

Welcome! We will begin shortly

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Slides/Materials: <https://hhrctraining.org/> (scroll down to webinar announcement – available now!)

Live Transcription is available once the meeting starts

- Click Live Transcript  and then select Show Subtitle

ASL Interpretation services are available during this meeting

- When the meeting begins, you can pin the videos of the interpreters by selecting the three dots in the right corner of their video

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HOMELESS &
HOUSING
RESOURCE
CENTER

Supporting the Mental Health and Treatment Needs of Individuals Experiencing Homelessness During COVID-19

March 25, 2021
3:30-5:00pm ET

Disclaimer

The **Homeless and Housing Resource Center** is a program operated by Policy Research, Inc. and developed under grant 1H79SM083003-01 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). Interviews, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.



ASL Interpretation and Transcription

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 - Kip Opperman
 - Jennifer Giroux
- Live transcription from Zoom is available
 - Click Live Transcript  and then select Show Subtitle
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Webinar Instructions

- All participant lines will be muted
- A recording will be available on the HHRC website
- Download webinar documents: <https://hhrcctraining.org/>
- Questions: Please submit your questions using the Q&A feature
- Evaluation – browser will redirect following the webinar
- Certificate of Participation (no CEUs are offered)

Learning Objectives



- Describe the impact of the COVID-19 pandemic on the behavioral health needs of individuals experiencing or at imminent risk of homelessness.
- Identify equitable and culturally appropriate service delivery practices for persons experiencing homelessness and individuals in non-congregate shelters during COVID-19.
- Recognize emotional and physical signs of stress associated with being an essential worker and increase the knowledge of and engagement in self-care activities.

Presenters

- **Kevin James**, Project Associate, SAMHSA HHRC
- **Dave Iverson**, MD, Director of Psychiatry, Colorado Coalition for the Homeless, Denver, Colorado
- **Eowyn Rieke**, MD, MPH, Blackburn Medical Director, Central City Concern, Portland, Oregon
- **Walter Bailey**, Peer Counselor at the Imani Center, Central City Concern, Portland, Oregon
- **Laura Leone**, DSW, MSSW, LMSW, Integrated Health Consultant, National Council for Behavioral Health





Introductory Poll Question

Getting to know our participants



Where We've Been

- COVID-19
- Racial Injustice
- Natural Disasters
 - Active hurricane season
 - Wildfires
 - Winter storms
- Shared Grief

What We Know: Adverse Behavioral Health Effects due to COVID-19



- COVID-19 is exacerbating adverse mental health symptoms
 - Increase in symptoms of depression and anxiety disorders
- COVID-19 is disproportionately impacting the mental health of communities of color, young adults, and youth
 - Increase in suicidal ideation among young adults, persons of color, unpaid caregivers, and essential workers
 - Youth mental health is worsening and is the highest among those who identify as multi-racial and LGBTQ+
- COVID-19 has increased the number of persons who have started or increased their substance use

Stay Encouraged!



- **Learn from what we've endured:**

- Expand access to care through telehealth and other treatment modalities
- Unify and encourage other members of our communities
- Strive to be culturally and linguistically competent to tailor services for all ethnic and cultural groups
- Be an ally for Black, Indigenous, and people of color, persons with a behavioral health condition and other participants we serve



"The time is always ripe to do right" – Dr. Martin Luther King Jr.

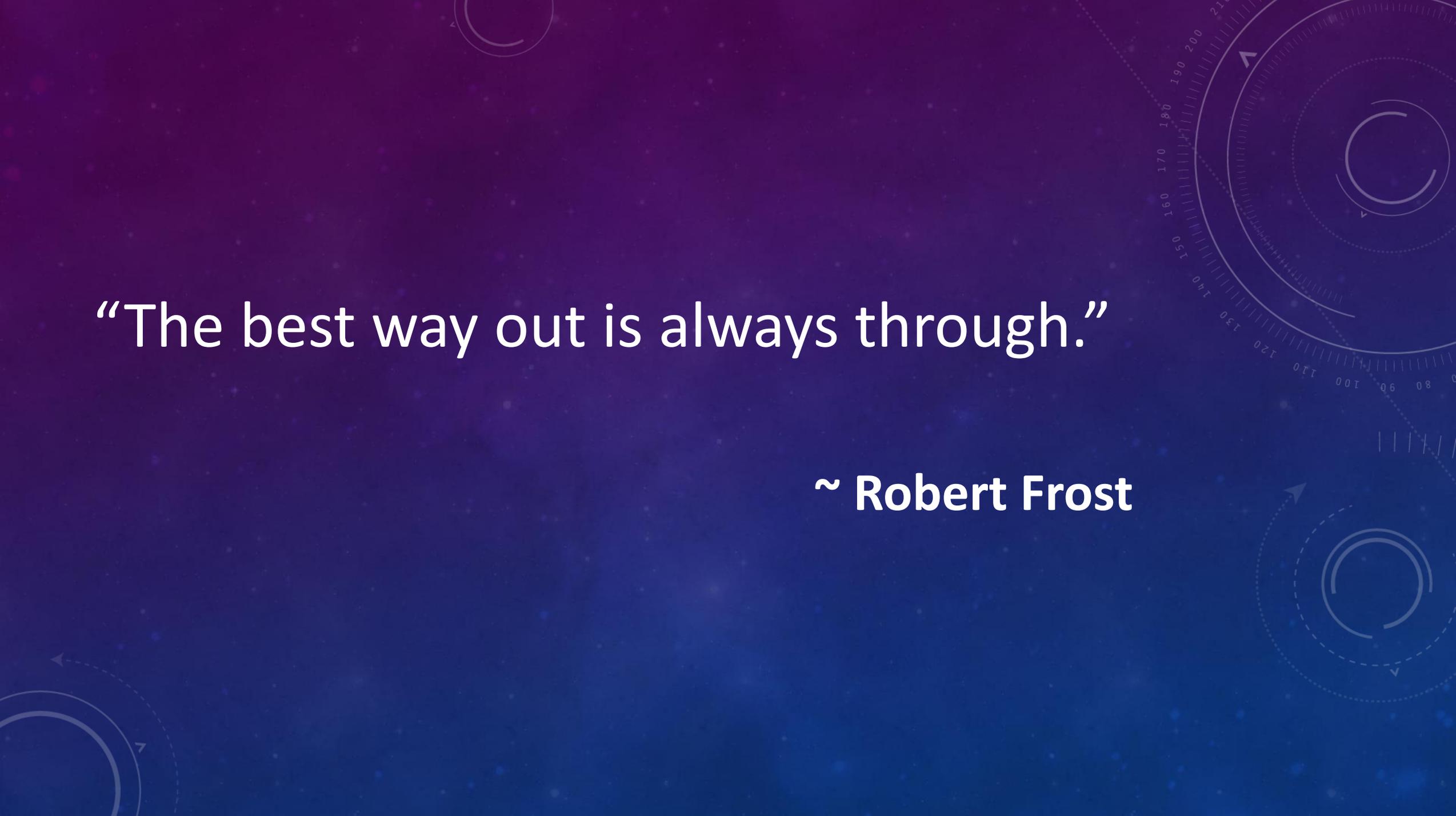


BEHAVIORAL HEALTHCARE, HOMELESSNESS, AND COVID-19

D. IVERSON, MD

COLORADO COALITION FOR THE HOMELESS

MARCH 25, 2021

The background is a dark blue gradient with a subtle pattern of white stars. Overlaid on this are several technical diagrams. In the top right, there is a large circular diagram with concentric rings and radial lines, resembling a radar or a complex gauge, with numerical labels like 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, and 200. In the bottom right, there is a smaller circular diagram with dashed lines and arrows, possibly representing a flow or a cycle. In the bottom left, there is another circular diagram with solid lines and arrows. The overall aesthetic is technical and futuristic.

“The best way out is always through.”

~ Robert Frost







DENVER
RESCUE
MISSION

NO
PARKING
ANY
TIME

CAUTION

ANTS
ENTERTAINMENT

There are ways but the Way is uncharted...

