

First Aid for the Soul: Strategies for Helping DC Residents to be Resilient in the Midst of the Pandemic

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10 - 11 a.m.



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Agenda

- ☐ Introduction
- ☐ Meeting the Needs of District Residents - J. Michelle Johnson
- ☐ Maslow’s Hierarchy of Needs & Stress Factors - Dr. Heather Bruce
- ☐ Stress Effects & Coping Strategies - J. Michelle Johnson
- ☐ Promoting Mental Health & Wellness - Dr. E. Gail Anderson Holness
- ☐ Resilience - Dr. Jacquelin Portis-Joyner
- ☐ District Resident’s Insights On Resilience - To’Nisha Walker
- ☐ Self Care & Triage For Service Providers - Dr. Jacquelin Portis-Joyner
- ☐ Closing - J. Michelle Johnson
- ☐ Questions & Answers



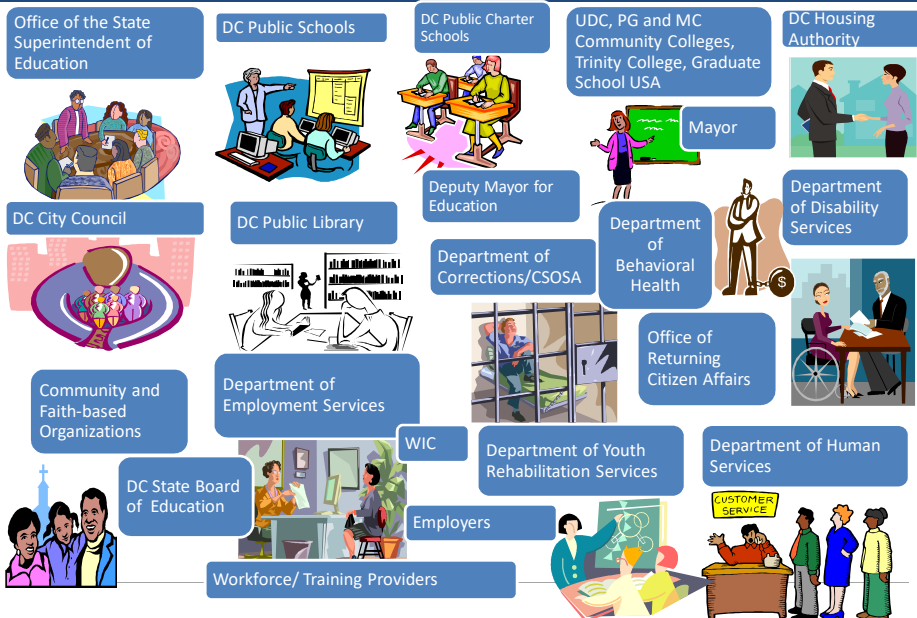
Objectives

- Participants in this session will:
 - Discuss the diverse needs of District residents and some of the agencies that are working diligently with them to realize their full potential.
 - Identify strategies and resources that can be used to help District residents to cope and be resilient in the midst of the pandemic.

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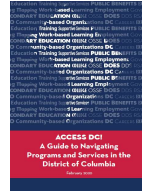
Agencies Meeting the Needs of District Residents





ACCESS DC!

ACCESS DC!



- [ACCESS DC! Programs and Services for DC Residents PowerPoint Presentation](#) is available online for use by partner agency staff and other program and service providers.
- [ACCESS DC! A Guide to Navigating Programs and Services](#) is available online for dissemination to District residents, partner agency staff, and other program and service providers.

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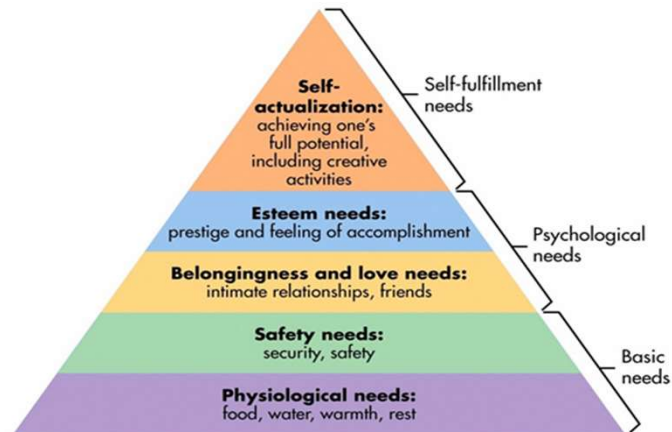
Realizing District Residents' Full Potential

