

## Resilience for ALL During Long-Term Recovery



Lauren Swain  
Hope4NC

Lauren Swain is the Regional Director of Hope4NC, working as an employee of Trillium Health Resources to implement this Crisis Counseling Program. Hope4NC is a hurricane recovery and preparation program for individuals impacted by Hurricane Florence. Lauren oversees the daily operations of this program to ensure survivors' needs are met across 12 counties in Eastern NC. Lauren graduated Magna Cum Laude from Campbell University with a Master of Arts in Mental Health Counseling and a Bachelor of Science in Psychology. She holds active LPC and LCAS licenses to practice therapy in North Carolina for children and adults. She has also managed mental health programs for over 5 years, with over 11 years of experience in providing mental health services. Lauren is a recipient of the "Whatever It Takes" award which was honored by the Multisystemic Therapy Institute for exhibiting meritorious and outstanding community outreach.

Transforming Lives



# Hope4NC: Building Resilience in our Communities

Lauren Swain, Regional Director

June 11, 2019



# What is Hope4NC?



**Crisis Counseling Assistance and  
Training Program (CCP)**



**Please call 1-855-587-3463 for assistance.**

**Por favor llame al 1-855-587-3463 si necesita asistencia.**



# In our neighborhoods

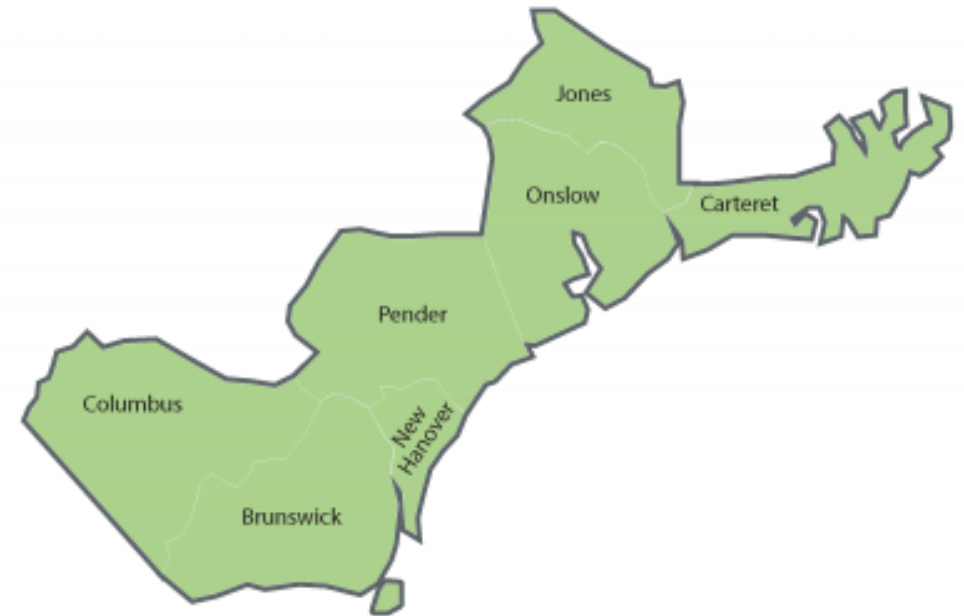
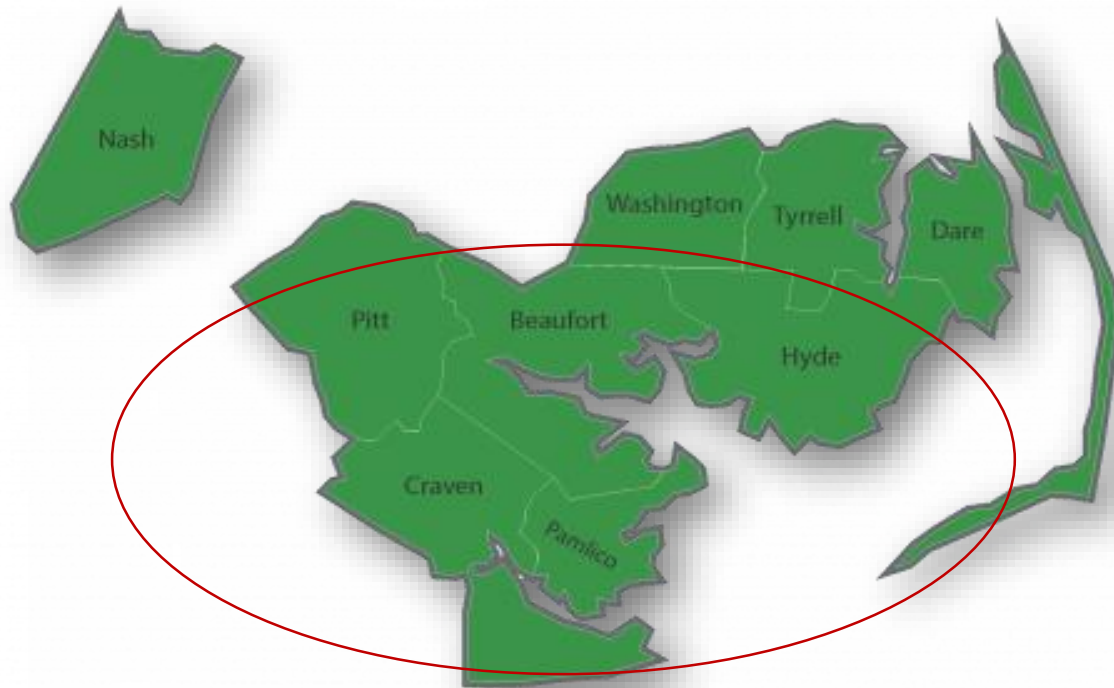


