

# The Zoom Interface

The screenshot shows a Zoom Webinar window with the following elements and callouts:

- Header:** "Zoom Webinar", "You are viewing David Terry's screen", "View Options", "Click here to maximize your session view", "Enter Full Screen".
- Main Content:** "TTC Technology Transfer Centers", "Funded by Substance Abuse and Mental Health Services Administration", "Thank you for joining us today!", "You will not be on video during today's session".
- Q&A Window:** "Question and Answer", "All questions (1)", "My questions (1)", "You 07:35 AM", "This is a test question!", "You can switch between questions you've asked and those asked by others using these buttons.", "You can use the Q&A feature to ask questions of the host and presenters. These questions can receive text or live responses. To begin asking a question use the field below. You can see a test question above.", "Type your question here...".
- Chat Window:** "Zoom Webinar Chat", "The chat feature will allow you to talk with other people in today's webinar.", "The To field will tell you who will receive your message. Be mindful of who you are chatting to.", "To: All panelists", "Your text can only be seen by panelists".
- Audio Settings:** "Select a Speaker", "Speakers (Realtek(R) Audio)", "Same as System", "Test Speaker & Microphone...", "Leave Computer Audio", "Audio Settings...", "Click Here to adjust your audio settings".
- Bottom Bar:** "Audio Settings", "Chat", "Raise Hand", "Q&A", "Click here to leave the session", "Leave".

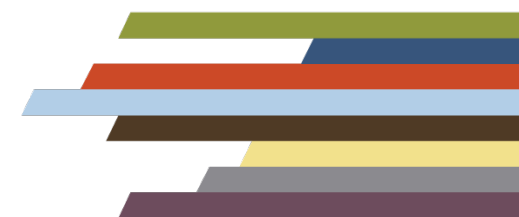
**All attendees are muted. Today's session will be recorded.  
A link to the presentation slides and a recording of the webinar will be emailed.  
Certificates of Attendance will be emailed.**



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# Getting the Supports You Need for Mental Health Providers

*Michelle Zechner*



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# About Us ...

The Northeast and Caribbean MHTTC provides 5 years (2018 – 2023) of funding to:

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

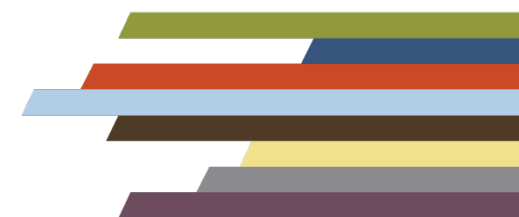
Supplemental funding to work with school teachers and staff to address student mental health.



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# Grow Your Knowledge and Skills

Keep up with the latest effective practices, resources, and technologies!

**Subscribe** to receive our mailings.  
All activities are free!

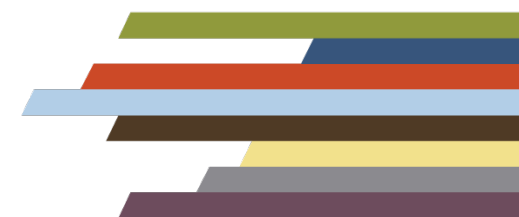
<https://bit.ly/2mpmpMb>



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# We Want Your Feedback!

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

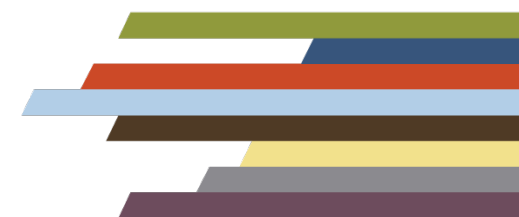
Feedback about this training will assist us in developing trainings that are relevant to your current professional needs. Therefore, your feedback counts!



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# Video Recording Information

## ***Please Note:***

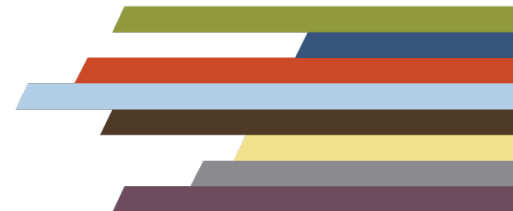
We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.



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# Your Interactions With Us

## Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Be aware: your question is visible to all participants.

## Chat and Polls

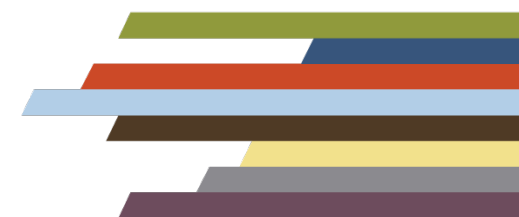
- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- You can control who can see your chat comments.



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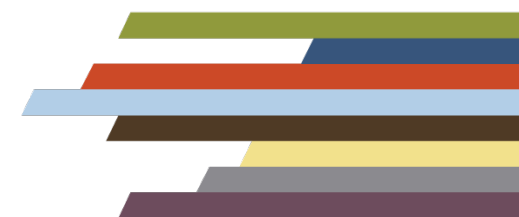
This presentation will be recorded and posted on our website. At the time of this presentation, Elinore F. McCance-Katz served as SAMHSA Assistant Secretary. The opinions expressed herein are the views of the presenters, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.



