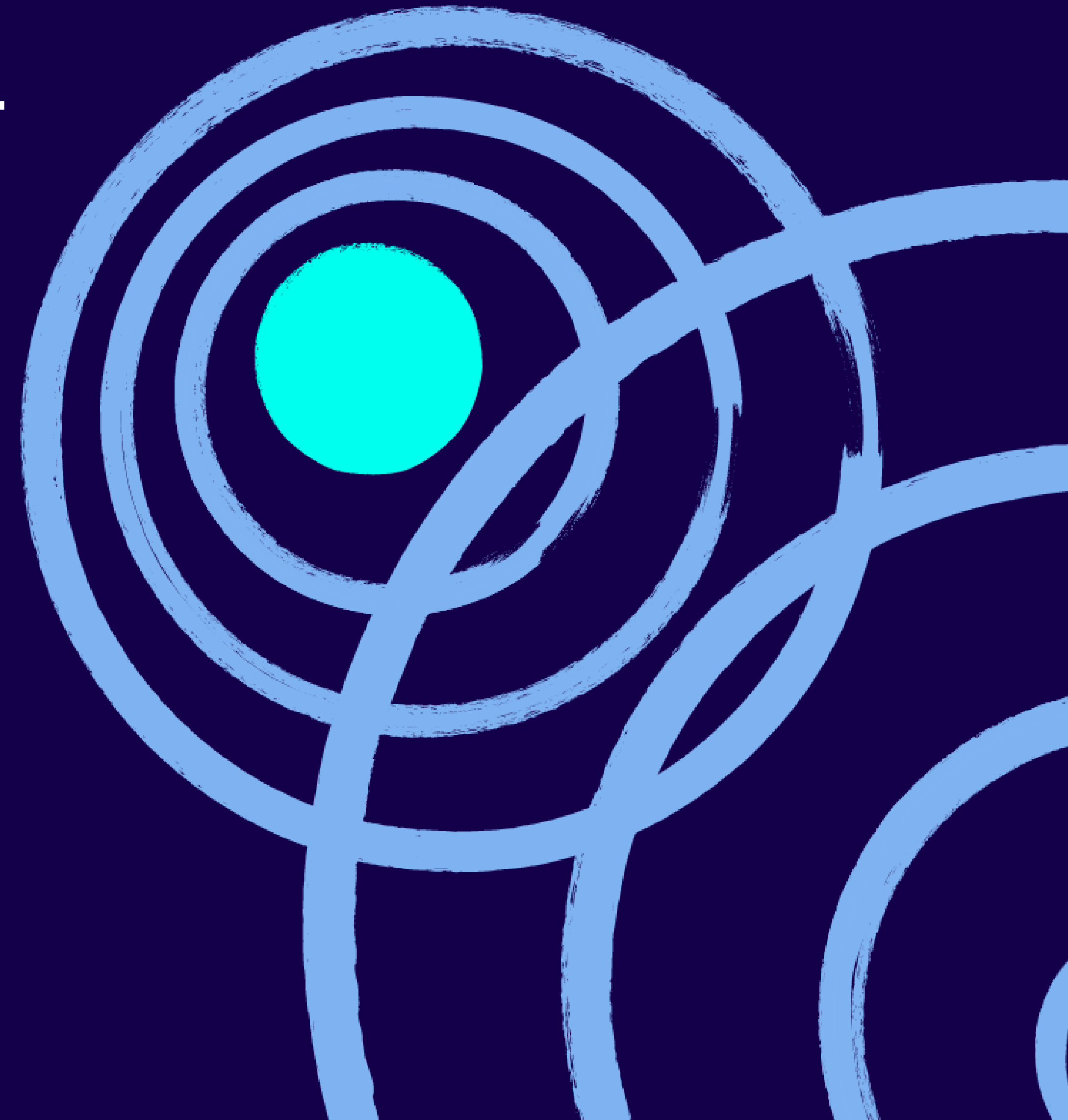


# Providing Disruptive Event Management Support During the COVID-19 Pandemic and Civil Unrest

Jeff Gorter, MSW, LCSW  
VP of Crisis Response  
R3 Continuum



## Covid-19 DEM Data

- Represented 63% of all R3 service requests from 2/1/20-6/20/20
  - 85% Onsite  
*(Jun -66%)*
  - 10% Telephonic  
*(Jun – 12.5%)*
  - 5% Video  
*(Jun – 22.5%)*





