

Psychosocial Considerations
PHASES 1/2 - SITUATION A
Novel (new) influenza virus in birds or other animals overseas
RESPONSE ACTION - WATCH

Action Item 1: Develop mental health plans for an influenza pandemic

1.1 The New Jersey Department of Human Services (DHS), Division of Mental Health Services (DMHS), Disaster and Terrorism Branch (DTB) staff within the Office of Policy Planning Evaluation and Technology amends the DHS Mental Health All Hazards Response Plan and the corresponding county based mental health plans to include an influenza pandemic.

- DTB engages in joint planning and preparedness activities with other response partners including the New Jersey Office of Emergency Management (NJOEM), Office of the Attorney General (OAG), Department of Health and Senior Services (NJDHSS), Department of Agriculture (NJDA), Volunteer Organizations Active in Disaster and other partners. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2) and “Association of County Mental Health Administrators” (Appendix 7).
- DTB re-issues information about the need for continuity of operations planning to human services providers in collaboration with County Mental Health Administrators (MHAs). See “DTB Staff” (Appendix 1), “Informational Materials” (Appendix 5) and “Association of County Mental Health Administrators” (Appendix 7).
- DTB advances the development of web based counseling options for future use. See “DTB Staff” (Appendix 1), “DHS Website Keepers” (Appendix 4), and “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6).

Action Item 2: Develop material for pandemic influenza

2.1 DTB develops informational material for use by crisis counselors with animal/poultry workers and the general public, in collaboration with NJDHSS Public Information Officers (PIOs) and Communicable Disease Service (CDS) staff, and other response partners, to address the emotional and physical consequences of public health emergencies. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), and “Informational Materials” (Appendix 5).

Action Item 3: Train Disaster Response Crisis Counselors

3.1 Through the County MHAs, DTB trains Disaster Response Crisis Counselors, in collaboration with the NJDHSS CDS staff, about influenza pandemics and their health and emotional consequences. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASES 1/2 - SITUATION B
Novel (new) influenza virus in birds or other animals in North America
RESPONSE ACTION - ALERT

Action Item 1: Continue planning, material development and training of Phases 1/2A, Action Items 1-3

Action Item 2: Provide information in coordination with NJDHSS CDS staff, to the Disaster Response Crisis Counselors, other mental health professionals, and the public about influenza pandemics

- 2.1 DTB participates in community forums in collaboration with Local Information Network and Communications System (LINCS) staff and County MHAs to provide information about physical and emotional issues and coping strategies. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).
- 2.2 DTB distributes written informational materials and provides information on websites in collaboration with other response partners, to educate people about influenza pandemics and strategies for coping. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).
- 2.3 DTB and NJDHSS staff with responsibility for the respective websites create linkages between the NJDHSS and DTB websites to enhance sharing of information. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “DHS Website Keepers” (Appendix 4).

Psychosocial Considerations
PHASES 1/2 - SITUATION C
Novel (new) influenza virus in birds or other animals in NJ
RESPONSE ACTION - RESPONSE

Action Item 1: Offer direct services to affected populations (animal/poultry workers) while maintaining and increasing preparedness and planning activities

- 1.1 Plan for staffing of local public health events
 - DTB meets with NJDHSS CDS staff to plan for staffing of distribution centers and other mental health staff support for NJDHSS. See “DTB Staff” (Appendix 1) and “Response Partners” (Appendix 2).
 - DTB meets with LINCS staff to develop a schedule of events such as community forums and distribution of informational materials in coordination with County MHAs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASES 1/2 - SITUATION C
Novel (new) influenza virus in birds or other animals in NJ
RESPONSE ACTION - RESPONSE

1.2 Train response partners

- Through the County MHAs and other response partners, DTB provides additional phase-specific training activities to address panic, including invitation to faith based organizations. See appendices 1 (DTB staff), 2 (list of responders), and 7 (list of County MHAs).

1.3 Provide counseling services

- DTB offers crisis counseling services, in partnership with Department of Agriculture and NJDHSS CDS staff, to animal/poultry workers, food retail personnel and other identified populations through the County MHAs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- The Mental Health Association in New Jersey (MHANJ) advertises the 24-hour mental health helpline through the DHS and NJDHSS public information officers and coordinates with NJDHSS risk communications staff, the information that helpline staff will provide to the public. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “DHS and NJDHSS Public Information Officers” (Appendix 3).

