, Chester, Deep
River)
Vernon
Voluntown
Waterbury
Westbrook
Wethersfield
Windham
Windsor

Does your YSB have an emergency operations plan and how does it connect your department to larger community response?

- Most YSBs are active members of their community's Emergency Operations and work collaboratively with other municipal offices and local organizations.
- YSBs are most often the entity that is responsible for opening the shelters, food distribution, family reunification and recovery
- Plans are often weather related and not always addressing suicides, large scale tragedies, etc.
- Some YSBs who are non profits provide similar services in their community and work with the municipality to address event or crisis.

What departments or other non profit organizations do you collaborate with in terms of community crisis situations?

YSBs report that they collaborate with the following:

Red Cross

Other municipal departments including: Emergency Management, Human and Senior services, Parks, Rec, Public Works, Police and School

First Responders

Local Hospitals/ Mental Health facilities: Rushford, Clifford Beers, Child Guidance Clinics,

Religious entities/Clergy Associations

RACs

Local non profits (including Wheeler Clinic, The Cove, Boys and Girls Club, YMCA, VNA, United Ways, food banks, energy assistance)

State Troopers

Salvation Army

State offices

Daycare Centers

Community Health Center

Susan B. Anthony Project

UCFS

How often do you reevaluate and update your agency or community's crisis management plans?

- Most YSBs answered that their community's plans are reviewed annually
- After each event for debriefing and updating of protocols
- A yearly drill is held by EOC which is two days long
- Bi Monthly
- Bi Annually
- Formal drill is held every three years, plan is updated every two years
- The Town evaluates and updates it on a 5 year cycle but with recent events, they have updated parts of it.
- Rarely