# Supporting the Frontline

## Covid-19 DEM Data

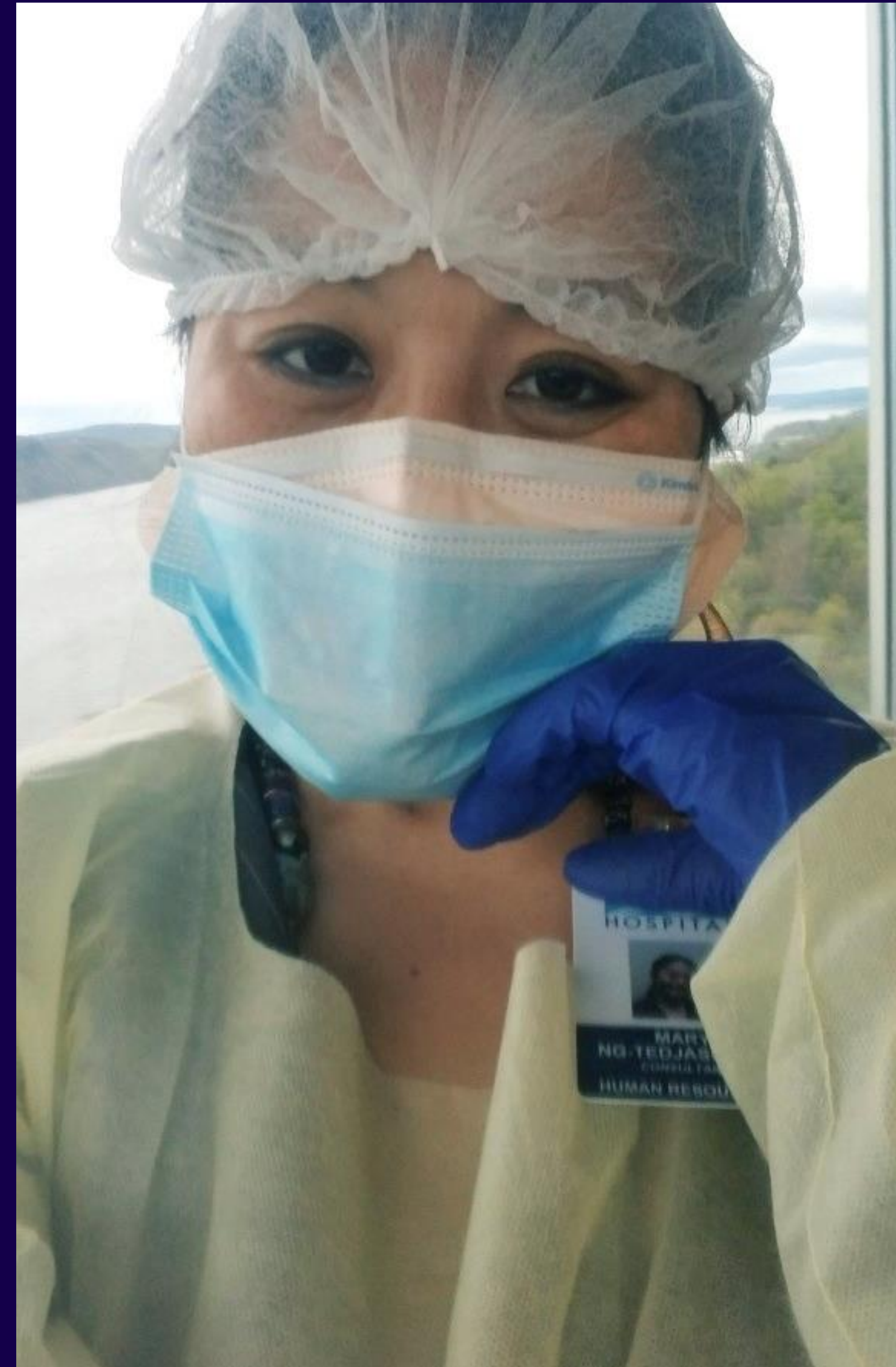
- Service provided to 42 EAP customers
- Primary client industries were Healthcare and Food Distribution
- *Locus of Control* was critical dynamic for Food Distribution Employees