1.4 Develop materials

- DTB disseminates informational materials about how to cope with stress during a public health crisis to the general public, in collaboration with NJDHSS PIOs and CDS staff. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), and “Informational Materials” (Appendix 5).
- Through the County MHAs, DTB provides information on continuity of operations planning to community mental health centers, addictions services providers and psychiatric hospitals. See “DTB Staff” (Appendix 1), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).
- DTB develops public media messages in coordination with NJDHSS PIOs and CDS staff. See “DTB Staff” (Appendix 1) and “DHS and NJDHSS Public Information Officers” (Appendix 3).

Psychosocial Considerations
PHASE 3 - SITUATION A
Human case of novel (new) influenza virus (no human spread) overseas
RESPONSE ACTION - WATCH

Action Item 1: Maintain response, planning and preparedness activities

- 1.1 DTB continues dissemination of information, meetings with NJDHSS CDS staff and phase specific training activities as described in Phases 1/2 Situation B; closely collaborates with NJDHSS CDS staff and other response partners as the situation progresses. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 DTB participates in exercises with NJDHSS CDS staff and other response partners. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 3 - SITUATION B
Human case of novel (new) influenza virus (no human spread) in North America
RESPONSE ACTION – ALERT

Action Item 1: Ensure availability of Disaster Response Crisis Counselors who are listed in the data base maintained by DMHS and the MHANJ

- 1.1 Provide situational awareness and update plans
 - DTB updates County MHAs on the current situation and asks that they review and update information on county specific Disaster Response Crisis Counselor rosters in coordination with the DTB and the MHANJ, in order to assess availability of counselors. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).
 - In collaboration with the County MHAs, DTB updates mental health plans for deployment of counselors at local levels based on existing state and county plans and protocols. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 Continue and enhance training activities
 - DTB continues training activities through the County MHAs, to ensure there is a large, available pool of trained Disaster Response Crisis Counselors. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).
 - In coordination with County Mental Health Administrators, DTB recruits, trains and hires additional staff to maintain the MHANJ helpline on a 24-hour basis. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations

PHASE 3 - SITUATION C

Human case of novel (new) influenza virus (no human spread) in NJ

RESPONSE ACTION - RESPONSE

Action Item 1: Partner with NJDHSS and other response partners to ensure coordinated messages are provided to the public and to calm potential public panic

- 1.1 DTB prepares public media messages designed to help reduce panic, in coordination with NJDHSS PIOs and CDS staff and Department of Human Services (DHS) PIOs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “DHS and NJDHSS Public Information Officers” (Appendix 3).
- 1.2 DTB organizes public community forums in coordination with LINCS and County MHAs to provide education about the physical and emotional consequences of this public health emergency, including strategies for coping and preparedness. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.3 DTB continues to distribute written information to the public through mailings, print media and websites. See “DTB Staff” (Appendix 1), “DHS and NJDHSS Public Information Officers” (Appendix 3), “Informational Materials” (Appendix 5), and “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6).

Psychosocial Considerations

PHASE 3 - SITUATION D

First case of human to human spread of novel (new) influenza overseas

RESPONSE ACTION - ALERT

Action Item 1: Continue preparedness activities as well as activities to help contain public panic

- 1.1 DTB attends all forums held by identified response partners for the purpose of updating plans and protocols to address phase specific concerns. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 DTB assesses the effectiveness of previous media messages in helping to reduce panic, based on lessons learned and anecdotal feedback, in coordination with NJDHSS PIOs and CDS staff, with NJDHSS staff revising messages as needed. See “DTB Staff” (Appendix 1) and “DHS and NJDHSS Public Information Officers” (Appendix 3).

