

# **MENTAL HEALTH SERVICE (MHS) AGENCY PROFILE**

## **1. Disaster Mission Statement:**

In case of a disaster, the agency will:

*Provide care and shelter to clients and staff for as long as resources allow. MHS will provide mental health services to clients, existing clients and new, as well as to staff, as necessary. In addition MHS will communicate and coordinate other services, as needed, with designated neighborhood community relief organization. Any requests to serve the community at large will be assessed at the time of the request.*

## **2. Determination to shelter, feed and provide water:**

Our agency will allow shelter at both of our sites post-disaster for staff and significant others only. Please note that due to limited resources, we are only able to provide limited emergency supplies such as food to clients and staff. The agency strongly recommends that each staff personally prepare their own provisions for at least 72 hours.

## **3. Profile:**

We were founded in 1918, and we are one of the oldest nonprofit mental health centers in the Bay Area. We are a multi-site agency that assists people in trauma with mental health assistance. We generally serve our clients in San Francisco and San Mateo counties.

Every year over 750 participants come through our doors. We currently serve a varied group of clients which come from diverse backgrounds, ages and abilities/disabilities. The goal of the agency is to help the people we serve to rebuild their lives so they can have a fulfilling and productive life.

## **4. Programs:**

We offer a variety of services from personal support immediately following a traumatic event to long-term treatment from substance abuse and domestic violence.

## **5. Resources:**

- We have two facilities, the main facility is in SF & the satellite branch is located in Belmont in San Mateo County.
- Ordinarily, we operate with a staff of about 18 at our main facility, but we currently have **8 staff available and 4 employee family members**. At the satellite branch, we access **to 6 employees and 12 employee family members**.
- Currently we have access to **62 volunteers** (38 at the main facility & 24 at the satellite branch).
- The main facility still has enough food to distribute 300 meals to clients and staff. At the satellite branch, there is enough food for 150 meals.

- One of primary fiscal donors is on the SF Board of Supervisors and their family, including their domestic partner, volunteered over 2,000 hours last year.

#### **6. Internal Situation:**

- ICS is set-up at each site, but communication is still difficult with the satellite branch.
- The main facility is the primary incident command.
- Most of your on-site clients are experiencing high levels of post-traumatic stress due to the earthquake and the recurring aftershocks.
- Spontaneously, individuals keep showing up at the main facility and have asked to stay with your group, but have no interest, or skill sets, necessary to volunteer.
- Currently hundreds of clients are coming to both facilities on a daily basis.
- Staff and several volunteers are giving notice that they are leaving for home throughout the day at both sites.
- At the satellite branch, a client has reported that she was attacked by another client 2 days ago.
- Today, staff received notice that every staff person's favorite client was killed during the disaster.
- At the main facility, security issues exist and civil violence in the area is rumored and a real possibility.
- Due to the damage, the satellite branch was yellow tagged and can only be partially used.
- Two nonprofit organizations have asked if they can use the main facility building for shelter and a place to distribute food.
- Over the last two days, your agency has received requests for mental health assistance from over 50 agencies. All of those agencies are currently serving the vulnerable populations and are in severe need of mental health counselors.

## **IMMEDIATE OBJECTIVES**

Look around your table. These are the people available to make up the Command Structure for the facility.

Create a Command Structure using the principles of the Incident Command System. Use the blank organizational chart if you wish.

Have the Command Staff create at least two objectives for the day, reacting to the information regarding status and resources of the facility.

Each person with a leadership role or that is a Section Chief should identify what steps they need to take to support the overall objectives.

Remember that you can reach out to the Local Government Emergency Operations Center if you need.

# INJECT #1

Several of your clients have not been able to access critical medication and are acting out more and more.

Other clients are feeling unsafe and have requested you call the police to “deal with” the clients they fear.