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[Individual Client Services](#) is provided to victims of disasters through a casework process. These activities and services may include direct financial assistance for replacement of essential items, counseling services, health-related services and reunification or welfare information services.

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Individual Client Services

Activity Manage Client Casework

Evaluate needs, provide services and maintain records for clients. Provide disaster relief assistance by the use of Client Assistance Cards (CACs), Disbursing Orders (DOs) or checks. Provision of relief items such as comfort kits, first aid kits and many in-kind donations by direct distribution.

Task ***Screen clients.***

Competencies

Ability to solve problems, think and reason

Ability to complete case interviews with F901 or CAS in office and field settings

Ability to work in various rural and urban settings

Ability to work in a diverse setting

Ability to be flexible, adaptable to change and accept direction as required in varied work settings, weather conditions and geography

Ability to maintain control in fluid situations

Task ***Research other resources.***

Competencies

Knowledge of organizations active in disaster assistance

Ability to use communication skills that encourage other organizations to participate in clients' recovery

Ability to determine resources applicable

Task ***Assess need for internal and external referrals.***

Competencies

Knowledge of Client Services policies and procedures

Knowledge of internal resources

Knowledge of external resources

Knowledge of organizations active in disaster assistance

Task ***Make external/internal referrals.***

Competencies

Knowledge of Client Services assistance

Knowledge of organizations active in disaster assistance

Proficiency in the mechanics of the referral process and explaining the process to clients

Ability to complete the referral form

Task ***Explain assistance process to clients.***

Competencies

Knowledge of American Red Cross assistance

Knowledge of federal assistance

Ability to communicate effectively

Task ***Ensure client understanding.***

Competencies

- Ability to communicate effectively
- Ability to work as part of a team
- Ability to use active listening for client's understanding

Task ***Comfort clients.***

Competencies

- Ability to use active listening
- Ability to acknowledge and ask for help
- Knowledge of other constituents within the Red Cross
- Ability to empathize with others
- Knowledge of people's reactions to stress

Task ***Conduct home visits.***

Competencies

- Ability to read, write and communicate effectively orally and in writing
- Ability to complete case interviews with F901 or CAS in the field
- Ability to accurately document conversations and observations per Client Services procedures
- Ability to identify needs and match needs with appropriate community and Red Cross resources
- Demonstrated sensitivity to client's culture, home and surroundings

Task ***Obtain damage verifications.***

Competencies

- Ability to locate and interpret Red Cross reports such as preliminary damage assessment (PDA)/detailed damage assessment (DDA) and CAS
- Ability to read Disaster Assessment maps

Task ***Obtain insurance information.***

Competencies

- Ability to document conversations
- Ability to process the information obtained
- Ability to complete the release of information form

Task ***Provide client advocacy.***

Competencies

- Knowledge of Red Cross policies and procedures
- Knowledge of federal assistance
- Ability to communicate clearly with supervisor and Red Cross partners
- Understanding of parameters and appropriate advocacy

Task ***Seek and find clients/outreach.***

Competencies

Ability to read a map

Ability to take initiative in finding directions

Task ***Obtain health and mental health concurrence for selected items.***

Competencies

Knowledge of Red Cross policies and procedures

Ability to communicate effectively with Red Cross partners

Task ***Assist with disaster recovery plans.***

Competencies

Recognition and understanding that the primary responsibility for recovery rests with the client and our role is to assist

Knowledge of Red Cross policies and procedures

Knowledge of federal assistance

Knowledge of other agencies active in disaster assistance

Task ***Determine that all needs are met.***

Competencies

Ability to read effectively

Knowledge of Red Cross policies and procedures

Ability to match needs with resources and determine any gaps

Task ***Review assigned cases.***

Competencies

Ability to develop work plan based on review of cases

Ability to read effectively

Demonstrated computer skills

Task ***Obtain releases.***

Competencies

Ability to follow procedures

Ability to complete the release form

Task ***Document all client contacts.***

Competencies

Ability to document all conversations

Task ***Provide shelter information.***

Competencies

Ability to communicate clearly

Ability to be proactive in obtaining accurate information

Task ***Provide feeding-site information.***

Competencies

Ability to communicate clearly

Ability to be proactive in obtaining accurate information

Task ***Provide information on community resources.***

Competencies

Knowledge of disaster assistance

Ability to communicate effectively orally and in writing

Task ***Provide contact information for government assistance.***

Competencies

Ability to communicate clearly

Ability to be proactive in obtaining accurate information

Task ***Conduct initial interviews.***

Competencies

Ability to complete case interviews with F901 or CAS in office and/or field

Ability to accurately document conversations and observations per Client Services policies and procedures

Ability to identify needs and match needs with appropriate community and Red Cross resources