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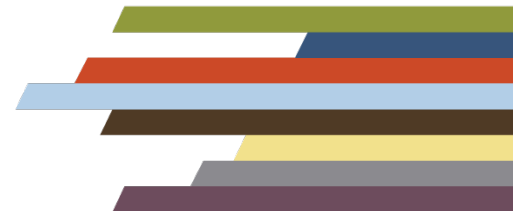
# Our Presenter



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# Objectives for Today

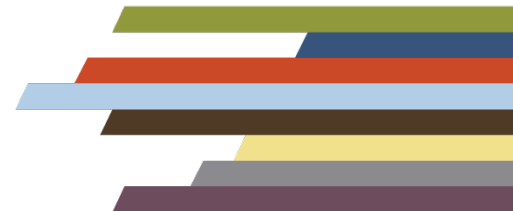
- Explore our expectations, challenges and issues around getting help when we need it
- Identify who and what can offer supports in difficult times
- Discuss the importance of support
- Apply concepts to get support for ourselves



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# Current Challenges

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- Telehealth
- Changes in the way we live, work and play
- Financial
- Child-care issues
- Increase in client distress

*We all need care right now!*



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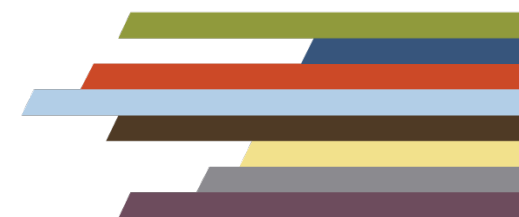
# Mental Health Providers



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# Expectations of Ourselves?

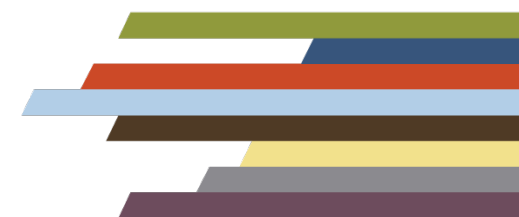
- Be strong
- Solve problems on your own
- Be a hero



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# Let's hear from you:



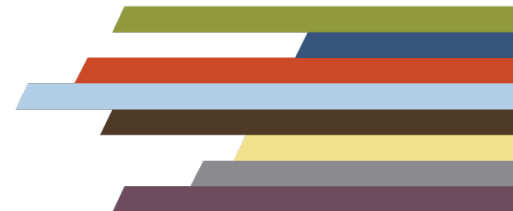
What are some expectations you have of yourself?



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# Lisa's Story

Lisa works in outpatient and supervises 3 staff. She has both administrative and clinical responsibilities. She often works 12 hour days trying to catch up on documentation.

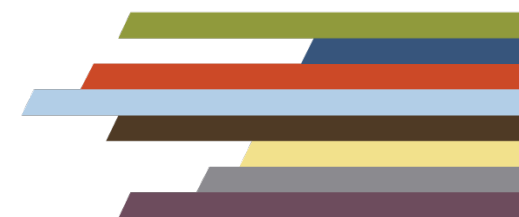
She has multiple meetings each day, leaving her no time for personal breaks or to catch her breath. Lisa hasn't taken a day off in 5 months. She feels completely overwhelmed and notices that it is getting harder for her to connect with her clients and staff.



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# Let's hear from you:



What expectations does Lisa have for herself?

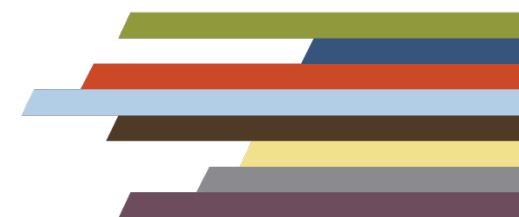
What challenges does she face?



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# Managing Self-Expectations

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Be aware of  
self-imposed  
pressure



Practice self-  
care



Check-In



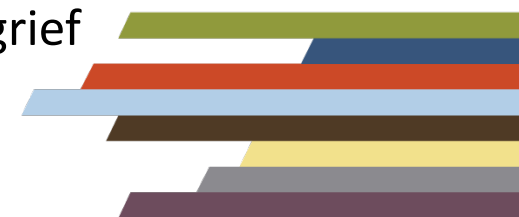
Recognize  
anxiety &  
grief



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# Managing our emotions



Where is the pressure coming from?



Feel your feelings- don't fight it



Use your coping skills



Turn off the TV/phone



Recognize all of your efforts

***What strategies are you finding helpful to manage your emotions right now?***

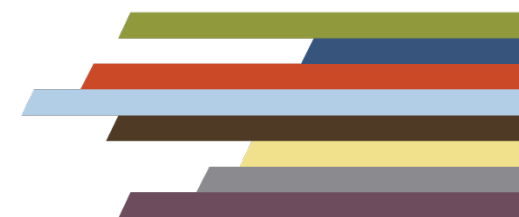
AMA, 2020



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# Getting Support

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- We all need help and support
- Getting support is healthy
- Having support means being
  - Healthier
  - Less stressed out
  - Happier
  - Living longer!