~ Taoist saying



EXIT

EXIT

EXIT

LABORATORY

TROONS

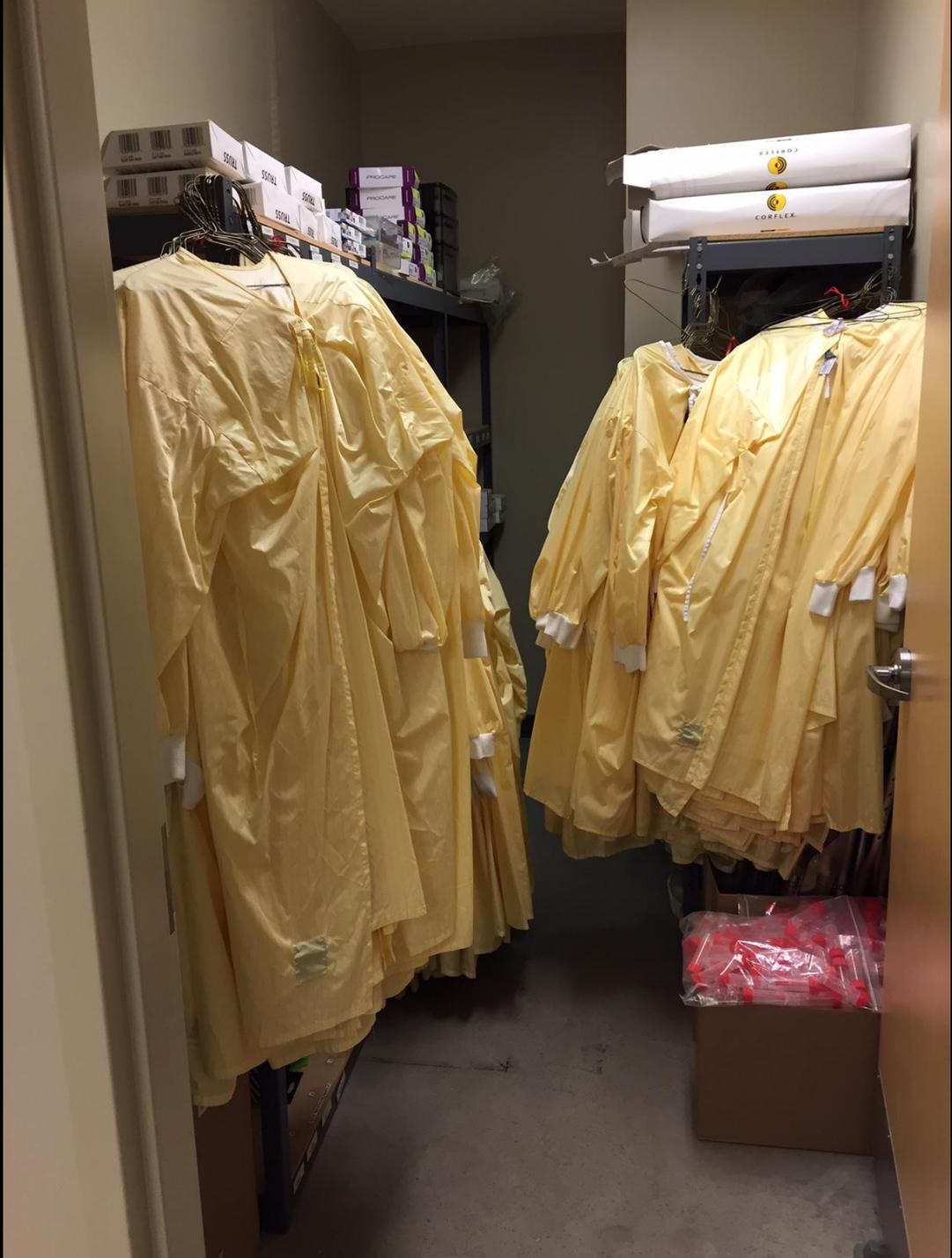
← BLUE SUITE
← RED SUITE
← LABORATORY



A man in blue scrubs and a green jacket stands in front of a white tent and a white GMC truck. He is gesturing with his hands.

COLORADO
23
USDOT165593
VIN7790523
GMC
522-HDD

COCA
ELITE





FIRE

CAUTION

CAUTION

CAUTION

53

ORGANIZING... INCIDENT COMMAND STRUCTURE

- Branch Directors (MH, Medical, Logistics, etc.)
- Set Priorities
- Safety for clients; safety for staff members
- Legalities, ethics
- Daily Check in, Check out meetings
- Communications
- On call coverage; staff expansion
- BH in “supporting role”
- “More people died of not-Ebola than Ebola”
- Stretch out Rx’s safely
- Explore the acute changes to the BH system
- Be flexible, ready for anything
- Care for, support, our colleagues
- Self-care







COMMUNITY PARTNERS

- Denver Health and Hospitals
- Denver Rescue Mission
- Salvation Army
- Army National Guard
- Mayor's Office, City Council
- CO Dept Public Health and Environment
- DDPHE
- The Gathering Place
- St. Francis Day Shelter
- Catholic Charities
- Denver Joint Task Force
- Denver Road Home
- Denver HOST
- National Coalition for the Homeless



TICKETS

ENTRANCE











16-53222

EYE KIT

100% LOCAL SUPPLIES

Classic
HIGH PERFORMANCE
NITRILE GLOVES

HW

BAR & GRILL

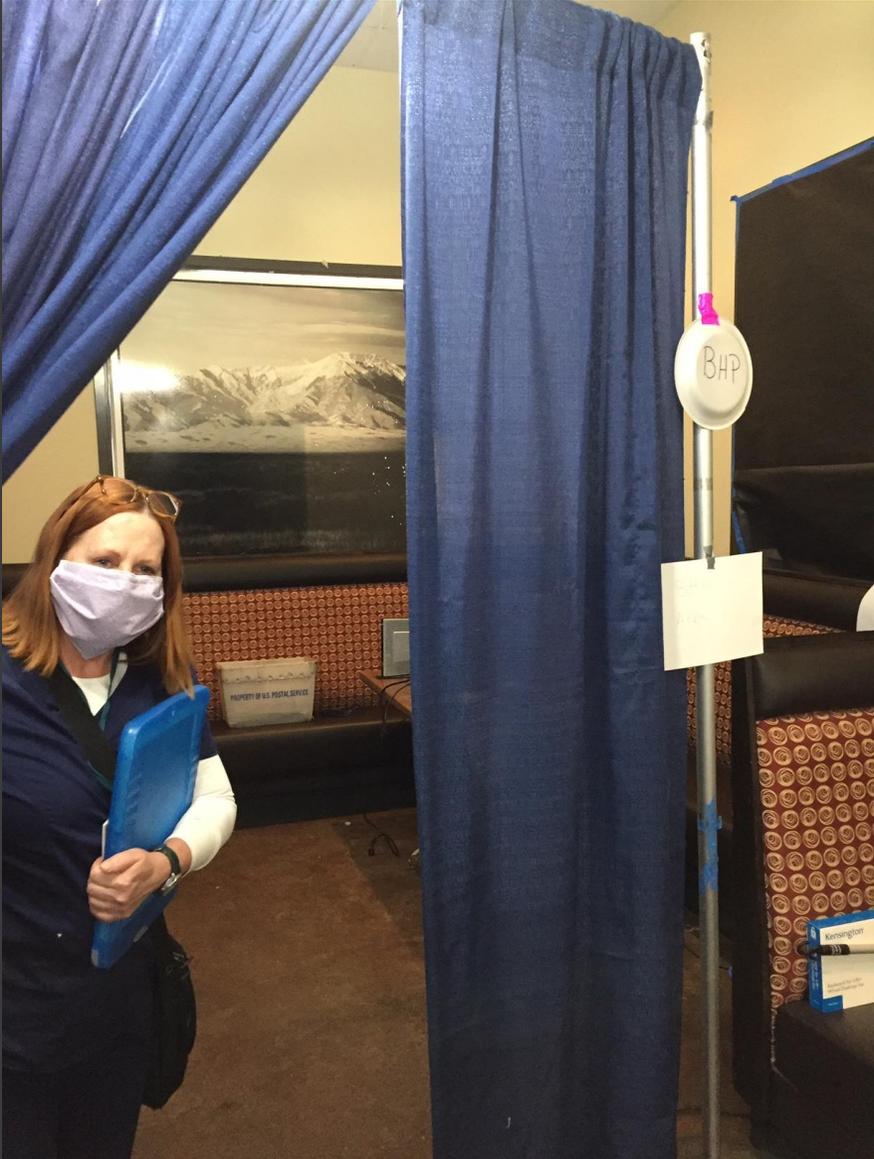
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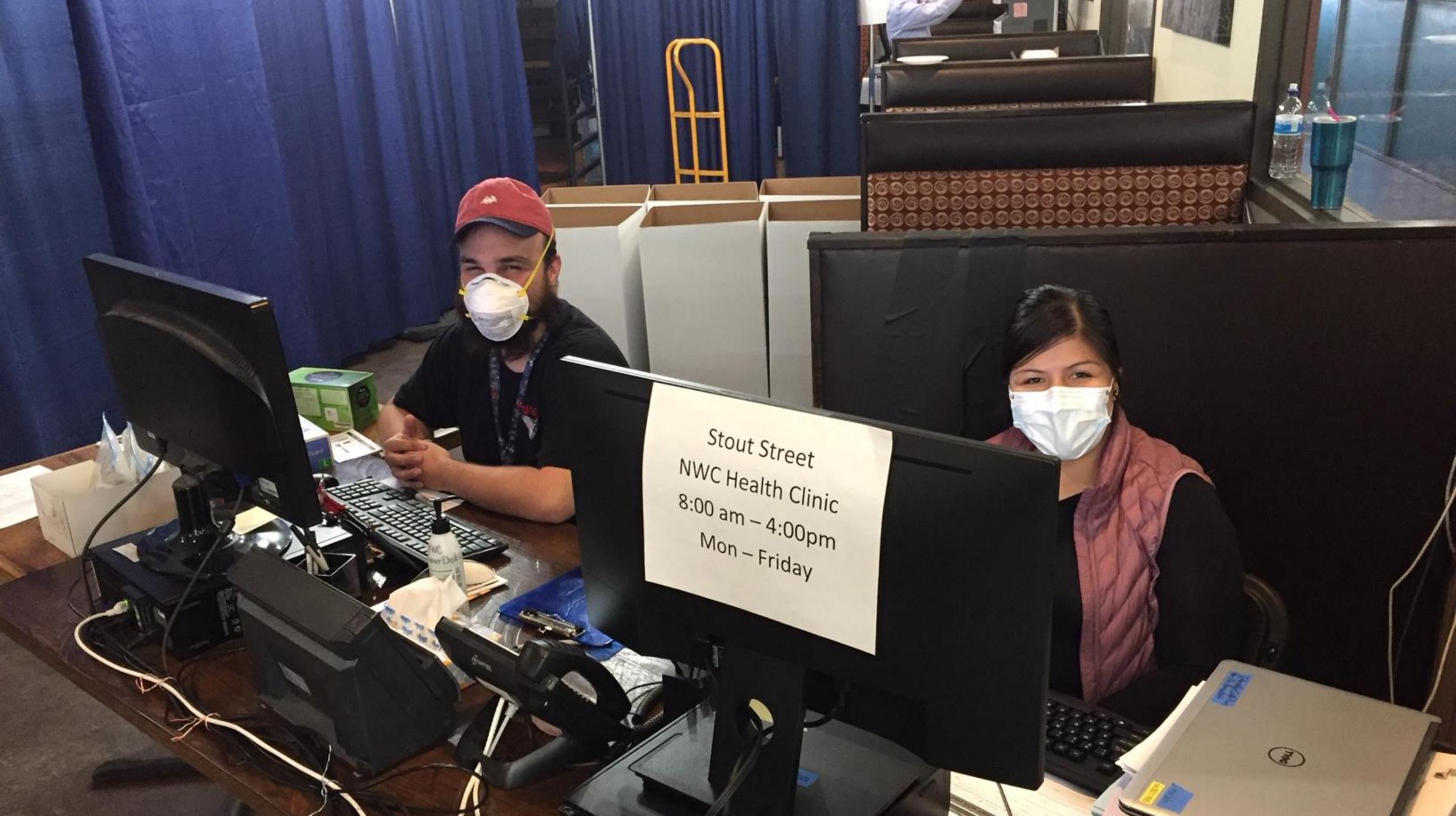
San