Psychosocial Considerations
PHASE 3 - SITUATION D
First case of human to human spread of novel (new) influenza overseas
RESPONSE ACTION - ALERT

- 1.3 Through the County MHAs, DTB expands training for human services professionals who work with the public, such as clergy, health care professionals, addictions counselors, etc. Topics include basic crisis counseling and psychological first aid with a focus on coping with public health emergencies, to assist them in their interactions with the public. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.4 DTB provides additional community education forums in coordination with LINCS and County MHAs, to help the public with issues of preparedness and emotional coping. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 3 - SITUATION E
First case of human to human spread of novel (new) influenza in North America
RESPONSE ACTION - ALERT

Action Item 1: Provide information to the mental health network of providers and create opportunities for dialogue regarding current phase of pandemic

- 1.1 DTB obtains updated information from NJDHSS CDS staff and meets with County MHAs to ensure they are aware of current status and the possible ramifications. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 DTB meets with Disaster Response Crisis Counselors through regional forums to provide situational updates. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.3 DTB meets with NJDHSS CDS staff to plan for Disaster Response Crisis Counselor staffing of distribution centers. See “DTB Staff” (Appendix 1) and “Response Partners” (Appendix 2).
- 1.4 DTB develops a “go team” from the existing roster and begins to make assignments (for counseling at distribution and other sites as appropriate) through NJDHSS CDS staff and the County MHAs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.5 DTB meets with MHANJ helpline staff (1-877-294-HELP) to ensure they have the most up to date information including how to assist callers to the helpline. See “DTB Staff” (Appendix 1).

Psychosocial Considerations
PHASE 3 - SITUATION F
First case of human to human spread of novel (new) influenza in NJ
RESPONSE ACTION - RESPONSE

Action Item 1: Prepare for activation of state and county response plans

- 1.1 DTB increases Disaster Response Crisis Counselor staffing at helpline from the existing roster through the County Mental Health Administrators and in collaboration with the MHANJ. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 DTB advertises web based options. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), and “DHS Website Keepers” (Appendix 4).
- 1.3 DTB participates in meetings with identified response partners to address issue of panic control. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 4 - SITUATION A
Clusters of cases of human spread overseas
RESPONSE ACTION - RESPONSE

Action Item 1: Participate in or convene emergency meetings with NJDHSS and other response partners as the situation progresses

- 1.1 DTB continues previous counseling activities.
- 1.2 DTB focuses on how to handle panic control through media and dissemination of information. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.3 DTB meets with helpline staff in collaboration with NJDHSS PIOs and CDS health educators to ensure uniform messages and sharing of information regarding the status of the current situation. See “DTB Staff” (Appendix 1) and “Response Partners” (Appendix 2).
- 1.4 DTB discusses mental health support for health care workers, NJDHSS and other response partners listed in “Response Partners” (Appendix 2) including staff from other state departments and public and private partners such as Volunteer Organizations Active in Disasters, American Red Cross, Salvation Army, etc. Also see “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 4 - SITUATION B
Clusters of cases of human spread in North America
RESPONSE ACTION - RESPONSE

Action Item 1: Begin to activate state and county mental health plans in coordination with the NJOEM, NJDHSS and other response partners while maintaining efforts to calm the public

1.1 DTB updates staffing plans

- DTB finalizes plans with NJDHSS' CDS health educators for Disaster Response Crisis Counselor staffing at distribution centers. See "DTB Staff" (Appendix 1) and "Association of County Mental Health Administrators" (Appendix 7).
- DTB finalizes assignment of Disaster Response Crisis Counselors from existing roster through the County Mental Health Administrators. See "DTB Staff" (Appendix 1), "Response Partners" (Appendix 2), and "Association of County Mental Health Administrators" (Appendix 7).
- DTB maintains Disaster Response Crisis Counselor staffing from the pool of trained counselors, at the MHANJ helpline. See "DTB Staff" (Appendix 1) and "Association of County Mental Health Administrators" (Appendix 7).

1.2 DTB updates and promotes web based options

- DTB updates web site and helpline information with current status and psycho-educational material. See "DTB Staff" (Appendix 1), "Response Partners" (Appendix 2), "DHS and NJDHSS Public Information Officers" (Appendix 3), "DHS Website Keepers" (Appendix 4), "Informational Materials" (Appendix 5), and "Association of County Mental Health Administrators" (Appendix 7).
- DTB maintains advertisement of web based options. See "DTB Staff" (Appendix 1), "Response Partners" (Appendix 2), "DHS and NJDHSS Public Information Officers" (Appendix 3), "DHS Website Keepers" (Appendix 4), "Informational Materials" (Appendix 5), and "Association of County Mental Health Administrators" (Appendix 7).