- **District agencies are working diligently with youth and adults to:**
 - Pursue their desired career path through their participation in an education, training and/or workforce development program;
 - Make measurable skills gains and earn a secondary school credential;
 - Earn entry level certificates and/or industry recognized certifications;
 - Participate in work-based learning opportunities;
 - Transition to postsecondary education, advanced training or employment;
 - Earn family sustaining wages; and
 - Be effective in their roles as parents/family members, workers and members of their communities.

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Maslow's Hierarchy of Needs



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Maslow's Hierarchy of Needs (Cont.)

- **Physiological Needs**
 - Biological requirements for human survival (e.g. air, food, drink, shelter, clothing, warmth, sex, sleep).
- **Safety and Security Needs**
 - Shelter, job security, health, and safe environments.
- **Love and Belongingness Needs**
 - Friendship, intimacy, trust, and acceptance, receiving and giving affection and **love**.
 - Affiliating, being part of a group (family, friends, work).

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Maslow's Hierarchy of Needs (Cont.)

- **Esteem Needs**
 - Higher esteem needs include desire for physical strength, **knowledge**, competence, independence and freedom.
 - Lower esteem include status, recognition, fame, celebrity, prestige and any form of attention.
- **Self-Actualization**
 - Realizing personal potential, self-fulfillment, seeking personal growth and peak experiences.

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Factors that Lead to Stress

- **Factors that lead to stress**
 - Fear and uncertainty
 - Attitudes and perceptions
 - Unrealistic expectations
 - Change

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Life Stressors

- **Life Stressors**

- The death of a loved one
- Divorce or separation
- Loss of a job
- Increase in financial obligations
- Getting married
- Moving to a new home
- Chronic illness or injury
- Emotional problems (depression, anxiety, anger, grief, guilt, low self-esteem)
- Taking care of an elderly or sick family member
- Traumatic event, such as a natural disaster, theft, rape, or violence against you or a loved one

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Work Stressors

- **Work Stressors**

- Being unhappy in your job
- Having a heavy workload or too much responsibility
- Working long hours
- Having poor management, unclear expectations of your work, or no say in the decision-making process
- Working under dangerous conditions
- Being insecure about your chance for advancement or risk of termination
- Having to give speeches in front of colleagues
- Facing discrimination or harassment at work and/or not feeling supported

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Potential Stressors Due to the Pandemic

- **Potential Stressors Due to the Pandemic**
 - Coronavirus (COVID-19) Safety Protocols
 - Being quarantined from family and friends
 - Changing family dynamics
 - Balancing family and work
 - Online learning
 - Safe working conditions
 - Economy
 - Mass layoffs
 - Financial hardships
 - Healthcare/insurance
 - Safe neighborhoods
 - Political uncertainty

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Effects of Stress During the Pandemic

- **Stress during a pandemic can sometimes cause the following:**
 - Fear and worry about one's own health and the health of their loved ones, financial situation or job, or loss of support services they rely on.
 - Changes in sleep or eating patterns.
 - Difficulty sleeping or concentrating.
 - Worsening of chronic health problems.
 - Worsening of mental health conditions.
 - Increased use of tobacco and/or alcohol or other substances.

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Healthy Ways to Cope with Stress

- **According to the Centers for Disease Control and Prevention (CDC), we can help our customers cope with stress by encouraging them to:**
 - **Know [what to do if they get sick](#) and are concerned about COVID-19.** Instruct them to contact a health professional before they start any self-treatment for COVID-19.
 - **Know where and how to get treatment** and other support services and resources, including counseling or therapy (in person or through telehealth services).
 - **Take care of their emotional health.** [Taking care of their emotional health](#) will help them think clearly and react to the urgent needs to protect themselves and their families.
 - **Take breaks from watching, reading, or listening to news stories,** including those on social media. Hearing about the pandemic repeatedly can be upsetting.

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Healthy Ways to Cope with Stress (Cont.)