A photograph of two staff members at a computer workstation. The man on the left is wearing a red baseball cap, a white surgical mask, and a black t-shirt. The woman on the right is wearing a white surgical mask and a pink vest over a black top. They are both looking towards the camera. In front of them is a computer monitor displaying a white sign with black text. The desk is cluttered with various items including a keyboard, a mouse, a printer, a tissue box, and a small bottle of hand sanitizer. In the background, there are several large white boxes, a yellow metal cart, and a window with a blue curtain. A blue cup and a water bottle are visible on a ledge to the right.

Stout Street
NWC Health Clinic
8:00 am – 4:00pm
Mon – Friday



NATIONAL WESTERN
BAR
&
GRILL
STEAKHOUSE

M20



MOTEL

208

207

206

204

205

108

HOTEL





EXIT

NEVER JUST **CLICK ON** **LINKS** IN AN EMAIL

Never use links in an email to connect to a website unless you are absolutely sure they are authentic. Instead, open a new browser window and type the URL directly into the address bar.



Individuals who
are responsible for loss
of vehicle or property.
Please remove your
valuables and lock
your vehicle.

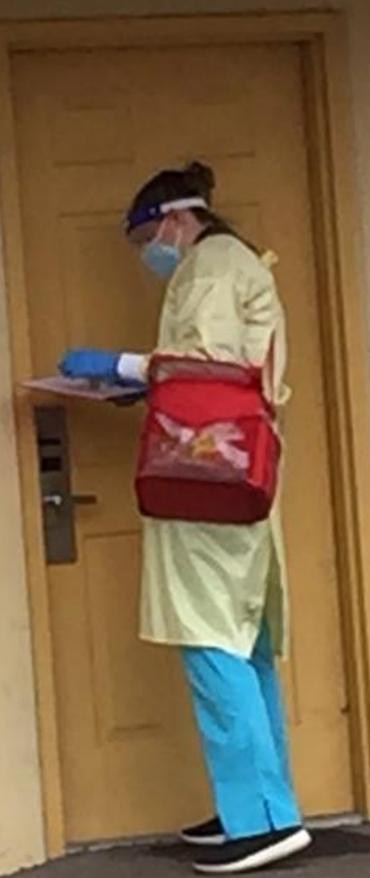
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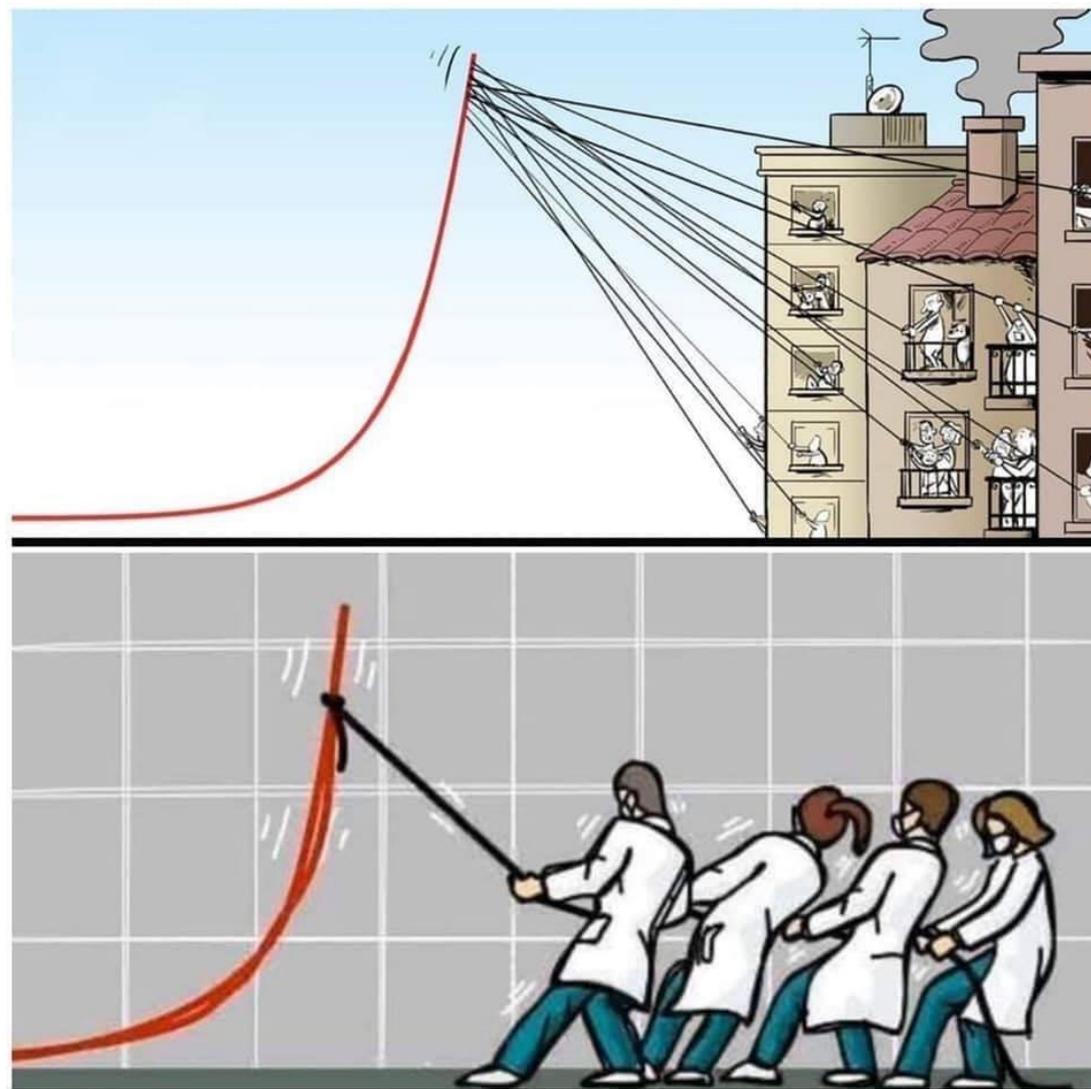
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Accessible
Parking