1.3 DTB provides counseling

- DTB promotes workforce resilience by providing stress management and self-care support for state staff, health care workers, families of health care workers, first responders and their families (including police, emergency personnel etc.), and crisis counselors. See "DTB Staff" (Appendix 1), "Response Partners" (Appendix 2), and "Association of County Mental Health Administrators" (Appendix 7).
- DTB coordinates deployment of Disaster Response Crisis Counselors with the NJOEM as outlined in the DMHS Mental Health All Hazards Response Plan, to ensure compliance with incident command system structures. See "DTB Staff" (Appendix 1) and "Response Partners" (Appendix 2).

Psychosocial Considerations
PHASE 4 - SITUATION B
Clusters of cases of human spread in North America
RESPONSE ACTION - RESPONSE

1.4 DTB engages in public education

- DTB increases efforts for calming the public, in coordination with NJDHSS PIOs, CDS health educators, LINCS staff and DHS PIOs, through community health forums (as appropriate), additional media messages and dissemination of information. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).
- DTB reduces potential stigma against health care workers and their families as part of public education. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 4 - SITUATION C
Clusters of cases of human spread in NJ
RESPONSE ACTION - RESPONSE

Action Item 1: In coordination with NJDHSS, fully activate state and county mental health plans based on assessed need as identified by state and county emergency management coordinators and mental health administrators

1.1 DTB provides counseling

- Based on communication from the NJOEM, and in coordination with NJDHSS CDS staff, DTB begins to deploy Disaster Response Crisis Counselors through the County Mental Health Administrators. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- In coordination with NJDHSS (Office of Preparedness for Special Health Needs, Division of Health Infrastructure Preparedness & Emergency Response (HIPER) and CDS staff, DTB provides crisis counseling to general public, public health workers and identified vulnerable populations at locations where public education and other health related services are still being offered. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

1.2 DTB engages in public education

- DTB provides media messages in coordination with NJDHSS PIOs, CDS health educators, and DHS PIOs on how to cope with fear during a public health crisis. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 4 - SITUATION C
Clusters of cases of human spread in NJ
RESPONSE ACTION - RESPONSE

- DTB intensifies advertisement of helpline information and web based resources. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), and “Association of County Mental Health Administrators” (Appendix 7).
- DTB moves toward remote web based tele-crisis counseling services in coordination with MHANJ. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), and “Association of County Mental Health Administrators” (Appendix 7).

1.3 DTB applies for federal grant funds

- The Director of the DMHS DTB applies for federal grant funds in collaboration with the County MHAs, as per the DMHS Mental Health All Hazards Response Plan. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION A
Widespread cases of human to human spread of novel (new) influenza virus overseas
RESPONSE ACTION - RESPONSE

Action Item 1: Collaborate with response partners and continue to provide direct mental health and technical assistance services

1.1 DTB plans for local outbreaks

- DTB meets with NJDHSS CDS health educators and “Response Partners” (Appendix 2) to prepare for possibility of increased outbreaks in the U.S. Also see “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).

1.2 DTB engages in public education

- DTB updates websites and informational materials for distribution to the public in collaboration with NJDHSS CDS health educators and NJDHSS and DHS PIOs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION A
Widespread cases of human to human spread of novel (new) influenza virus overseas
RESPONSE ACTION - RESPONSE

- DTB continues to partner with NJDHSS CDS health educators and NJDHSS and DHS PIOs on media messages to help reduce public panic. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “DHS Website Keepers” (Appendix 4), “Informational Materials” (Appendix 5), “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6), and “Association of County Mental Health Administrators” (Appendix 7).
- DTB increases live media messages and public information television and radio spots in collaboration with NJDHSS and DHS risk communications staff and PIOs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “DHS and NJDHSS Public Information Officers” (Appendix 3).
- DTB participates in public community education forums to help prepare the public in collaboration with NJDHSS CDS health educators, LINCS staff and the County Mental Health Administrators. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3), “Informational Materials” (Appendix 5), and “Association of County Mental Health Administrators” (Appendix 7).