# Community Engagement





# Coverage Areas



# Our contacts

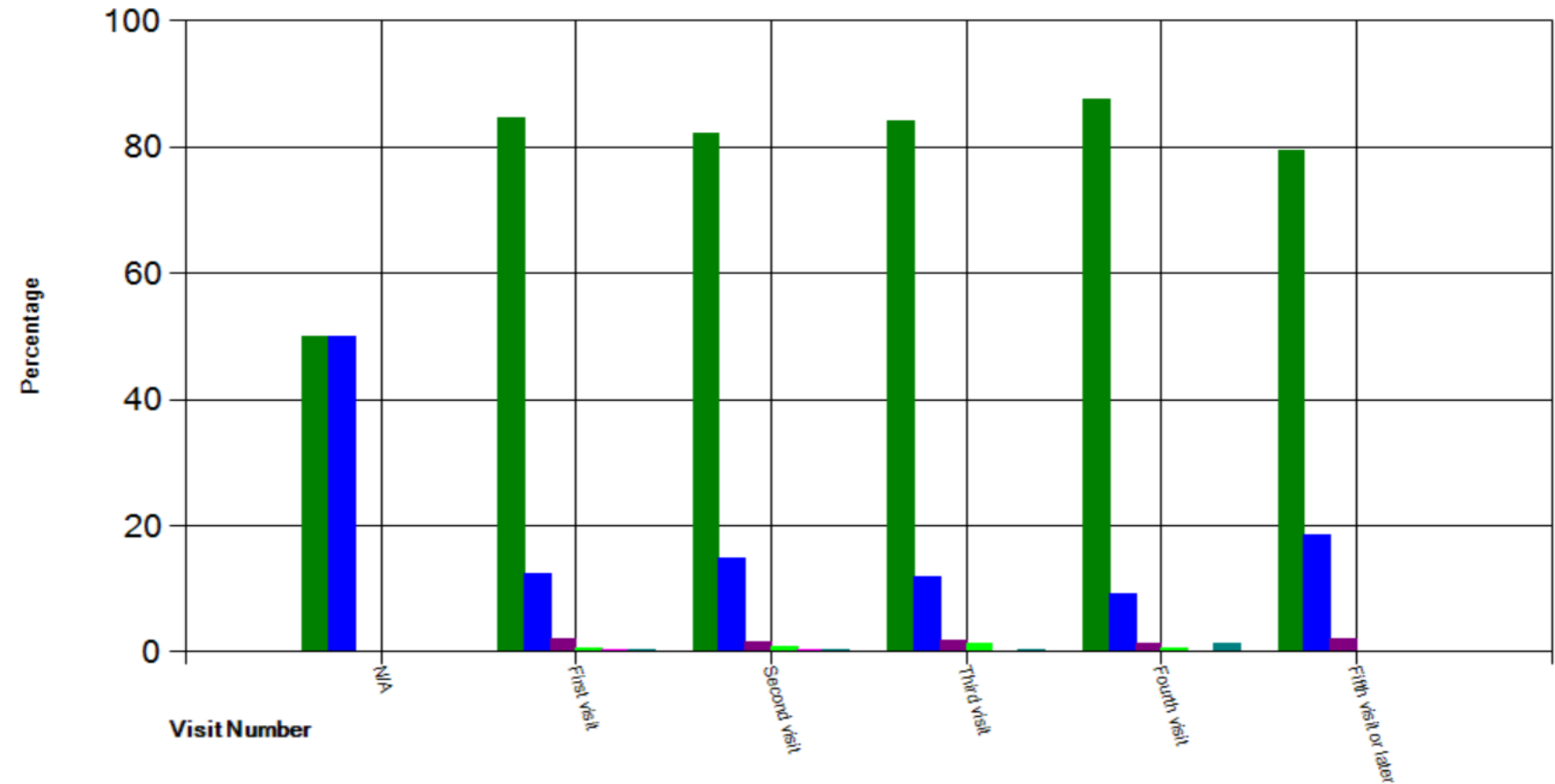
## Weekly Tally Report by Type of Contact and Day of Week

Project: NC-4393; Provider: currentProvider; County: All County; Dates: 9/14/2018-06/05/2019