Accessible
Parking





NUMBERS

CCH, general:

- 18,000 people served annually, CCH
- 3,200 housing units managed
- 4,000 homeless each night in Denver
- Stout Street Health Center – 13, 000 served, annually

COVID-19:

- National Western Complex – 700 beds
- Denver Coliseum – 300 beds
- Seven COVID Hotels:
 - 80 - 155 beds Activated Respite (AR)
 - Length of stay at AR – average 9 days
 - 664 beds Protective Action



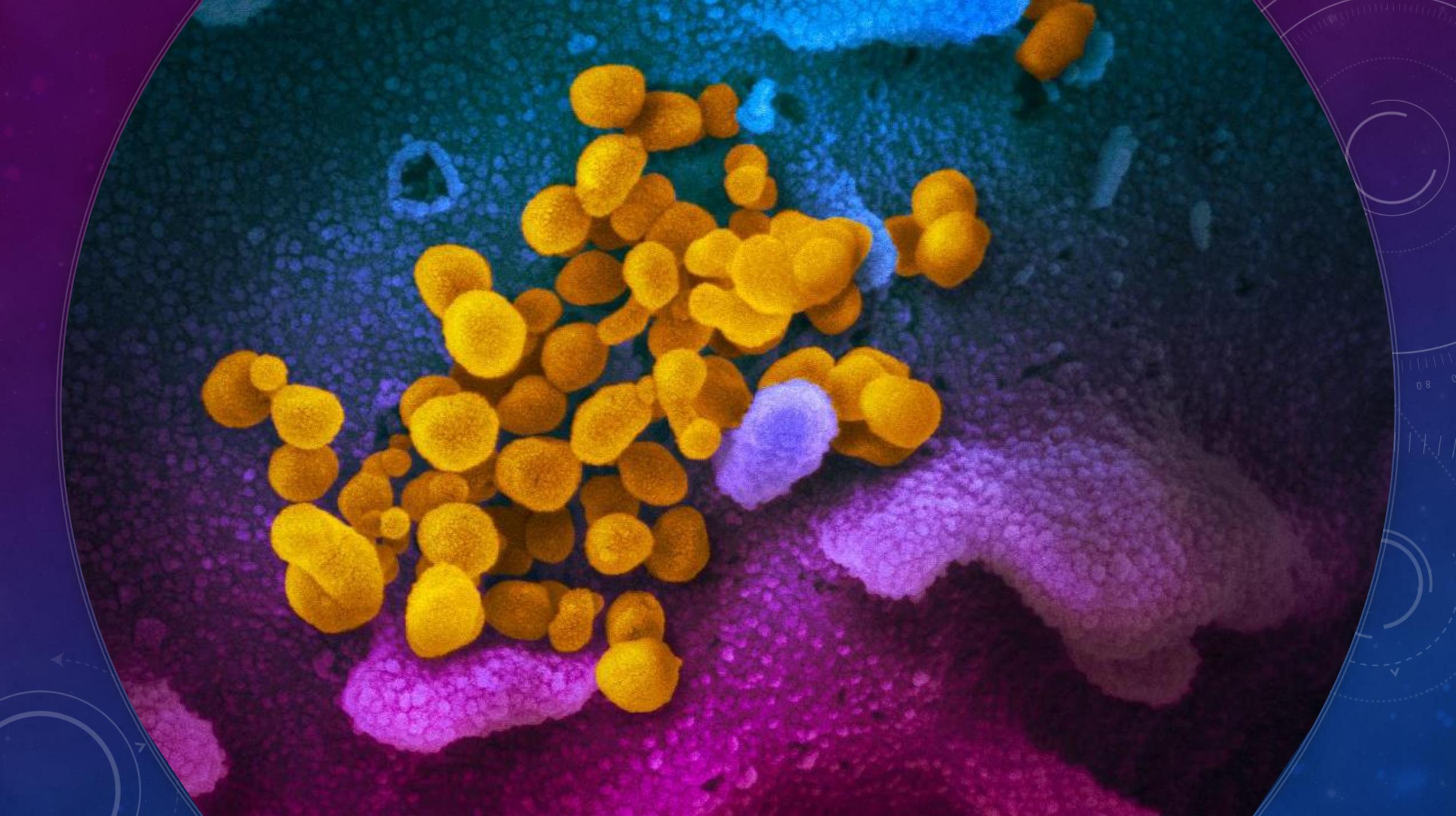
**NOW
PANIC
AND
FREAK
OUT**



RESILIENCE

- Face your fears
- Stay optimistic, but realistic
- Make use of supports
- Seek out role models
- Inner moral compass
- Practice spirituality in some form
- Seek meaning
- Accept what cannot be changed
- Stay physically, emotionally and cognitively fit
- Seek growth in adversity

• (Southwick and Charney)



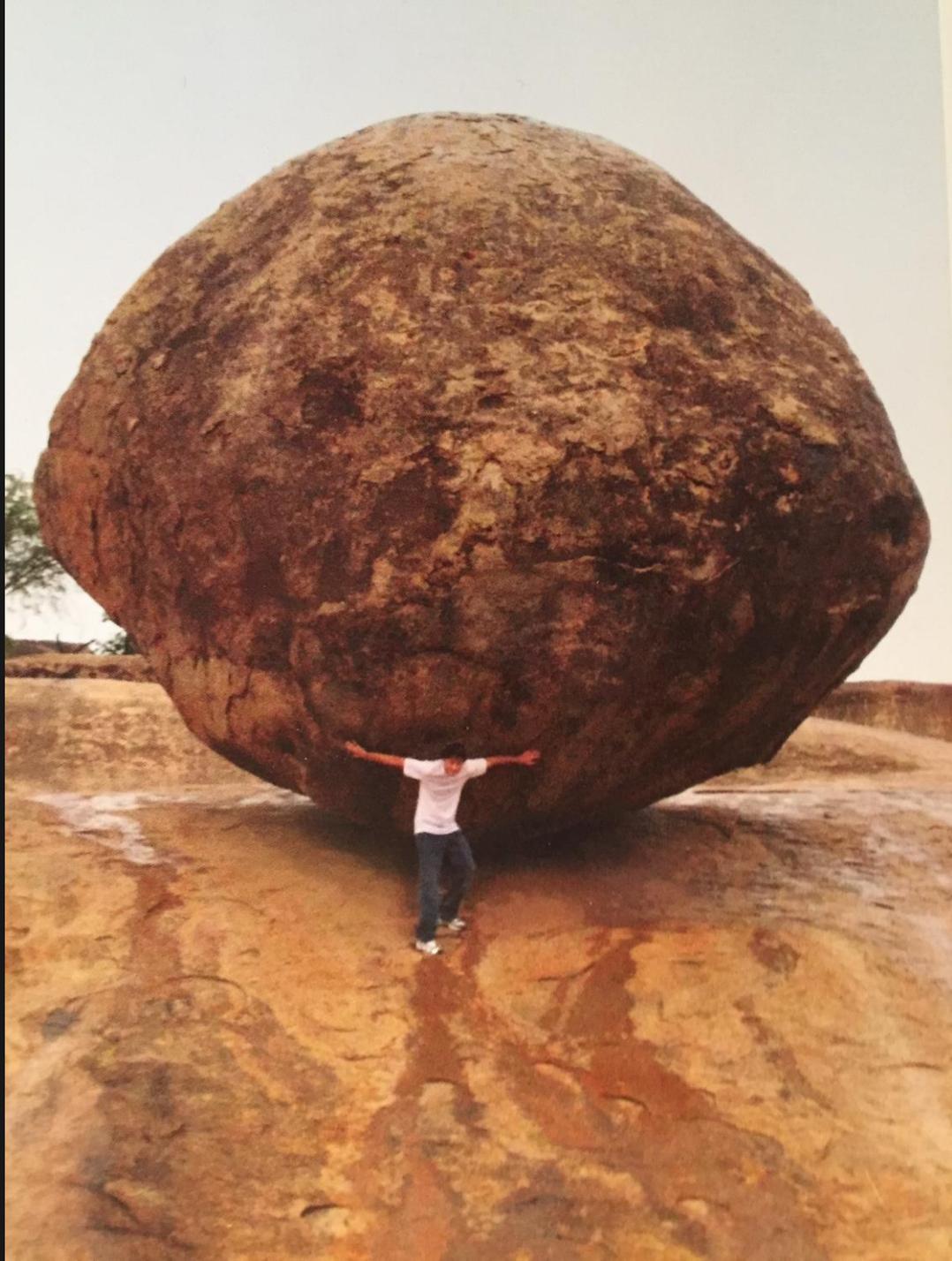












GEORGE FLOYD IS HIS NAME







NELEARY ©2020
GOCOMICS.COM



WE ARE IN THIS
TOGETHER







#DEMAND
CHANGE
RESIST
BLACK
LIVES
MATTER

#SOBLESSE

This Better
Be IN MY
CHILDREN'S
TEXT

LIVES
MATTER

**BLACK
LIVES
MATTER!**









TELEHEALTH

PLUSSES:

- Allowed older employees and those with at-risk conditions to continue to serve
- Kept census at the Health Center down
- Lowered no-show rate
- More flexibility in connecting for both client and provider
- Improved, enhanced disclosures? Less inhibition, guardedness?