1.3 DTB provides counseling

- DTB provides crisis counseling to general public concurrent with community education forums. See “DTB Staff” (Appendix 1) and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION B
Widespread cases of human to human spread of novel (new) influenza virus in North America
RESPONSE ACTION - RESPONSE

Action Item 1: Assess safety considerations for the mental health work force and move toward remote methods of service provision

1.1 DTB updates plans for provision of counseling

- DTB partners with NJDHSS CDS staff in coordination with NJOEM to determine best method for deployment of counselors if appropriate, given safety considerations. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- DTB communicates with County MHAs and response partners to discuss how public counseling needs can be met while protecting the health and safety of the mental health workforce. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION B
Widespread cases of human to human spread of novel (new) influenza virus in North America
RESPONSE ACTION - RESPONSE

- DTB assesses availability of Disaster Crisis Counselors for provision of tele-crisis and web based services in coordination with Director of DMHS helpline and the County MHAs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6), and “Association of County Mental Health Administrators” (Appendix 7).

1.2 DTB begins delivery of remote counseling services

- DTB begins tele-crisis and web based counseling approaches such as chat rooms and electronic mail as appropriate. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6).
- DTB ensures adequate staffing of the MHANJ helpline with the assistance of the County MHAs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION C
Widespread cases of human to human spread of novel (new) influenza virus in NJ
RESPONSE ACTION - RESPONSE

Action Item 1: Continue assessment of mental health resources while limiting the provision of direct services to remote options

- 1.1 DTB stays in communication with NJDHSS CDS staff and County MHAs for assistance with ongoing assessment of counseling resources and appropriate uses. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.2 DTB evaluates ability to maintain level of services and have a mechanism to scale back as needed. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.3 DTB limits crisis counseling to web based and tele-crisis approaches. See “DTB Staff” (Appendix 1), “DHS Website Keepers” (Appendix 4), and “Description of Web Based and Tele Crisis Options and How to Access Them” (Appendix 6).
- 1.4 DTB continues to staff helpline and web based programs with available Disaster Response Crisis Counselors. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
PHASE 5 - SITUATION C
Widespread cases of human to human spread of novel (new) influenza virus in NJ
RESPONSE ACTION - RESPONSE

- 1.5 DTB provides information to the public through television and print media in coordination with NJDHSS risk communications staff and NJDHSS and DHS PIOs. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), “DHS and NJDHSS Public Information Officers” (Appendix 3) and “Informational Materials” (Appendix 5).

Psychosocial Considerations
PHASE 6
Increased and sustained transmission in the general population
RESPONSE ACTION - RESPONSE

Action Item 1: Continue response and planning efforts

- 1.1 DTB continues web based and tele-crisis counseling approaches, maintenance of staff at helpline, provision of public information and coordination with NJDHSS CDS staff as described in Phase 5, Situation C.
- 1.2 DTB stays in communication with County MHAs for assistance with ongoing assessment of counseling resources. See “DTB Staff” (Appendix 1), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.3 DTB begins planning with response partners for long-term recovery when first wave ends. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.4 DTB prepares for next pandemic wave in coordination with all response partners using lessons learned from first experience. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).
- 1.5 In coordination with response partners, DTB updates state and county preparedness, plans and protocols based on lessons learned from the event. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

Psychosocial Considerations
BETWEEN WAVES
RESPONSE ACTION - ALERT

Action Item 1: Begin planning for successive wave(s)

- 1.1 DTB begins planning with response partners for long term-recovery when first wave ends. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

**Psychosocial Considerations
BETWEEN WAVES
RESPONSE ACTION - ALERT**

- 1.2 DTB prepares for next pandemic wave in coordination with all response partners using lessons learned from first experience. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).

- 1.3 In coordination with response partners, DTB updates state and county preparedness plans and protocols based on lessons learned from the event. See “DTB Staff” (Appendix 1), “Response Partners” (Appendix 2), and “Association of County Mental Health Administrators” (Appendix 7).