## Covid-19 DEM Data

- 62,998 discreet EE contacts
- Delivered by 659 consultants
- Specific trainings offered on PPE use and other protective strategies







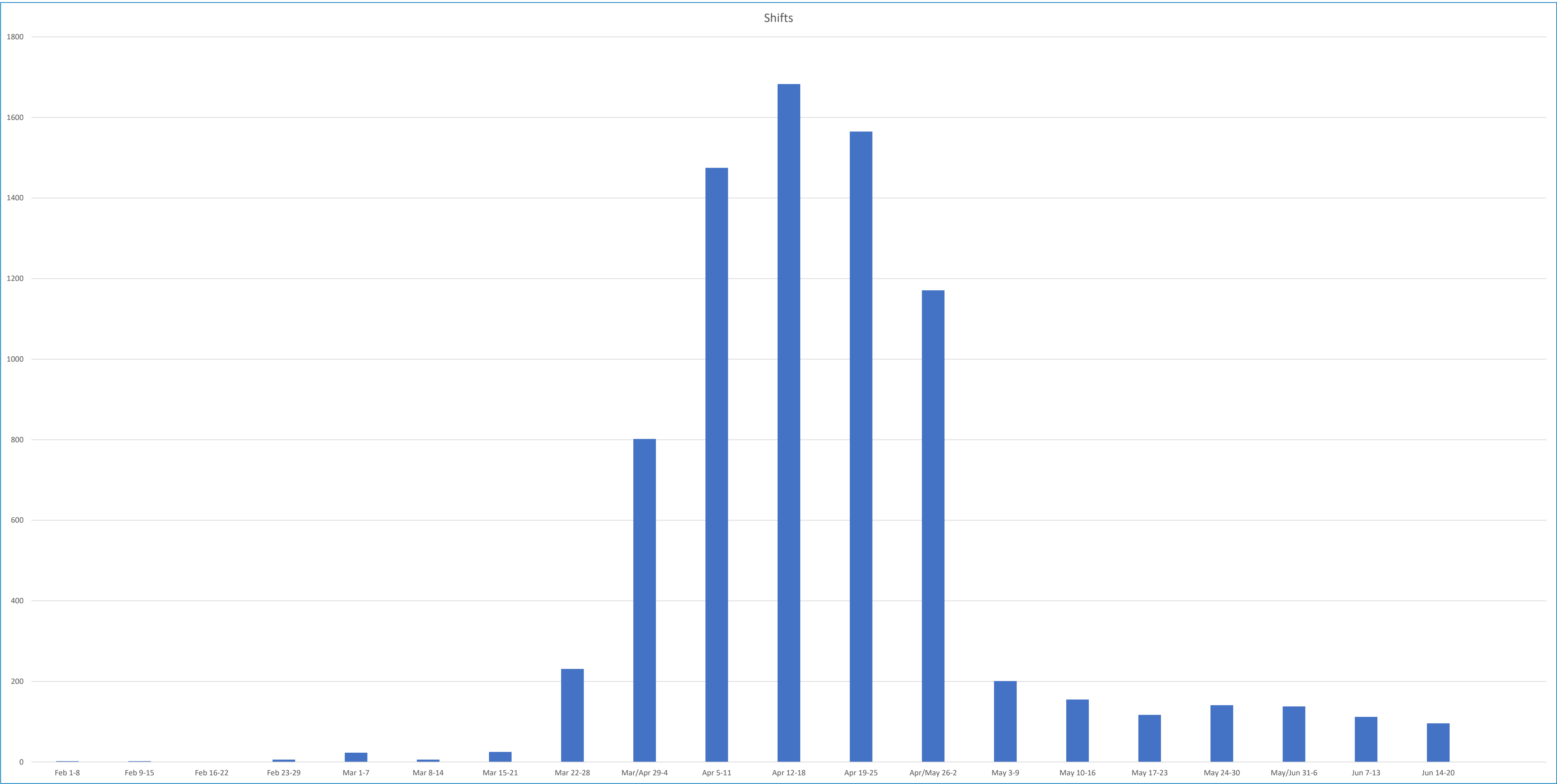
## Civil Unrest DEM Data

- Served 27 different EAP customers
- 9,412 discreet EE contacts
- Delivered by 248 consultants
- Specific trainings to ensure support and understanding of justice, equity, and inclusion (R3 Network and Business Leadership)
- Facilitated Dialogues in conjunction with SME