MINUSSES:

- Isolating
- New clients— no 'eyes on'
- Crisis intervention
- Mental status exam, AIMS testing, etc.
- No groups











KEEP YOUR COINS,

I WANT
CHANGE

VIA 9GAG.COM



...and
IN THE END 
EVERYTHING

is going to be **OK** 

if it's not ok,
IT'S NOT THE END

John Lennon



**CENTRAL CITY
CONCERN**

HOMES HEALTH JOBS

Eowyn Rieke, MD, MPH

Blackburn Medical Director
Central City Concern, Portland, Oregon

Walter Bailey

Peer Counselor at the Imani Center
Central City Concern, Portland, Oregon



CENTRAL CITY
CONCERN

HOMES HEALTH JOBS

Imani Center









CENTRAL CITY
CONCERN

HOMES HEALTH JOBS

Engagement



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HOMES HEALTH JOBS

Technology



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HOMES HEALTH JOBS

Staff Support



CENTRAL CITY
CONCERN

HOMES HEALTH JOBS

Unexpected Benefits

Wellness and Resilience for those who Support Individuals Experiencing Homelessness



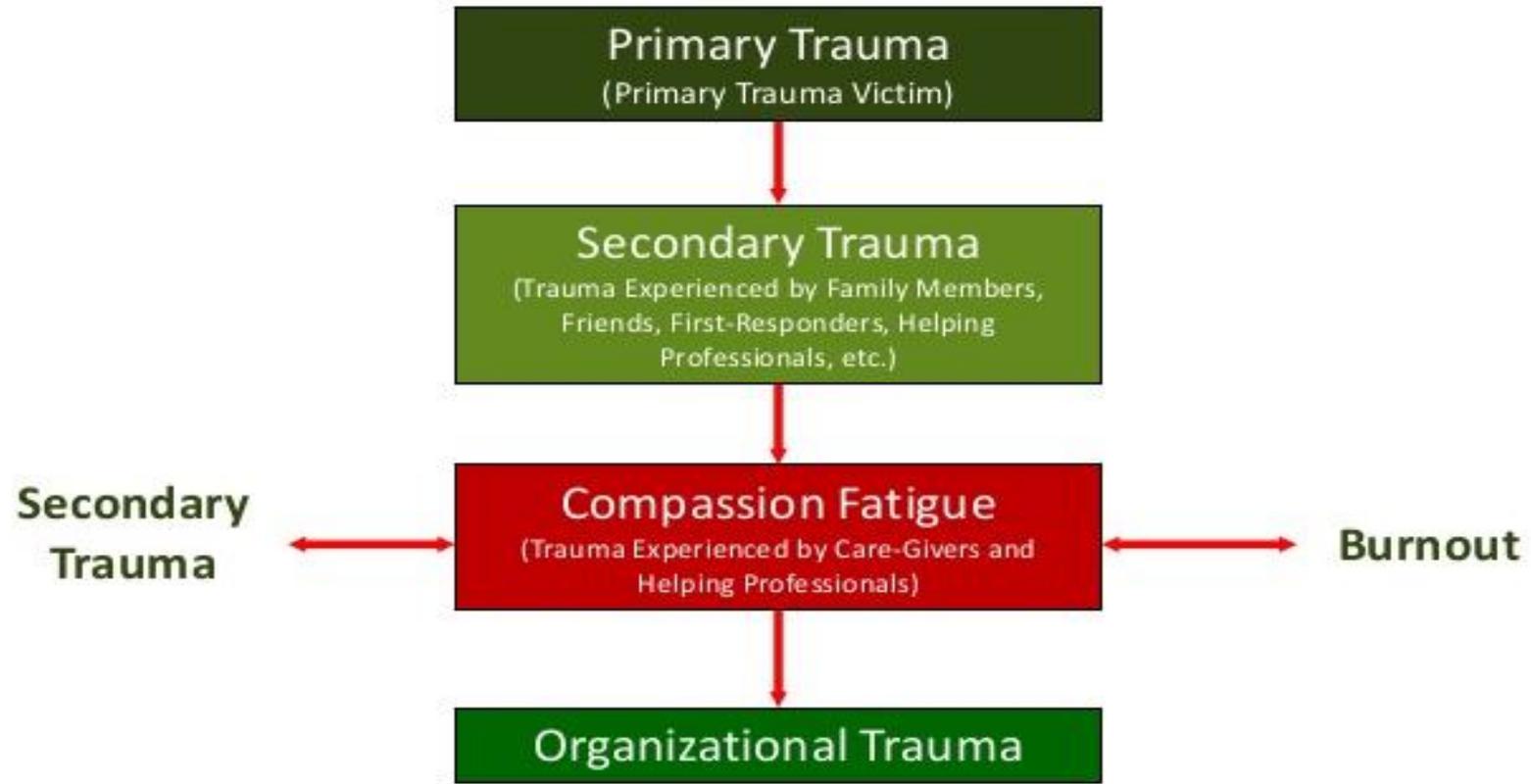
Laura Leone, DSW, MSSW, LMSW
Integrated Health Consultant
National Council for Behavioral Health

The Role of Wellness and Resilience at Work



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Continuum of Traumatic Stress



Prevalence in the Field

TRAUMATIC STRESS

Among 472 homeless service providers, 33% had PTSD symptoms
(Schiff & Lane, 2019)

COMPASSION FATIGUE

Among 234 homeless service providers, 23% suffered from compassion fatigue, and decreased quality of life (Schiff & Lane, 2016)

SECONDARY TRAUMATIC STRESS

Among 122 homeless service providers, nearly half met criteria for moderate or severe STS (Petrovich, Twis & Evans, 2020)

BURNOUT

Among 259 service homeless service providers, 31% scored in high range for burnout (Smith, 2019)

- [PTSD Symptoms, Vicarious Traumatization, and Burnout in Front Line Workers in the Homeless Sector](#) (Schiff & Lane, 2019)
- [Practice with people experiencing homelessness: an analysis of secondary traumatic stress in the workplace](#) (Petrovich, Twis & Evans, 2020)
- [Burnout and PTSD in Workers in the Homelessness Sector in Edmonton](#) (Schiff & Lane, 2016)
- [Compassion Fatigue, Coping and Turnover Among Homeless Service Providers](#) (Smith, 2019)

Secondary Traumatic Stress

- Physical and emotional stress responses to working with a highly traumatized population
- Symptoms mimic Post-Traumatic Stress Disorder
- Risk factors include:
 - Exposure
 - Empathy
 - Past trauma history and extent of resolution

Figley, C. R. 1995



Compassion Fatigue

“State of tension and preoccupation with traumatized patients by re-experiencing the traumatic events, avoidance/numbing of reminders and persistent arousal associated with the patient”