- **According to the CDC, we can also help our customers cope with stress by encouraging them to:**
 - **Take care of their bodies.**
 - Take deep breaths, stretch, or [meditate](#).
 - [Try to eat healthy, well-balanced meals](#).
 - [Exercise regularly](#).
 - [Get plenty of sleep](#).
 - Avoid excessive [alcohol and drug use](#).
 - **Make time to unwind.** Try to do some other activities they enjoy.
 - **Connect with others.** Talk with people they trust about their concerns and how they are feeling.
 - **Connect with their community- or faith-based organizations.** While social distancing measures are in place, they can consider connecting online, through social media, or by phone or mail.

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Promoting Mental Health & Wellness

- **DC Department of Behavioral Health (DBH)**
 - Is working with faith leaders across the District to promote understanding of mental health and substance use disorders challenges and to encourage treatment.
 - Released a Request for Applications (RFA) - Faith Based Organizations: Connecting DC Residents with Behavioral Needs to Clinical Services and Treatment During COVID-19.
 - Goals:
 - To promote community resilience during the COVID-19 public health emergency; and
 - To improve timely access to emergency mental health services for individuals with serious mental illness (SMI) or a co-occurring mental health and substance use disorder (SUD).

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Promoting Mental Health & Wellness (Cont.)

- **DC Department of Behavioral Health (DBH)**
 - Maintains a mental health hotline/warm-line specifically for individuals (including health care practitioners) impacted by COVID-19;
 - Offers grief and loss counseling to health care workers;
 - Works to improve discharge planning at DC's 24-hour Comprehensive Psychiatric Emergency Program (CPEP) by enhancing connections to recovery support services;
 - Engages providers in telehealth training and technical assistance opportunities;
 - Partners with the faith-based community to link the residents impacted by COVID-19 to behavioral health treatments and supports; and
 - Created a multidisciplinary team of providers to serve individuals with mental illness or substance abuse disorders who are in isolation or quarantine and who require intensive services to maintain safety.

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DBH Faith-based Partners

Allen Chapel AME Church
2498 Alabama Avenue SE
DC 20020

Ambassador Baptist Church
1412 Minnesota Avenue SE
DC 20020

All Nations Baptist Church
2001 North Capitol Street NE
DC 20002

Berean Baptist Church
924 Madison Street NW
DC 20011

Bright Light Baptist
7300 New Hampshire Ave
Takoma Park, MD

**Christ Our Redeemer African
Methodist Episcopal**
700 V Street NW
DC 20001

Christian Tabernacle Church of God
2033 11th Street NW
DC 20001

Colesville United Methodist
52 Randolph Road
Silver Spring, MD 20904

Fellowship Baptist Church
5605 Colorado Avenue NW
DC 20011

**First Rising Mount Zion Baptist
Church**
602 N Street NW
DC 20001

First Baptist Church
712 Randolph Street NW
DC 20011

First Tabernacle Beth-El
801 New York Avenue NW
DC 20002

Florida Avenue Baptist
623 Florida Avenue NW
DC 20001

Living Faith Methodist
100 Maryland Avenue NE
DC 20002

**Metropolitan African Methodist
Episcopal**
1615 M Street NW
DC 20008

Michigan Park Christian Church
1600 Taylor Street NE
DC 20017

**New Commandment Church of
Praise**
625 Park Road NW
DC 20010

Pilgrim African Methodist Episcopal
612 17th Street NE
DC 20002

Plymouth Congregational UCC
5301 North Capitol Street NE
DC 20011

**St. John Baptist Church of Marshall
Heights**
5228 Call Place SE
DC 20019

The Village
4625 G Street SE
DC 20019

Unity Baptist
2706 Bladensburg Road NE
DC 20018

Zion Baptist Church
4850 Blagden Avenue NW
DC 20011

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Mental Health First Aid

- **According to Mental Health USA, we can help our customers to practice mental health first aid by encouraging them to seek help when needed:**
 - Call 911
 - [Disaster Distress Helpline](#): 1-800-985-5990 (press 2 for Spanish), or text TalkWithUs for English or Hablanos for Spanish to 66746. Spanish speakers from Puerto Rico can text Hablanos to 1-787-339-2663.
 - [National Suicide Prevention Lifeline](#): 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish, or [Lifeline Crisis Chat](#).
 - [National Domestic Violence Hotline](#): 1-800-799-7233 or text LOVEIS to 22522
 - [National Child Abuse Hotline](#): 1-800-4AChild (1-800-422-4453) or text 1-800-422-4453
 - [National Sexual Assault Hotline](#): 1-800-656-HOPE (4673) or [Online Chat](#)
 - [The Eldercare Locator](#): 1-800-677-1116 [TTY Instructions](#)
 - [Veteran's Crisis Line](#): 1-800-273-TALK (8255) or [Crisis Chat](#) or text: 8388255

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Mental Health First Aid (Cont.)

