



## EVENTS RESPONDED TO

35

**NATURAL DISASTERS**  
HURRICANE MARIA  
HURRICANE HARVEY  
CALIFORNIA WILDFIRES  
TEXAS WINTER FREEZE  
GULF COAST TORNADOES

16

**MASS VIOLENCE EVENTS**  
CAPITAL GAZETTE SHOOTING  
TREE OF LIFE SHOOTING  
LAS VEGAS SHOOTING  
KING SOOPERS SHOOTING  
PARKLAND SHOOTING

24

**OTHER RESPONSES**  
COVID-19  
CHAMPLAIN TOWER COLLAPSE  
US CAPITOL ATTACK  
MURDER OF GEORGE FLOYD

## AWARENESS

283 RAPID RESPONSE POSTS ON SOCIAL MEDIA



On March 12, 2020, the post for the *Parent & Caregiver Guide to Helping Families Cope with the Coronavirus Disease (2019)* reached over 49,000 people on Facebook alone, and there was a 337.9% increase in downloads of this resource after the social media posting.

In July 2021, the NCTSN held a COVID-19 summit with over 1,700 people registered to learn from 90+ panelists.

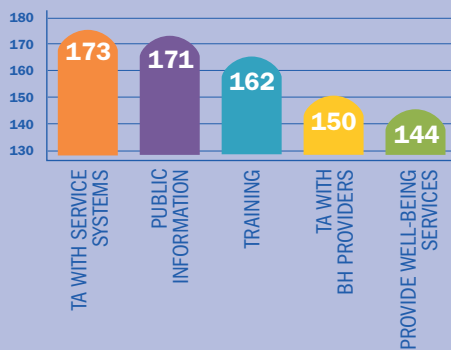
**TOPICS:**

- SUBSTANCE USE AND SUICIDE
- COVID'S IMPACT ON SCHOOL
- GRIEF AND LOSS
- MALTREATMENT AND INTERPERSONAL VIOLENCE
- DISPARITIES

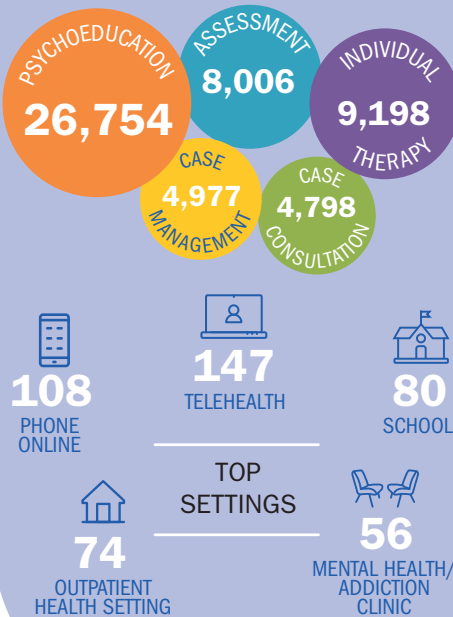


## SERVICES

TOP 5 SERVICES PROVIDED



TOP DIRECT SERVICES PROVIDED:



## RESOURCES

TOP 5 RESOURCES USED

- > PSYCHOLOGICAL FIRST AID (PFA)
- > AFTER A CRISIS: HELPING YOUNG CHILDREN HEAL
- > HELPING YOUNG CHILDREN WITH TRAUMATIC GRIEF: TIPS FOR CAREGIVERS
- > HELPING SCHOOL-AGE CHILDREN WITH TRAUMATIC GRIEF: TIPS FOR CAREGIVERS
- > PARENT/CAREGIVER GUIDE TO HELPING FAMILIES COPE WITH COVID-19

CREATED 46 NEW RESOURCES FOR COVID

TRANSLATED 29 RESOURCES

LANGUAGES INCLUDED:

- ALBANIAN
- ARABIC
- CREOLE
- FINNISH
- SPANISH
- SIMPLIFIED CHINESE
- PORTUGUESE
- MANDARIN
- JAPANESE
- FILIPINO/WARAY
- FILIPINO/CUEBANO

## TRAINING

COMPLETED 1,589 TRAININGS



TRAINED A TOTAL OF 108,082 PEOPLE

68,893 NEW PFA ONLINE COMPLETERS

14,829 NEW SPR ONLINE COMPLETERS\*

\*LAUNCHED IN 2019



“ IN THE TWO QUARTERS AFTER COVID WAS DECLARED A NATIONAL EMERGENCY, AVERAGE TRAINING CONTACTS ACROSS THE NETWORK INCREASED BY 178% RELATIVE TO THE PREVIOUS TWO QUARTERS. ”

## PARTNERING

SITES PROVIDED CONSULTATION TO SERVICE SYSTEMS 173 TIMES AND LOCAL BEHAVIORAL HEALTH PROVIDERS 144 TIMES

TOP 5 ORGANIZATIONS THE NCTSN RECEIVED REQUESTS FROM:

- > SCHOOL
- > HEALTH SYSTEM/HOSPITAL
- > COUNTY OR STATE DEPARTMENT OF MENTAL HEALTH
- > OTHER LOCAL, COUNTY OR STATE GOVERNMENT ENTITIES
- > NCTSN CENTER OR AFFILIATE

69 SITES WERE INVOLVED IN AT LEAST ONE DISASTER RESPONSE; 21 INDIVIDUAL AFFILIATES AND 18 ORGANIZATIONAL AFFILIATES WERE INVOLVED IN AT LEAST ONE DISASTER RESPONSE

## CHANGE STORIES OTHER WAYS THE NCTSN PROVIDED SUPPORT

In response to the social isolation and stressors created by the COVID-19 pandemic, our center developed a Family Warm Line – a temporary statewide resource line that offered help and brief counseling to community members suffering from the effects of COVID, whether that was losing their jobs, working from home and schooling their children, grief of lost loved ones and more. The warm line operated until January 1, 2022 when families had more direct access to mental health services throughout our state.

- After a recent tragedy in our community, much was done in the first three months to bring hope and trauma-informed care to the community. We provided trauma-focused information to schools and families such as grief, how to talk to a child after trauma, ways to support staff, and coping. A community resource center has been founded to provide relief and resources to those in the store when the shooting occurred, families, and anyone affected by this incident.
- As a hospital-based site we were able to have our staff (who are trained in Psychological First Aid) provide support system wide to our health care workers working with COVID-19 positive patients. We provided workshops on acute stress, secondary traumatic stress, and resiliency building skills as well as ways to address grief and bereavement.