Figley, C., 2002

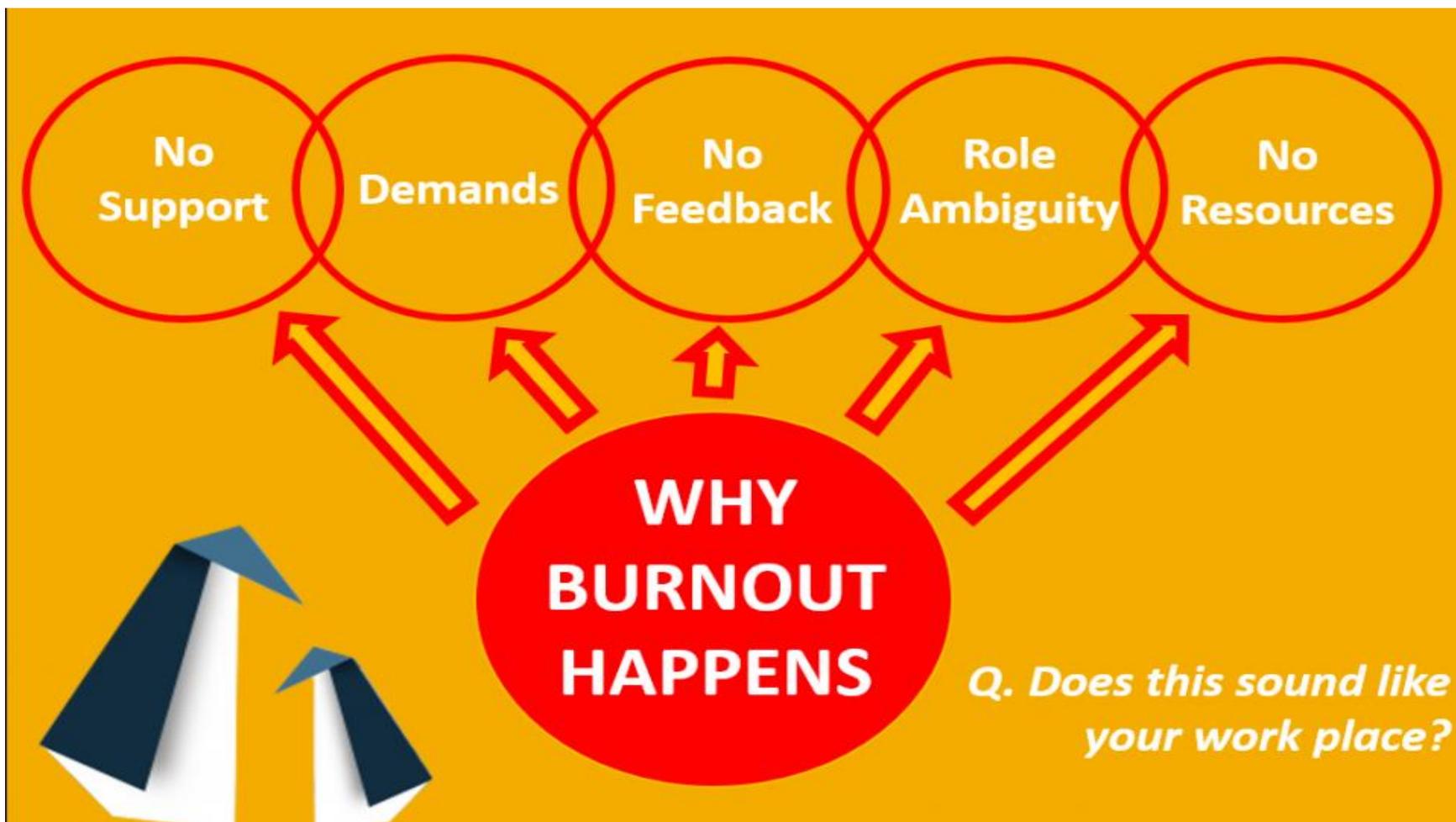


Burnout – The Exhaustion Cycle

- A syndrome of emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment
- Develops as a result of general occupational stress; the term is not used to describe the effects of indirect trauma exposure specifically

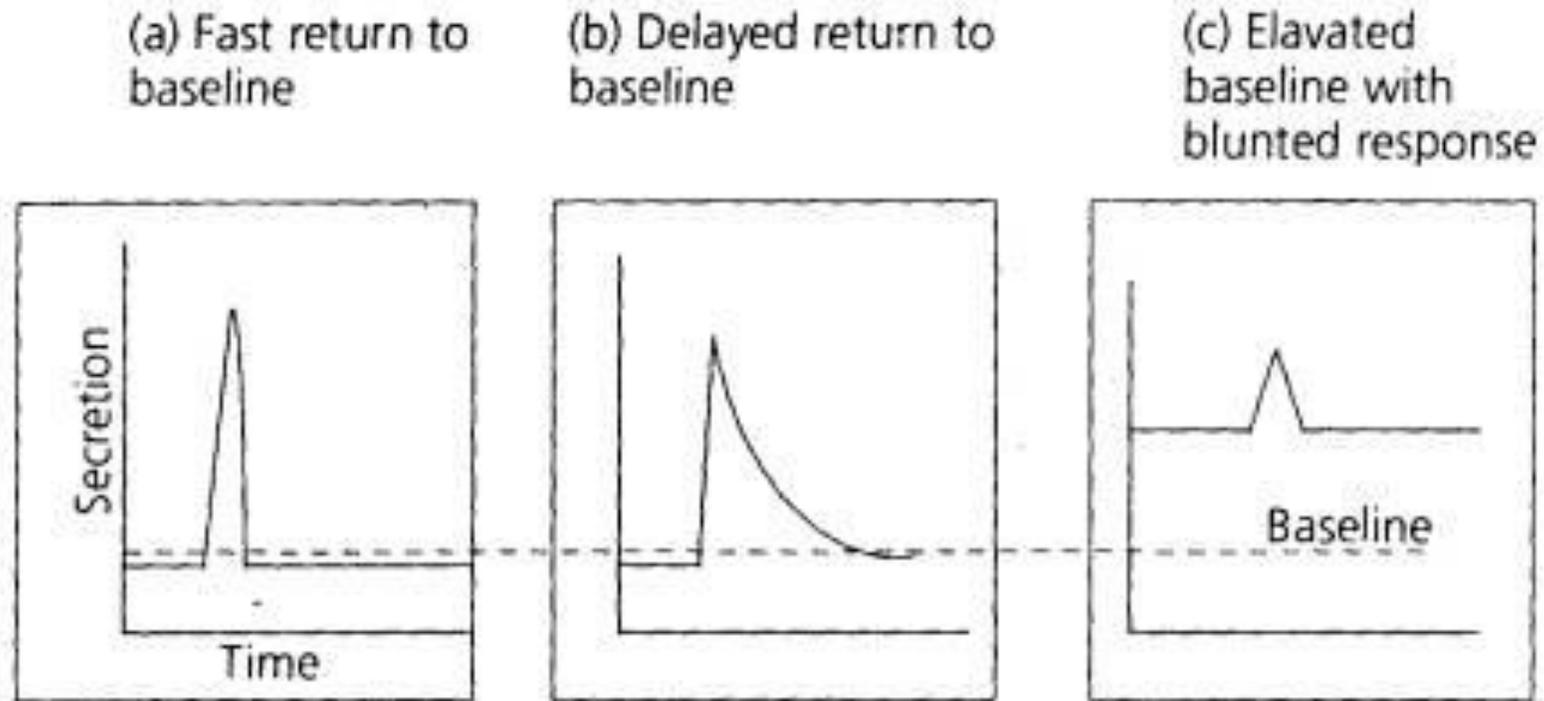


Source: National Child Traumatic Stress Network, Secondary Traumatic Stress Committee. (2011).



Source: <http://blog.imonomy.com/prevent-employee-burnout-company-grows/>

Stress Response



Reduce Stress

- **Causes:**
 - Individual and Collective
- **Effects:**
 - Chronic adrenaline and cortisol
 - Higher blood pressure
 - Seems to impact insulin effectiveness
 - Psychological

What We Bring to the Work

- Often have their own traumatic histories
- Seek to avoid re-experiencing their own emotions
- Respond personally to others' emotional states
- Perceive behavior as personal threat or provocation

Warning Signs

- Thinking the worst in every situation
- Reacting disproportionately
- Never taking a vacation
- Forgetting why you do your job
- Decreased performance at work
- Constantly not getting enough sleep
- Increased arguments with your family
- Decreased social life

Replace the Negative Culture with a Compassionate Culture for All

Staff

- Build Staff Relationships
- Teach Skills (e.g. de-escalation)
- Support

Clients
Consumers
Families

- Build Relationships
- Teach Skills (exec. function)
- Support

Compassion Resilience

*The ability to
maintain our physical,
emotional and mental
well-being while
responding
compassionately to
people who are
suffering*