Type of Contact	Day of Week							Row Total
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
In Person Contact	2358(4.0%)	9820(16.6%)	9633(16.2%)	10317(17.4%)	10563(17.8%)	8834(14.9%)	7775(13.1%)	59300(26.0%)
Telephone Contact	201(2.0%)	1694(17.2%)	2001(20.3%)	1999(20.3%)	2082(21.1%)	1592(16.1%)	294(3.0%)	9863(4.0%)
Hotline / helpline / lifeline contact	0(0.0%)	14(7.1%)	13(6.6%)	52(26.4%)	34(17.3%)	51(25.9%)	33(16.8%)	197(0.0%)
E-mail Contact	29(0.8%)	657(18.9%)	750(21.6%)	718(20.6%)	649(18.7%)	510(14.7%)	164(4.7%)	3477(1.0%)
Networking and coalition	118(1.8%)	1161(18.2%)	1196(18.7%)	1182(18.5%)	1552(24.3%)	926(14.5%)	246(3.9%)	6381(2.0%)
Handed Material	2204(2.3%)	17715(18.9%)	16460(17.5%)	25113(26.8%)	12870(13.7%)	12200(13.0%)	7266(7.7%)	93828(42.0%)
Mailed Material	1001(3.7%)	4892(17.9%)	4995(18.2%)	6359(23.2%)	5328(19.5%)	3534(12.9%)	1280(4.7%)	27389(12.0%)
Left Material	760(3.6%)	3638(17.0%)	3656(17.1%)	4446(20.8%)	3454(16.2%)	4099(19.2%)	1292(6.1%)	21345(9.0%)
Mass media	0(0.0%)	8(21.1%)	9(23.7%)	6(15.8%)	5(13.2%)	5(13.2%)	5(13.2%)	38(0.0%)
Social networking messages	16(6.4%)	38(15.2%)	28(11.2%)	36(14.4%)	79(31.6%)	43(17.2%)	10(4.0%)	250(0.0%)
Column Total	6687(3.0%)	39637(17.0%)	38741(17.0%)	50228(22.0%)	36616(16.0%)	31794(14.0%)	18365(8.0%)	222068(100%)

# The power in numbers

**Individual/Family Crisis Counseling Services Encounter Report by Visit Type and Visit Number**  
Project Type: ISPP Project: NC-4393; Dates: 9/14/2018-06/05/2019



■ individual  
■ family or household (2 individuals)  
■ family or household (3 individuals)

■ family or household (4 individuals)  
■ family or household (5 individuals)  
■ family or household (6 or more individuals)



# Building Resilience in our Communities



# Building Resilience in our Communities

## Wellness



## Access



# Accessing Care, throughout the year





# Accessing care, throughout the year

Contact Trillium Health Resources 24-Hour Access to Care Line: 1-877-685-2415

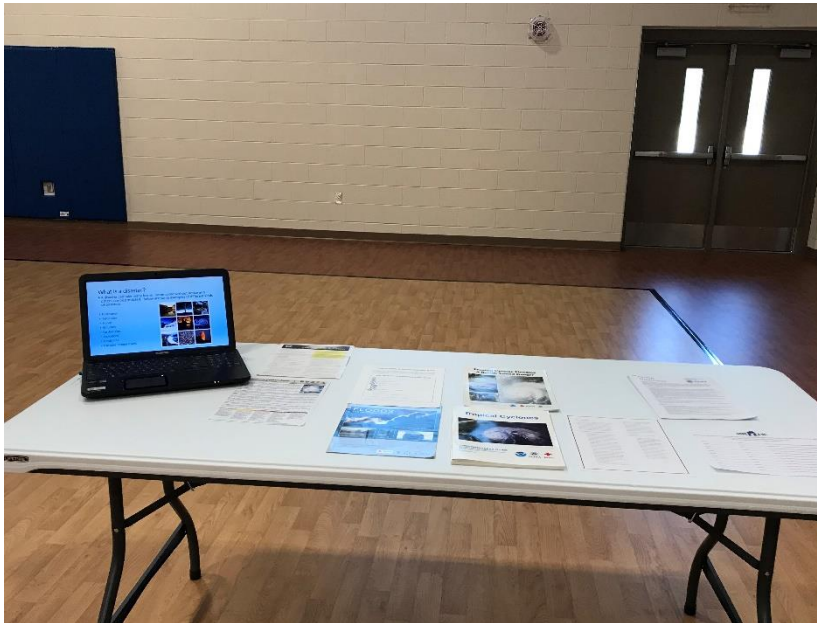


# Hurricane season June 1, 2019 to November 30, 2019.

Are you ready?  
Are we ready?



# Public Education





# How to make a referral

- Contact **1-855-587-3463**
- Once referral is made, we connect local Hope4NC team to survivor.



# Questions?





# References

## Building Community Resilience to Disasters: A Way Forward to Enhance National Health Security

Article publication by by [Anita Chandra](#), [Joie D. Acosta](#), [Stefanie Howard](#), [Lori Uscher-Pines](#), [Malcolm V. Williams](#), [Douglas Yeung](#), [Jeffrey Garnett](#), [Lisa S. Meredith](#)