# Covid-19 Support Shifts

1800



0

Feb 1

Mar 1

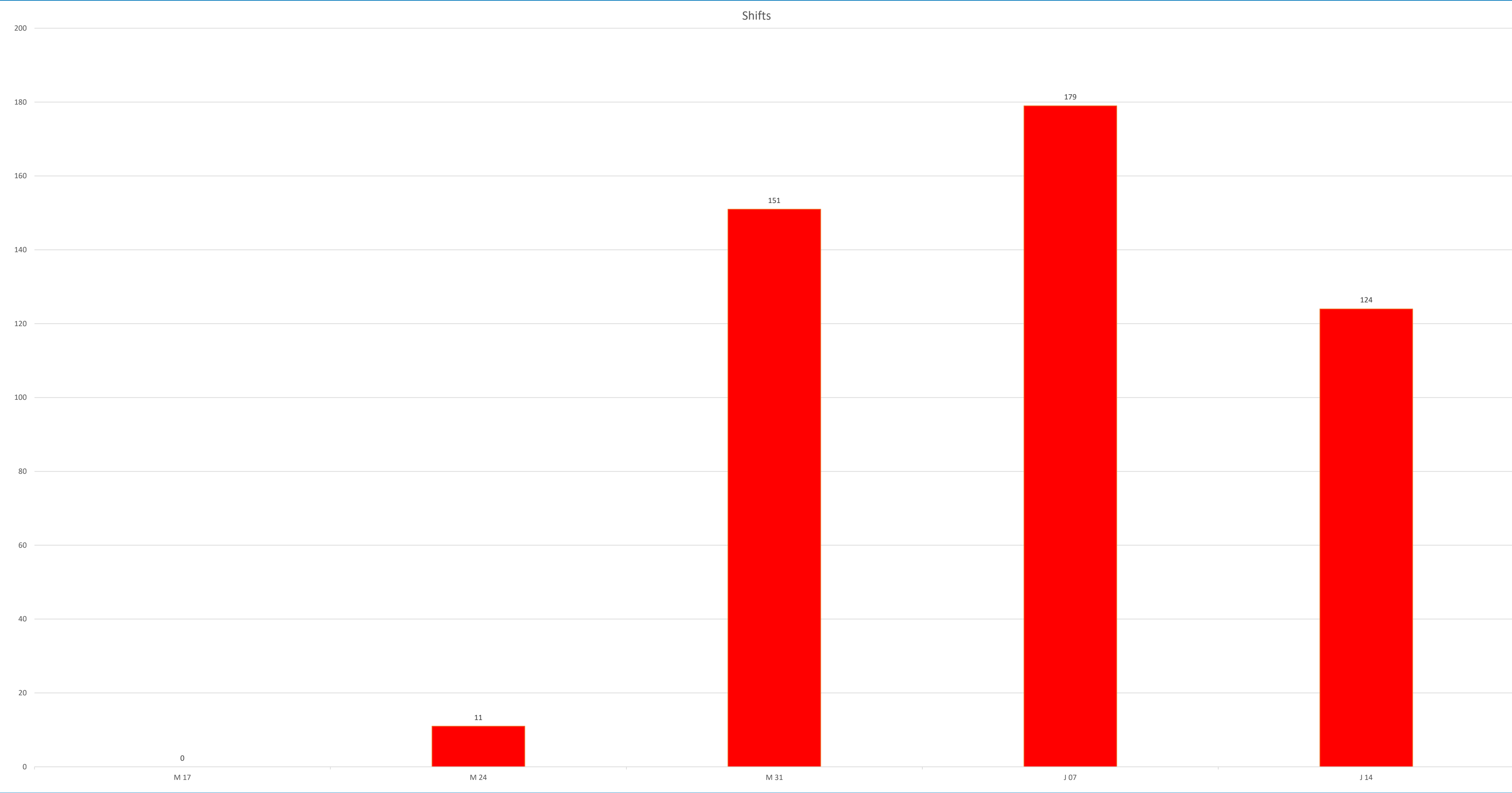
Apr 1

May 1

Jun 1

# Civil Unrest/Racial Injustice Support Shifts

200



0

May 17-23

May 24-30

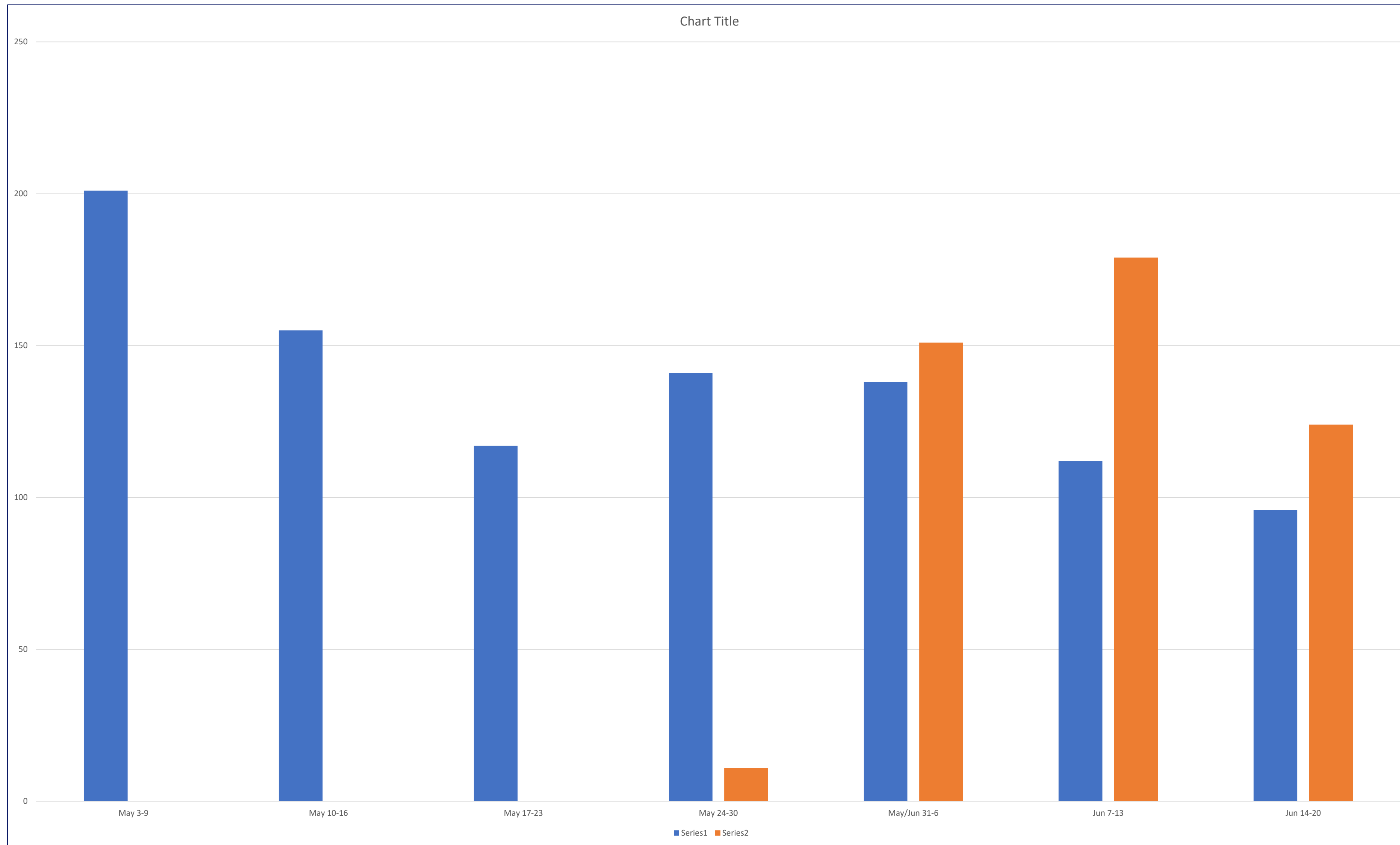
May 31-Jun 6

Jun 7-13

Jun 14-20

# Covid-19 and Civil Unrest Support Shifts

250



0