Ability to read, write and communicate effectively orally and in writing

Task ***Provide general recovery information.***

Competencies

Ability to communicate clearly

Ability to be proactive in obtaining accurate information

Task ***Provide brochures, coloring books, etc.***

Competencies

Knowledge of available Red Cross resources and appropriate audiences

Task ***Develop a flexible service delivery strategy to meet the individual assistance needs of clients.***

Competencies

Knowledge of service delivery strategies

Ability to communicate clearly

Ability to match client needs with appropriate strategy

Task ***Determine and provide financial assistance.***

Competencies

Knowledge of Red Cross policies and procedures

Ability to write DOs and CAC authorization form

- Task** ***Issue DOs.***
Competencies
Ability to write DOs and CAC authorization form
- Task** ***Issue CACs.***
Competencies
Computer literacy
Understanding of CAC use procedures
- Task** ***Activate CACs.***
Competencies
Understanding of CAC use procedures
Knowledge of CAS
- Task** ***Reload CACs.***
Competencies
Knowledge of CAC
Understanding of CAC use procedures
- Task** ***Issue other means of financial assistance (e.g., checks).***
Competencies
Ability to recognize need
Ability to follow the service delivery plan
- Task** ***Issue comfort kits.***
Competencies
Ability to recognize need
Ability to follow the service delivery plan
- Task** ***Register clients.***
Competencies
Ability to read, write and communicate effectively orally and in writing.
Ability to accurately document conversations and observations per Client Services procedures
- Task** ***Issue operation-specific items.***
Competencies
Ability to recognize need
Ability to follow the service delivery plan
- Task** ***Issue direct distribution items.***
Competencies
Ability to recognize need
Ability to follow the service delivery plan

- Task** ***Issue clean-up kits.***
- Competencies**
 Ability to recognize need
 Ability to follow the service delivery plan
- Task** ***Issue compassionate items.***
- Competencies**
 Ability to recognize need for compassionate items
 Understanding of pricelist guidelines for utilization
- Task** ***Issue “feel goods” (soft toys; e.g., Mickey’s, beanies, etc.).***
- Competencies**
 Ability to recognize need
 Ability to follow the service delivery plan
- Task** ***Facilitate and coordinate the integration of childcare teams when deployed on non–Critical Response Team (CRT) deployments.***
- Competencies**
 Ability to recognize the need for organized childcare within a service delivery site
 Understanding of the procedures for activation of a partner-based childcare team
 Ability to collaborate with Partner Services to ensure appropriate implementation
- Task** ***Verify victims’ needs.***
- Competencies**
 Ability to accurately document conversations and observations
 Ability to read Red Cross reports such as the PDA/DDA
 Ability to locate and digest information in CAS
- Task** ***Complete 901.***
- Competencies**
 Ability to complete case interviews
 Ability to accurately document conversations and observations per Client Services policies and procedures
 Ability to read, write and communicate effectively orally and in writing
- Task** ***Complete CAS process.***
- Competencies**
 Proficiency in using computers
 Demonstrated understanding of CAS
- Task** ***Provide case follow-up.***
- Competencies**
 Ability to accurately document conversations and observations
 Ability to provide referrals to all community resources available
 Ability to determine unresolved issues and solve them

Task *Assess disaster-related needs.*

Competencies

Ability to accurately document conversations and observations per Client Services policies and procedures

Ability to solve problems, think and reason

Activity **Provide Health Services**

Provide assistance to meet disaster-caused emergency health needs such as medications, medical equipment, treatment, and health recovery information.

Task *Provide information to appropriate parties when requested.*

Competencies

Willingness and ability to provide requested information to appropriate parties

Task *Seek and obtain technical guidance from appropriate subject matter expert(s) when needed.*

Competencies

Ability to determine need from other technical areas (e.g., Family Services/Mental Health Services/WI)

Task *Perform physical assessments.*

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Knowledge and ability to follow *Disaster Health Services Protocols* (30-3042P)

Accurate documentation on the Health Services Record (Form 2077), Client Assistance Memorandum (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and referral agencies

Understanding of the Red Cross role under HIPAA regulations and the ability to adhere to organizational confidentiality standards

Task *Provide emergency health care and first aid.*

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (30-3042)

Ability to follow *Disaster Health Services Protocols* (ARC 3042P)

Accurate documentation on the Health Services Record (Form 2077), Client Assistance Memorandum (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Research available health facilities and services.***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Ability to identify health needs and match with appropriate community and Red Cross resources

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Provide health-related referrals.***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Ability to follow disaster health services protocols *Disaster Health Services Protocols* (ARC 3042P)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), 901/CAS, and client-specific release

Ability to communicate effectively orally and in writing

Ability to complete follow-up with clients and community agencies

Understanding of the Red Cross role under Health Insurance Portability and Accountability Act (HIPAA) regulations and ability to adhere to organizational confidentiality standards