Compassion Satisfaction

*The ability to
experience
pleasure from
doing the work*

Building Compassion Resilience

Expectations

- Realistic ones for yourself
- Realistic ones for others

Boundary Setting

- Know what you want/can say 'yes' to

Staff Culture

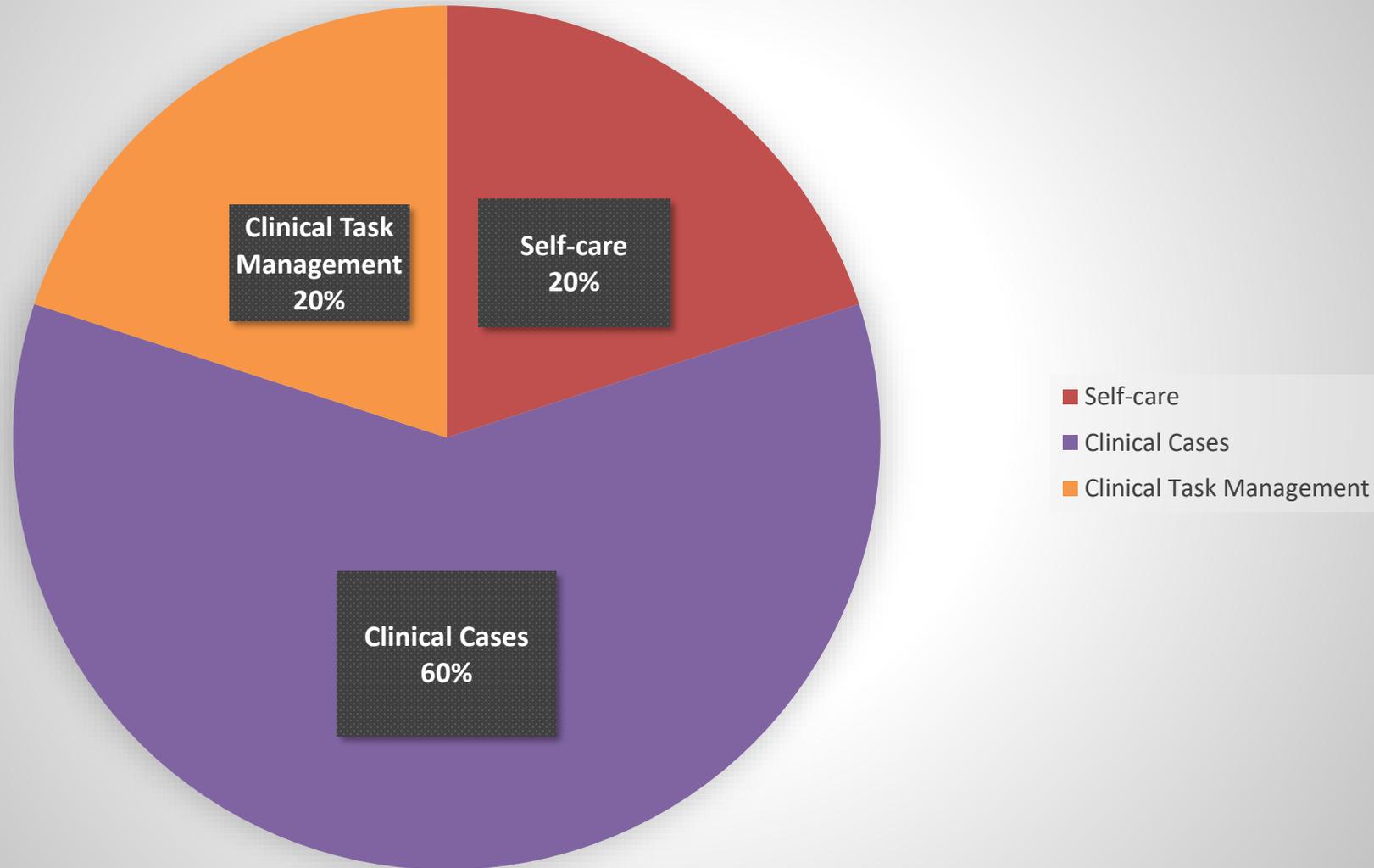
- Connecting with colleagues in a way that heals & helps

Self-Care

- Mind
- Spirit
- Strength
- Heart

<https://compassionresiliencetoolkit.org>

Structure of Supervision





The ABCs of Self Care

Awareness

- Of your own experiences
- Of your thoughts and feelings
- Of resources and support

Balance

- Professional Boundaries
- Work, play, rest
- Types of work

Connection

- To yourself
- To others
- To a bigger perspective – the bigger picture



What is a Self Care Plan?

- A 'Self Care Plan' refers to the activities that you have identified as important to your well-being and that you have committed to do on a regular basis to take care of yourself
- There is no "one-size-fits-all" self-care plan, but there are some general principles that will help you manage your self-care:
 - Take care of your physical health
 - Manage your stress and reduce it where possible
 - Honor your emotional and spiritual needs
 - Nurture your relationships
 - Find balance in your personal and work life

Compass Model of Wellness



HEART

Relationships: the ability to create and maintain healthy connections with others in your life

Emotions: the ability to express your emotions and receive others' emotions in a healthy way



MIND

School/Work: the ability to get the most out of educational, volunteer, and employment opportunities

Organization: the ability to manage time, priorities, money, and belongings



SPIRIT

Core Values: the development of a personal value system that supports your sense of meaning and purpose

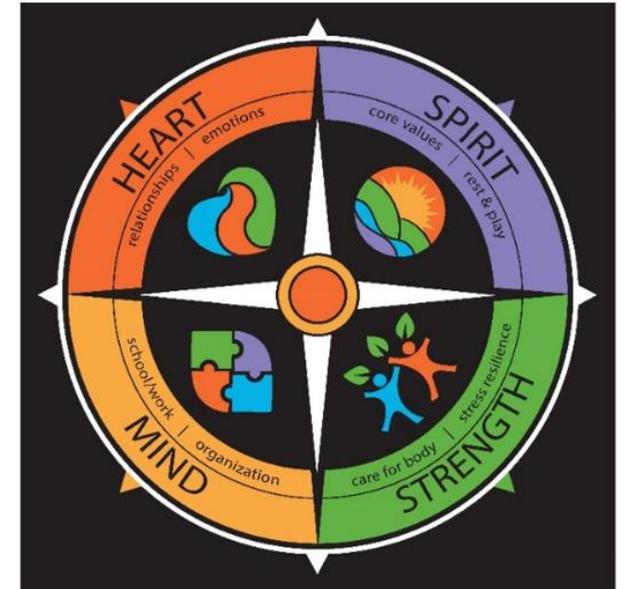
Rest & Play: the ability to balance work and play to renew yourself



STRENGTH

Stress Resilience: the ability to deal positively with the challenges of life

Care for My Body: the ability to build healthy habits around your physical well-being, and to end unhealthy habits

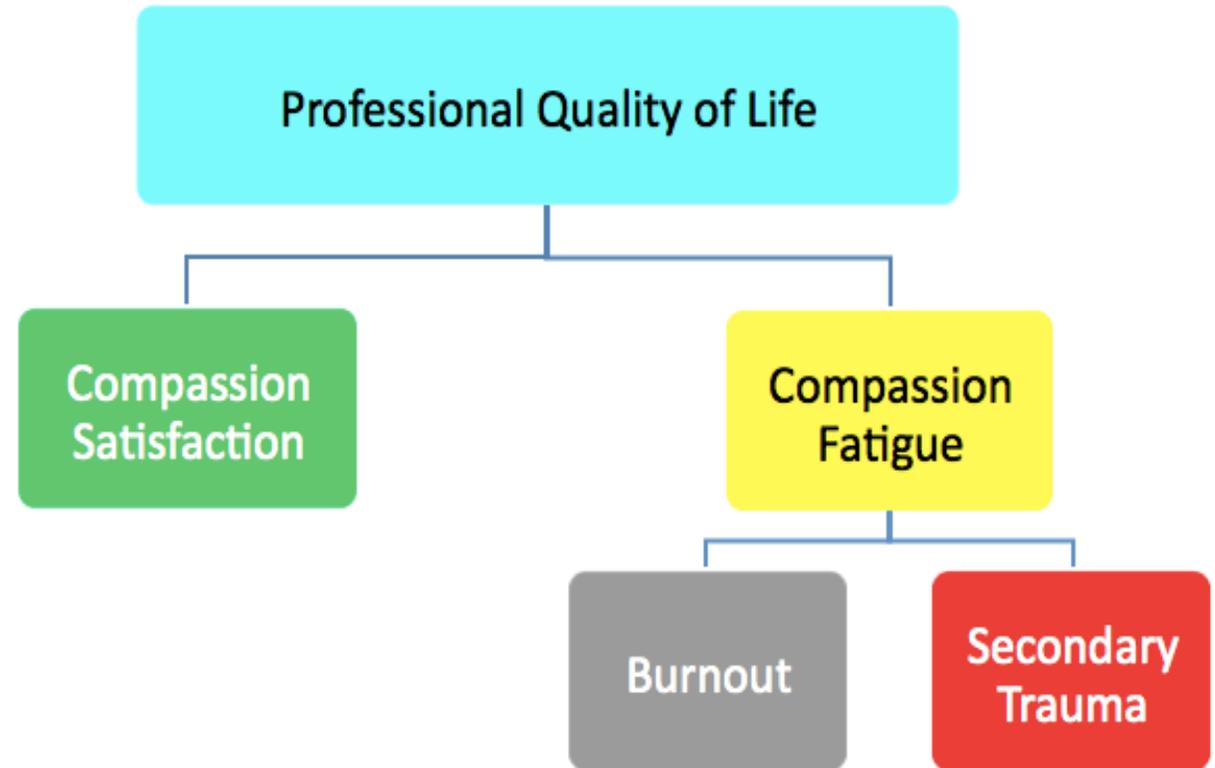


Compassion  Resilience
TOOLKIT

ProQOL

- Part of the implementation tools: Professional Quality of Life Scale

<http://proqol.org>



Copyright Beth Hudnall Stamm (2009)

Provider Resilience App

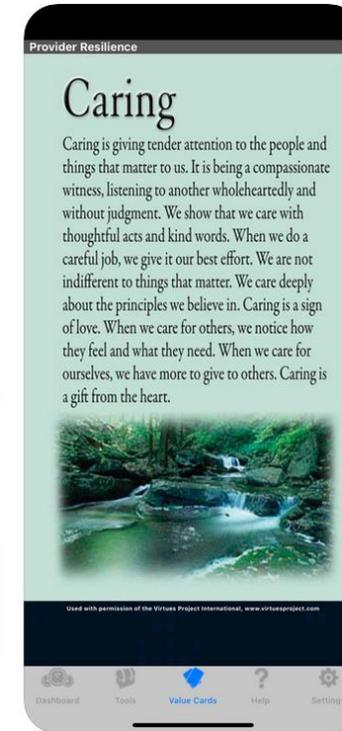


Provider Resilience 4+

National Center for Telehealth & Technology

★★★★★ 4.7, 9 Ratings

Free



Source: <https://www.health.mil/About-MHS/OASDHA/Defense-Health-Agency/Operations/Clinical-Support-Division/Connected-Health/mHealth-Clinical-Integration>

Wellness and Resilience Interventions

- Improved Nutrition
- Exercise
- Good Sleep Habits
- Breathing exercises
- Visualizations / Guided Imagery
- Progressive Muscle relaxation
- **And more!**



Improved Nutrition

- Eat low
- Eat color
- Shop the outside aisle
- Divide your plate
- Consider your portions

Principle:

Eating better helps us feel better.