**May 3-9**

**May 10-16**

**May 17-23**

**May 24-30**

**May 31-Jun 6**

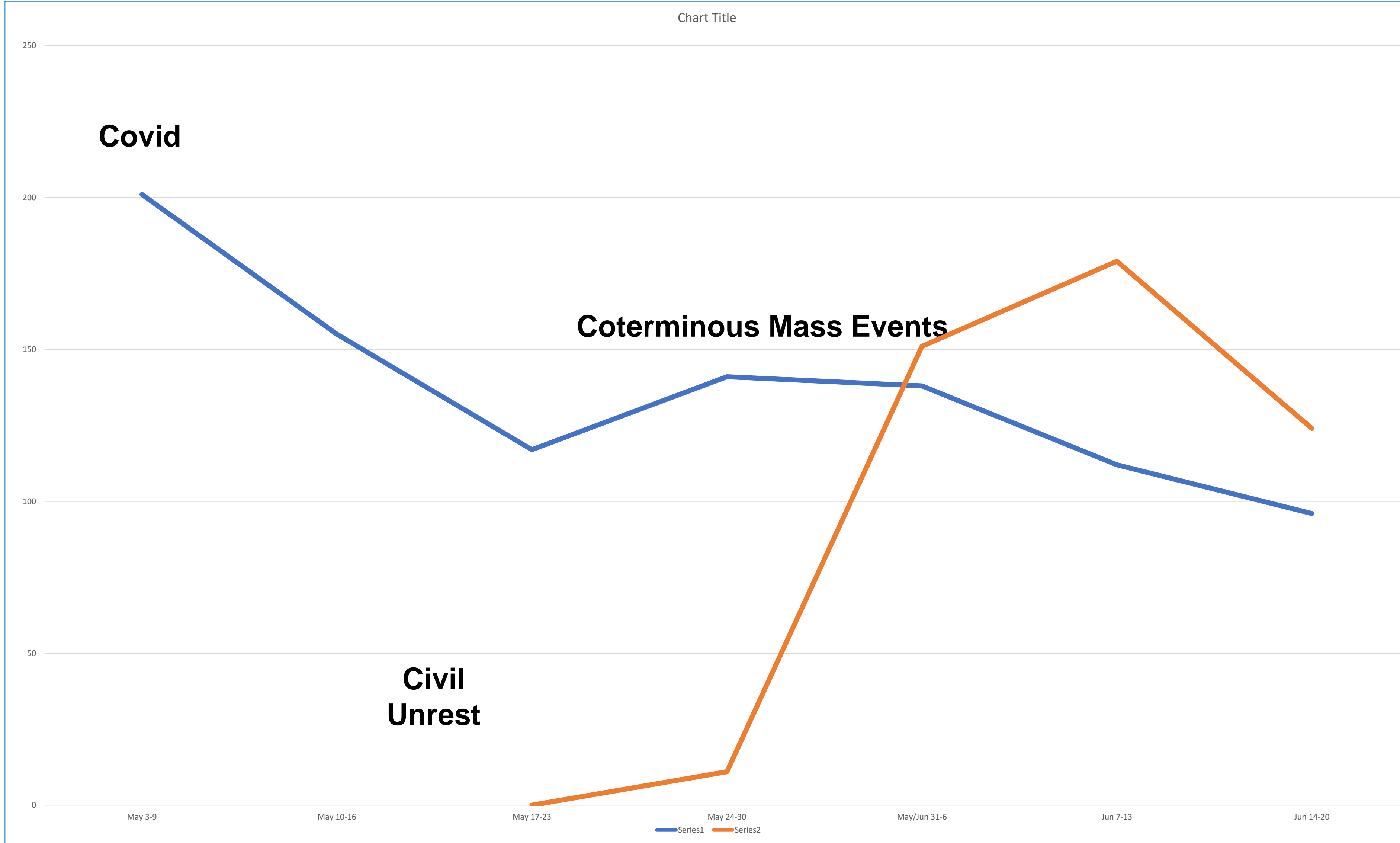
**Jun 7-13**

**Jun 14-20**



250

Chart Title



Covid

Coterminous Mass Events

Civil Unrest

0

May 3-9

May 10-16

May 17-23

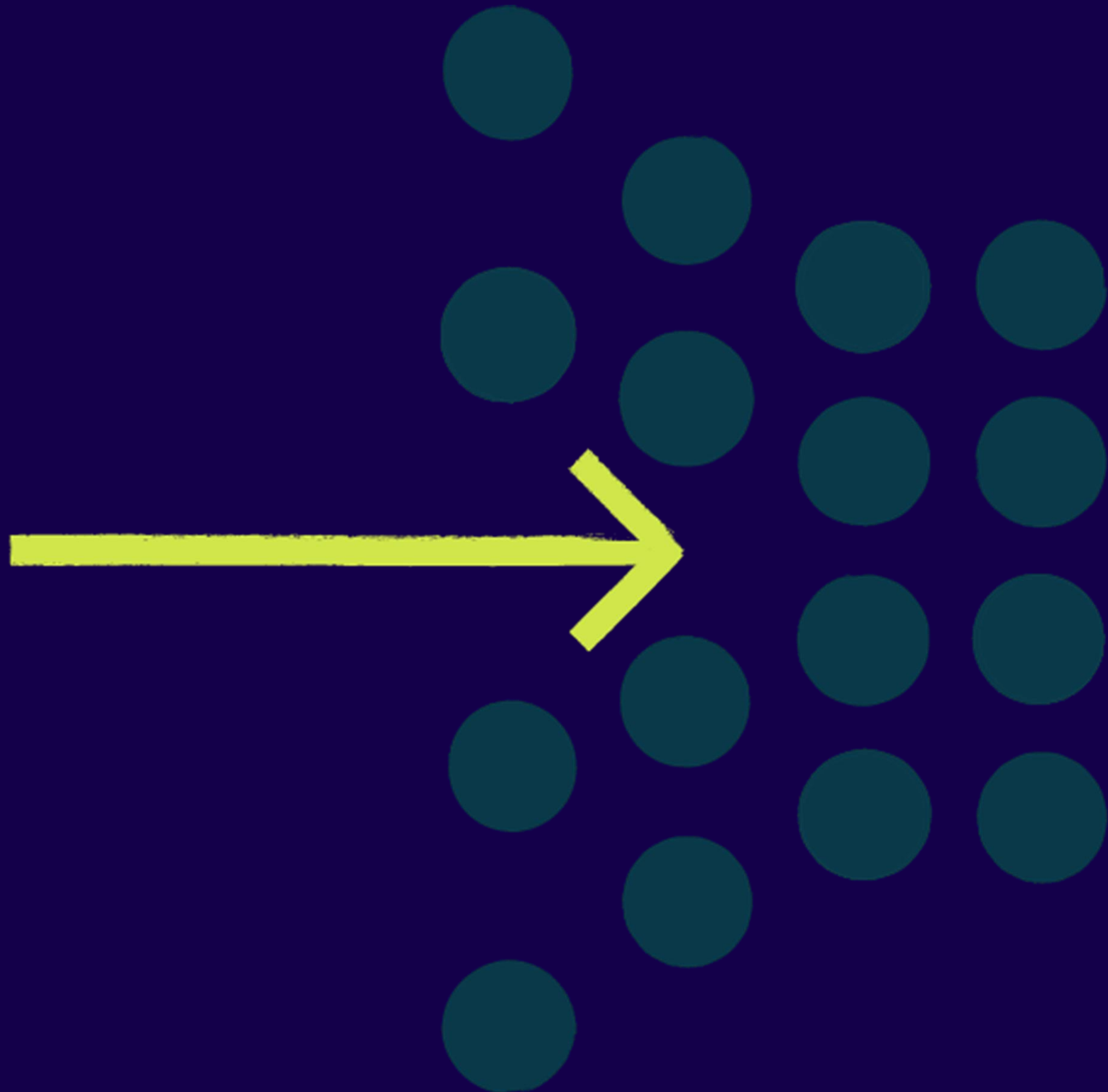
May 24-30

May 31-Jun 6

Jun 7-13

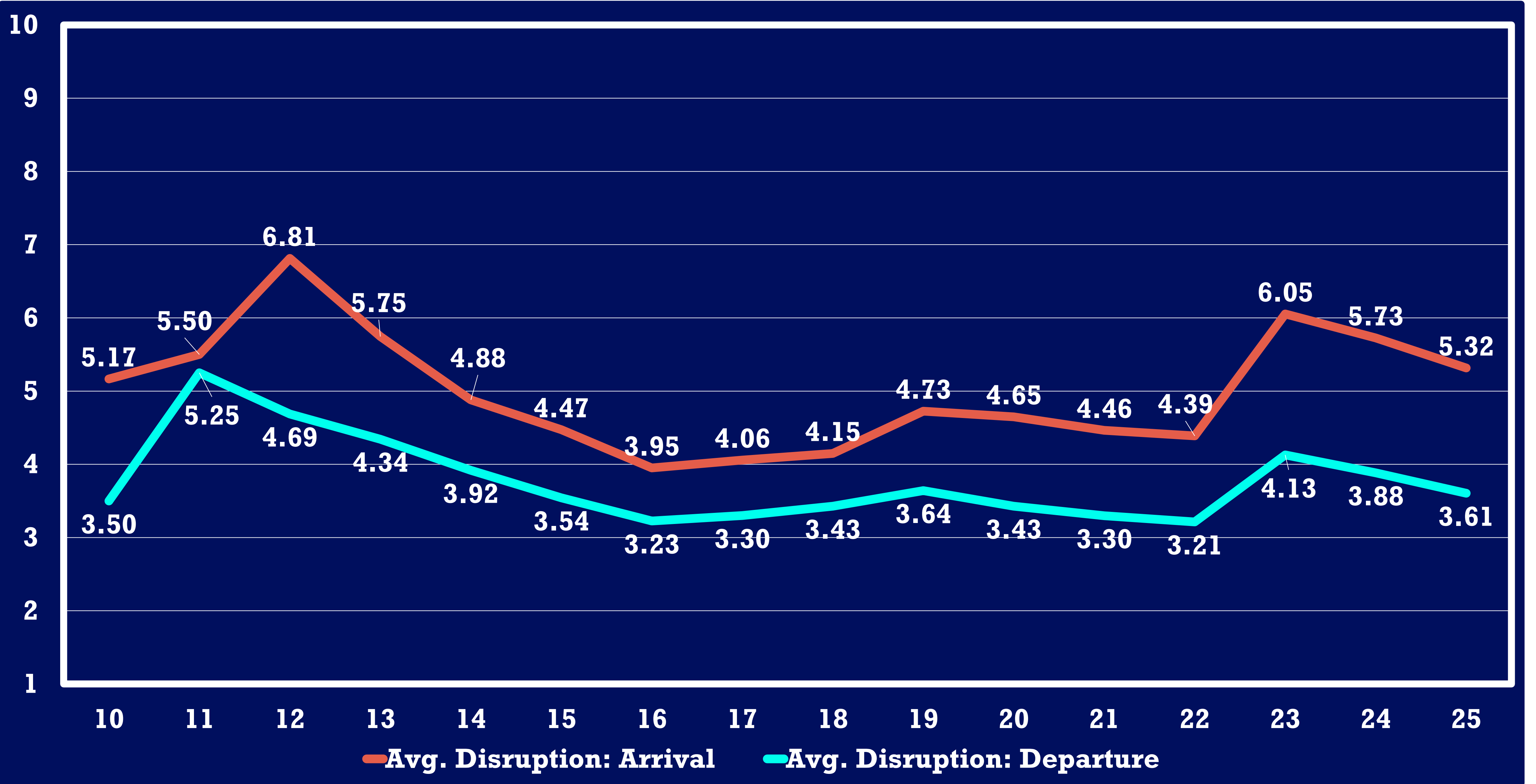
Jun 14-20

- **Coterminous:** having the same boundaries in space, time, or meaning
- **Space:** both events span the US
- **Time:** both events are concurrent and diffuse in duration with no clear end in sight
- **Meaning:** both challenge existing structures of health and social equity (i.e. Covid-19 has disproportionately impacted the Black community)





# Level of Disruption Upon Arrival and Departure



	<b>COVID-19</b>	
	<b>Upon Arrival</b>	<b>Upon Departure</b>
<b>Mean</b>	4.40	3.50
<b>Median</b>	4	3
<b>Mode</b>	1	1
<b>Range</b>	9	9

	<b>Civil Unrest</b>	
	<b>Upon Arrival</b>	<b>Upon Departure</b>
<b>Mean</b>	6.60	4.40
<b>Median</b>	7	4
<b>Mode</b>	7	5
<b>Range</b>	9	9



# Key Take-Aways

“**Unprecedented**” no longer means what we think it means

The emotional and behavioral health impacts were **central** in these two crisis...as they are in every crisis

Lean into the narrative – shape the **Next Normal** rather than waiting for the New Normal to emerge

Questions



**Thank You!**



Jeff Gorter, MSW  
**VP of Crisis Response  
Clinical Service**  
R3 Continuum  
Jeff.Gorter@R3c.com