Task ***Document medical information and care on Health Services Record (Form 2077)***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Ability to communicate effectively in writing

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Document CDC information on Fatality Report (Form 2077A) or Morbidity Report (Form 2077C)***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Ability to communicate effectively in writing

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***CAS health related documentation***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Basic computer skills

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task *Complete Client Assistance Memorandum (Form 1475) for health issues as needed.*

Competencies

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task *Obtain health-specific releases.*

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), 901/CAS and client-specific releases

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Basic computer skills

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task *Verify medications, equipment and health conditions.*

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), 901/CAS and client-specific releases

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Understanding of complex medical and insurance systems and ability to communicate with a wide variety of medical professionals

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task *Obtain needed medical items.*

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Ability to negotiate in-kind replacements as well as reduced rates

Understanding of a wide variety of insurance (public and private) systems

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Negotiate replacement or rental of medical equipment***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042) Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to negotiate in-kind replacements as well as reduced rates

Understanding of a wide variety of insurance (public and private) systems

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Advocate for clients with health providers.***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Understanding of complex medical and insurance systems and ability to communicate with a wide variety of medical professionals

Ability to negotiate in-kind replacements as well as reduced rates

Understanding of a wide variety of insurance (public and private) systems

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Provide in-kind resources (e.g., eyeglasses) as available.***

Competencies

Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to communicate effectively orally and in writing

Understanding of complex medical and insurance systems and ability to communicate with a wide variety of medical professionals

Ability to negotiate in-kind replacements as well as reduced rates

Understanding of a wide variety of insurance (public and private) systems

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Ensure a safe, healthy environment in American Red Cross facilities.***

Competencies

- Possession of a current and active license or certificate per *Disaster Health Services* 30-3042
- Ability to follow *Disaster Health Services Protocols* (ARC 3042P)
- Ability to listen and respond empathetically
- Ability to communicate effectively orally and in writing
- Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Conduct hospital/home visits.***

Competencies

- Ability to follow *Disaster Health Services Protocols* (ARC 3042P)
- Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS
- Ability to verify medical information
- Ability to listen and respond empathetically
- Ability to communicate effectively orally and in writing
- Ability to provide referrals and complete follow-up with clients and community agencies
- Demonstrated sensitivity to culture, home and surroundings
- Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards
- Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)

Task ***Conduct condolence calls.***

Competencies

- Possession of a current and active license or certificate per *Disaster Health Services* (ARC 30-3042)
- Ability to follow *Disaster Health Services Protocols* (Form 3042P)
- Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS
- Ability to verify medical information
- Ability to listen and respond empathetically
- Ability to communicate effectively orally and in writing
- Ability to provide referrals and complete follow-up with clients and community agencies
- Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Task ***Respond to requests from IAP for HS needs***

Competencies

- Ability to follow *Disaster Health Services Protocols* (ARC 3042P)
- Accurate documentation on *the Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS
- Ability to verify medical information
- Ability to listen and respond empathetically
- Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the parameters and limitations of the IAP role

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Possession of a current and active license or certificate per American Red Cross *Disaster Health Services* (ARC 30-3042)

Task *Provide health-related information and education.*

Competencies

Ability to follow *Disaster Health Services Protocols* (ARC 3042P)

Ability to verify medical information

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Possession of a current and active license or certificate per American Red Cross 30-3042

Task *Provide financial assistance for health needs.*

Competencies

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS and CAC

Ability to verify medical information

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Basic computer skills

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Possession of a current and active license or certificate per American Red Cross *Disaster Health Services* (ARC 30-3042)

Task *Assist clients in understanding how the disaster has affected health.*

Competencies

Ability to follow *Disaster Health Services Protocols* (ARC 3042P)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Possession of a current and active license or certificate per American Red Cross *Disaster Health Services* (ARC 30-3042)

Task *Conduct case consultations.*

Competencies

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to listen and respond empathetically

Ability to recognize needs and determine strategy for meeting needs

Ability to communicate effectively orally and in writing

Ability to provide referrals and complete follow-up with clients and community agencies

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Possession of a current and active license or certificate per American Red Cross *Disaster Health Services* (ARC 30-3042)

Task ***Evaluate and, if appropriate, approve individuals/families requiring special housing based on health needs.***

Competencies

Ability to follow *Disaster Health Services Protocols* (ARC 3042P)

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), and 901/CAS

Ability to verify medical information

Ability to listen and respond empathetically

Ability to communicate effectively orally and in writing

Ability to recognize health conditions that may result in special housing requirements for clients

Ability to explain shelter conditions and their relation to specific health conditions

Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards

Activity Provide Mental Health Services

Provide crisis interventions, mental health screening and assessment, emotional care and support, referrals, advocacy, mediation, consultation, psychosocial education and psychological triage. On critical incidents, spiritual care and childcare will provide services as a component of mental health.