- According to Mental Health USA, we can also help our customers to practice mental health first aid by encouraging them to find a health care provider or seek treatment for substance use disorder, mental health and if feeling suicidal:
 - [SAMHSA's National Helpline](#): 1-800-662-HELP (4357) and TTY 1-800-487-4889
 - [Treatment Services Locator Website](#)
 - [Interactive Map of Selected Federally Qualified Health Centers](#)
 - [National Suicide Prevention Lifeline](#): 1-800-273-TALK (8255) for English, 1-888-628-9454 for Spanish, or [Lifeline Crisis Chat](#).
 - [SAMHSA Suicide Prevention](#)
 - [Suicide Risk Factors and Warning Signs](#)
 - [Five Action Steps for Communicating with Someone Who May Be Suicidal](#)

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First Aid for the Soul – Mental Health

- **First Aid for the Soul: Mental Health Reflections**
 - *Many persons have a wrong idea of what constitutes true happiness. It is not attained through self-gratification but through fidelity to a worthy purpose.*
– Helen Keller
 - *I like living. I have sometimes been wildly, despairingly, acutely miserable, racked with sorrow, but through it all I still know quite certainly that just to be alive is a grand thing.*
– Agatha Christie
 - *When you get to your wit's end, remember that God lives there.*
– Folk Saying
 - *Worry is interest paid on trouble before it is due.*
– Miriam Makeba

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Helping District Residents to Be Resilient

- **Resilience**

- Is the act of knowing how to cope in spite of setbacks, or barriers, or limited resources.
- Is a measure of how much an individual wants something and how much s/he is willing and able to overcome obstacles to get it.
- Emotional strength.

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Helping District Residents to Be Resilient

- **We can help District residents to be resilient by encouraging them to:**

- Cultivate a belief in their ability to cope.
- Stay connected with sources of support.
- Talk about what they're going through.
- Be helpful to others.
- Activate positive emotion.
- Cultivate an attitude of survivorship.
- Seek meaning and purpose.
- Shift the focus away from the problem to a solution.

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First Aid for the Soul – Building Resilience

- **First Aid for the Soul: Building Resilience**

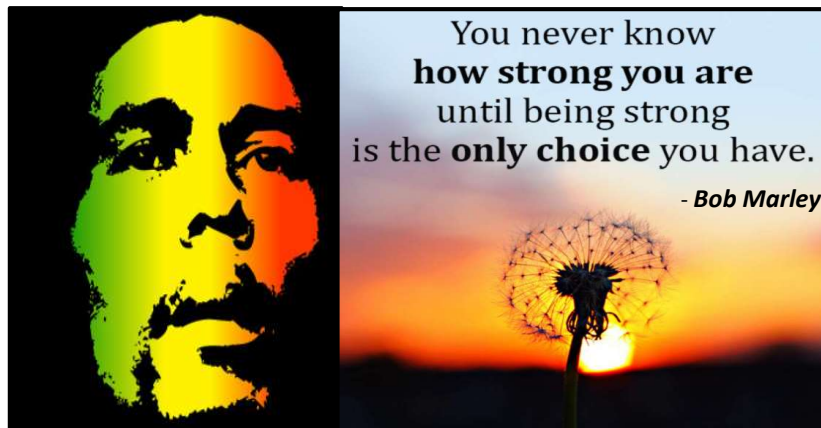
- *Go within every day and find the inner strength so that the world will not blow your candle out.*
– Katherine Dunham
- *I'm inspired when I walk down the street and still see people trying. A lot of them look as if they're on their last leg, but they're still getting up somehow.*
– Faith Ringgold
- *I am not a quitter. I will fight until I drop. It is just a matter of having some faith in the fact that as long as you are able to draw breath in this universe, you have a chance.*
– Cicely Tyson
- *What lies behind us and what lies before us are tiny matters compared to what lies within us.*
– Ralph Waldo Emerson

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A District Resident's Insights on Resilience

To'Nisha Walker, District Resident



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Self-Care for District Service Providers

- Self-care ...
 - is an essential survival skill;
 - refers to activities and practices that District Service Providers can engage in on a regular basis to **reduce stress and maintain and enhance their short- and longer-term health and well-being**; and
 - is necessary for District Service Providers to be effective and successful in honoring their professional and personal commitments.