Success in Motion!

- Incorporate chair exercises
- Walk while talking
- Joint staff/participant walking competitions with pedometers
- Create walking “tracks” in your building
- Mark out walking trails in the neighborhood
- Form partnerships with local YMCA’s or fitness centers
- In home exercises: climbing stairs, walking in place etc.



The Benefits of Sleep



SELF-SOOTHING

Self-soothing is a quick and effective way to reduce the intensity of negative emotions.



Sight

- Low lighting
- Soothing colors
- Sleeping masks
- Coloring books
- Pinterest Collages

Touch

- Soft things
- Cuddle things
- Massage
- Hot/cold shower
- Heated/weighted blanket



Sound



- Calming noise
- ASMR videos
- Nature sounds
- Guided meditations
- Binaural beats

Smell

- Aromatherapy
- Fresh air
- Candles/insense
- Comforting smells



Taste



- Strong flavors
- Warm drinks
- Eat slowly
- Nostalgic flavors

www.blessingmanifesting.com

Grounding Exercise



Hold a pillow, stuffed animal or a ball



Place a cool cloth on your face, or hold something cool such as a can of soda



Listen to soothing music



Put your feet firmly on the ground



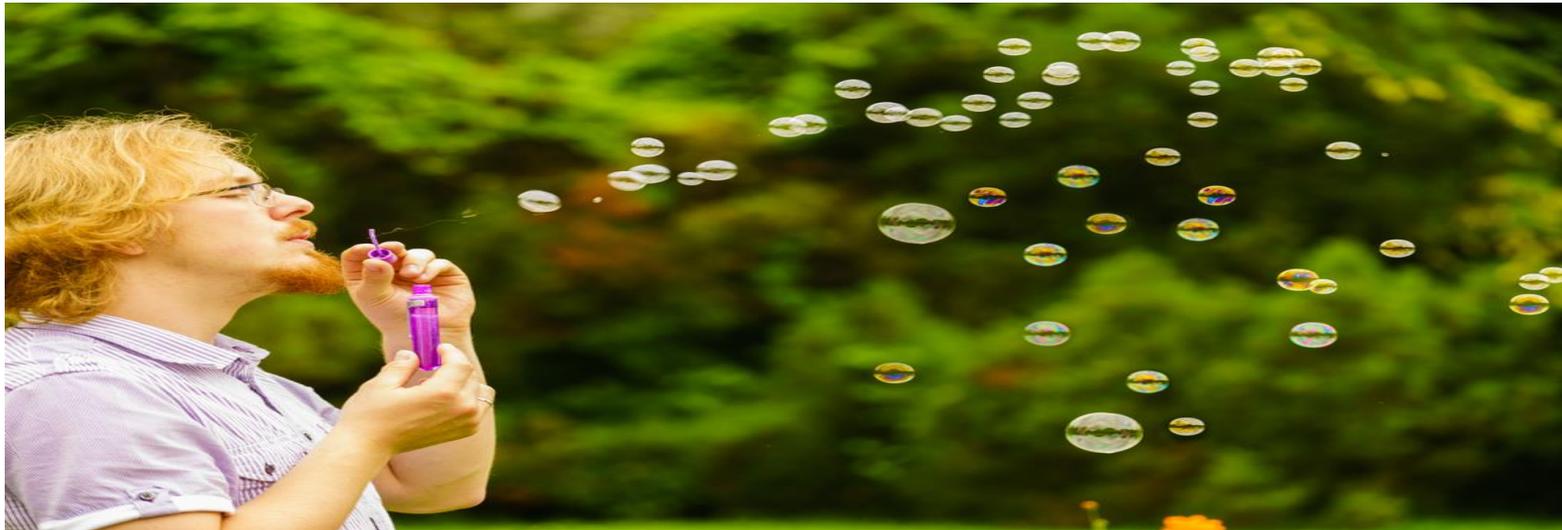
FOCUS on someone's voice or a neutral conversation



5-4-3-2-1 Game

Diaphragmatic and Other Breathing

- The diaphragm is the most efficient muscle of breathing. It is a large, dome-shaped muscle located at the base of the lungs. Your abdominal muscles help move the diaphragm and give you more power to empty your lungs.
- Called deep breathing, diaphragmatic breathing, abdominal breathing, belly breathing, and paced respiration. When you breathe deeply, the air coming in through your nose fully fills your lungs, and the lower belly rises.



Square Breathing

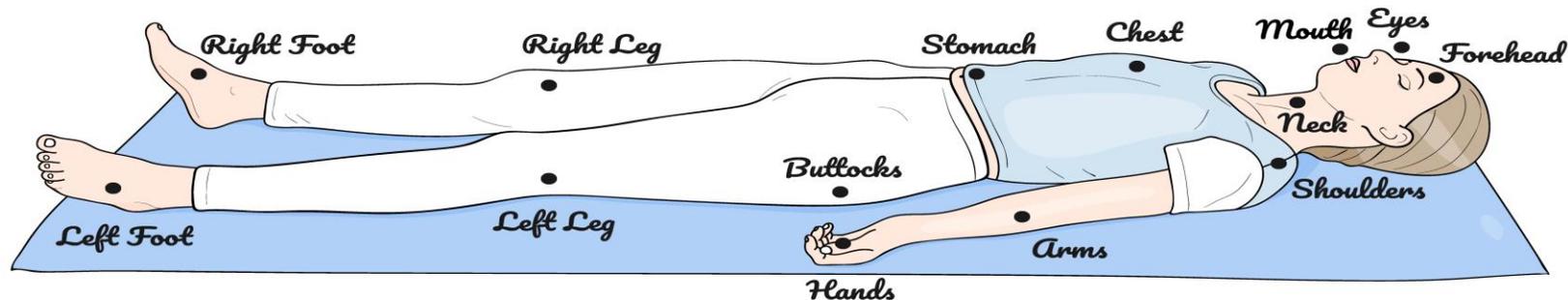


Guided Imagery

- Sometimes called guided meditation, visualization, mental rehearsal and guided self-hypnosis.
- A gentle but powerful technique that focuses the imagination in proactive, positive ways, involving as many of the 5 senses as possible.
- Examples:
 - https://youtu.be/ar_W4jSzOIM
 - <https://youtu.be/WBYYFbStfHM>

Progressive Muscle Relaxation

- The practice of tensing, or tightening, one muscle group at a time followed by a relaxation phase with release of the tension.
- Doctors have used progressive muscle relaxation in combination with standard treatments for symptom relief in a number of conditions, including headaches, cancer pain, high blood pressure, and digestive disturbances.



Progressive Muscle Relaxation

Everyday Ways to Relax



Key Takeaways



Differences between secondary trauma, compassion fatigue, burnout, and stress



Impact on personal and professional life



Ways to incorporate options for wellness and resilience at work



Consider what next steps you can take



Thank You!

Laura Leone, DSW, MSSW, LMSW
Integrated Health Consultant
National Council for Behavioral Health
LauraL@TheNationalCouncil.org



Questions and Answers

Please submit your questions to the presenters using the Q&A feature. The presenters will address as many questions as time permits.



Evaluation and Certificate

<https://pra.typeform.com/to/isqUioq7>

Zoom should redirect you and the link will be sent via email

Please complete evaluation if you would like a certificate of participation

Thank You!

SAMHSA's Homeless and Housing Resource Center provides high-quality, no-cost training for health and housing professionals in evidence-based practices that contributes to housing stability, recovery, and an end to homelessness.

Contact Us:

<http://hhrcctraining.org/>

info@hhrcctraining.org

518-439-7415x4