Task ***Research available local mental health facilities and providers.***

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Investigative and evaluative skills specific to mental health services

Task ***Obtain mental health-specific releases.***

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Understanding of Red Cross disaster policies and procedures

Ability to complete the release form

Task *Verify preexisting mental health conditions with local providers.*

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 30-3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Knowledge of *Diagnostic and Statistical Manual of Mental Disorders*, 4th edition (DSMIV) diagnostic criteria

Task *Provide internal mental health referrals.*

Competencies

Understanding of the internal referral system, including ability to complete the referral form

Task *Provide mental health referrals to external agencies and providers.*

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Knowledge of government and non-government mental health agency systems in order to make mental health referrals

Ability to complete the referral form

Task *Assist clients in problem solving.*

Competencies

Ability to engage in constructive problem solving

Task *Mediate.*

Competencies

Ability to mediate conflict

Task *Conduct condolence calls.*

Competencies

Ability to use good communication skills

Understanding of grief and mourning issues

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Task *Complete Health Services Record (Form 2077) as needed.*

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Understanding of and ability to complete *Health Services Record* (Form 2077) documentation and follow Red Cross policies and procedures

Task *Provide financial assistance for mental health needs as necessary.*

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply DMH psychological interventions

Understanding of the parameters of financial assistance for mental health

Accurate documentation on the *Health Services Record* (Form 2077), *Client Assistance Memorandum* (Form 1475), 901/CAS and CAC

Task Complete Client Assistance Memorandum (Form 1475) as needed.

Competencies

Possession of a license for independent practice and other requirements specified in *Disaster Mental Health Services* (ARC 3043)

Ability to use good communication skills

Understanding of *Client Assistance Memorandum* (Form 1475) documentation requirements and ability to complete documentation requirements

Task Complete CAS documentation.

Competencies

Basic computer skills

Understanding of and ability to complete CAS documentation procedures

Task Respond to requests from IAP for mental health needs.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043) Knowledge of and ability to apply disaster mental health psychological interventions

Understanding of the parameters and limitations of the IAP role

Task Provide mental health-related information.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Task Clarify and ensure understanding of information.

Competencies

Ability to use good communication skills

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Task Provide mental health assessments.

Competencies

Knowledge of and ability to perform child and adult psychological assessment

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Task Provide advocacy.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Understanding of the parameters and provision of appropriate advocacy

Task Conduct case consultations.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Ability to determine client needs and devise strategies for meeting needs

Task Provide psychosocial education (community, groups).

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions

Knowledge of psychological aspects of disaster

Ability to disseminate knowledge of psychological aspects of disaster to individuals and groups

Ability to speak in public forums

Task Provide psychological triage.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply DMH psychological interventions, including psychological triaging

Knowledge of mental health legislation

Knowledge of abuse-reporting legislation within the state

Task Provide child and adult screening assessments.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply disaster mental health psychological interventions, including child and adult screening assessments

Knowledge of state abuse-reporting laws

Knowledge of mental health legislation

Task Evaluate and, if appropriate, approve individuals/families requiring special housing based on mental health needs.

Competencies

Possession of a license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)

Knowledge of and ability to apply DMH psychological interventions

Knowledge of Red Cross documentation related to evaluation and approval of housing needs
Ability to use good communication skills

Task *Participate in community meetings to provide general recovery, health and mental health information*

Competencies

Ability to listen and respond empathetically
Ability to communicate effectively orally and in writing
Ability to provide referrals and complete follow-up with clients and community agencies
Understanding of the Red Cross role under HIPAA regulations and ability to adhere to organizational confidentiality standards
Possession of a mental health license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)
Knowledge of and ability to apply disaster mental health psychological interventions
Knowledge of psychological aspects of disaster

Task *Make available appropriate informational material.*

Competencies

Possession of a mental health license for independent practice and other requirements specified by *Disaster Mental Health Services* (ARC 3043)
Knowledge of and ability to apply disaster mental health psychological interventions
Knowledge of psychological aspects of disaster
Knowledge of available resources
Communication skills (verbal and listening)

Task *Facilitate and coordinate the integration of the Spiritual Care Response Team (SRT) and the Critical Response Childcare (CRC) Team on deployments of the CRT.*

Competencies

Knowledge of the relationship between DMH, SRT and CRC on CRT deployments
Ability to facilitate integration and team activities
Ability to provide administrative guidance and supervision
Ability to ensure availability of necessary resources for teams to complete their responsibilities

Activity **Disaster Welfare Inquiry**

Task *Seek and obtain client information from all of the other disaster relief operation units and internal and external agencies.*

Competencies

Demonstrated knowledge of welfare information policies, regulations and procedures