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Self-Care for District Service Providers (Cont.)

“Just like you do on a plane, you need to put on your own oxygen mask first before trying to help others.”

– Dean Nancy Smyth, University at Buffalo

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Service Provider Triage

- Service Providers are like first responders.
- While we can't fix everything, we can do our best to triage the needs of our customers to the best of our ability.

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Purpose of Self-Care

- Self-care is about **enhancing your overall well-being**.
- As service providers, its important to:
 - Take care of your physical and psychological health;
 - Manage and reduce stress;
 - Honor your emotional and spiritual needs;
 - Foster and sustain relationships; and
 - Strive to achieve an equilibrium across your personal and professional lives.

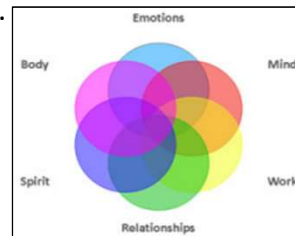
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Developing a Self-Care Plan

- **Developing a Self-Care Plan**

- Identify what you value and need as part of your day-to-day life (*maintenance self-care*) and the strategies you can employ when or if you face a crisis along the way (*emergency self-care*).
- Make a commitment to attend to all the domains of your life, including your physical and psychological health, emotional and spiritual needs, and relationships.



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Developing a Self-Care Plan (Cont.)

- **Steps to guide you in developing a plan**

- Identify what you do *now* to manage the stress in your life.
- Identify new activities that are important to your well-being that you can engage in on a regular basis to take care of yourself.
- Identify possible barriers or obstacles that could get in the way of your implementing and/or maintaining these new activities and address them.
- Decrease or eliminate at least one “negative” coping strategy.
- Employ more “positive” coping strategies.
- Remind yourself to follow your plan.

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First Aid for the Soul – Self Care Reflections

- **First Aid for the Soul: Self Care Reflections**

- *One has to find a balance between what people need from you and what you need for yourself.* —Jessye Norman
- *It's not the load that breaks you down, it's the way you carry it.* —Lena Horne
- *To keep a lamp burning we have to keep putting oil in it.* —Mother Teresa
- *The more you praise and celebrate your life, the more there is in life to celebrate.* —Oprah Winfrey

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Mini-Professional Development Institute

- **Schedule of Events**

- **Supportive and Wrap around Services for Adults, Youth and Families in the District** [DC Department of Human Services \(DHS\)](#)
- **Supportive and Wrap-around Services for Immigrant Families in the District** [Briya Public Charter School](#) and [Catholic Charities of the Archdiocese of Washington](#)
- **DC Public Library - Meeting the Diverse Needs of the Community** [DC Public Library, Adult Learning Department \(DCPL ALD\)](#)
- **Youth Services Panel – Linking District Youth to the Programs, Services and Resources** [Office of the State Superintendent of Education, Covenant House Washington, OSSE, Division of Health and Wellness, OSSE, DC ReEngagement Center \(REC\) and Potomac Job Corps Center](#)
- **The OSSE DC ReEngagement Center Helps Youth Get Back on Track!** [OSSE, DC ReEngagement Center \(REC\)](#)

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Resources

- **List of Works Cited**

- *Causes of Stress* - [WebMD](#)
- *Copying with Stress* - [Center for Disease Control and Prevention](#)
- [Department of Behavioral Health](#) *Partnership with Faith Based Organizations*
- *Developing Resilience: Overcoming and Growing from Setbacks* - [Mind Tools](#)
- *First Aid for the Soul (Mini-Books)* – [Amazon.com](#)
- *Introduction to Self-Care* - [University at Buffalo School of Social Work](#)
- *Self-Care: Take Care of Your Mental Health During COVID-19* – [Mental Health USA](#)