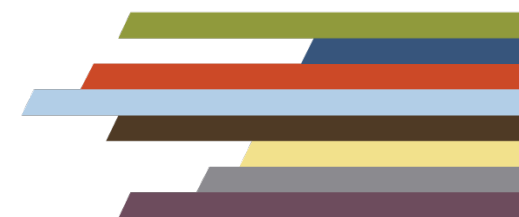
IHI, 2020



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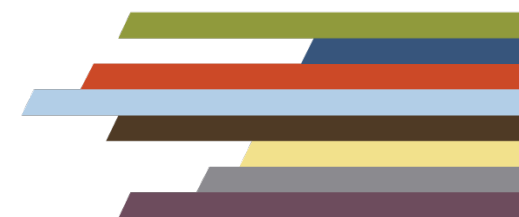
# Where do you get support?



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# Let's hear from you:



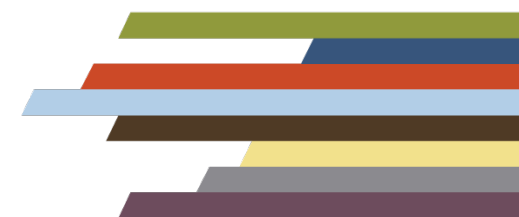
Where do you get support?



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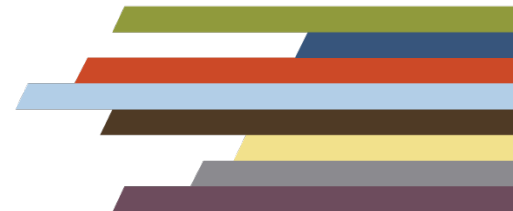
Is **HELP** a four-letter word?



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Let's hear from you:

# SUPPORT



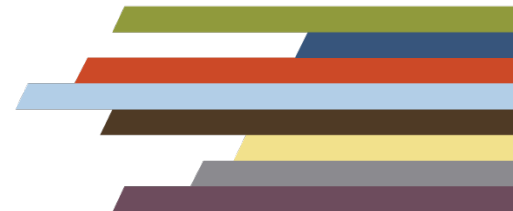
Why get support for yourself?



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# Getting Support

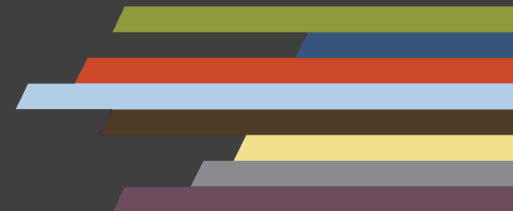


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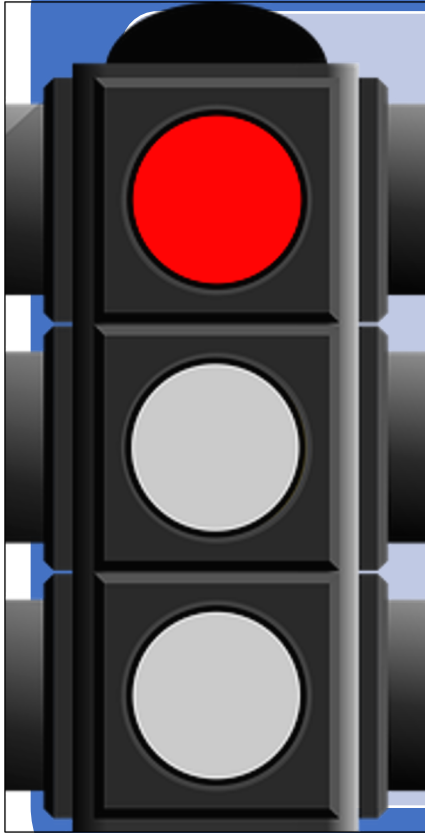
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# When to Get Help- Warning Signs



- Blaming others, irritability
- Tired, exhausted or overwhelmed
- Sadness or apathy
- Easily frustrated or startled
- Unable to let go of work situations
- Nightmares
- Physical signs (shaking, headaches, pain)
- Feeling like a failure



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CDC, 2018





- Changes in eating or sleeping
- Excessive fear, worry or anxiety
- Withdraw
- Difficulty coping with problems and activities
- Prolonged sadness or irritability

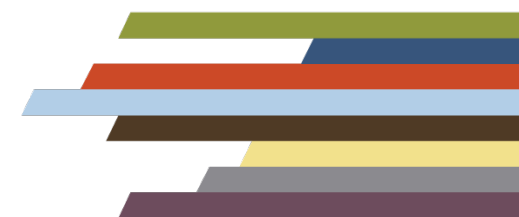


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# Help is Available!

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For immediate help or support:

- 1-800-273-TALK (8255)

24-hour crisis center

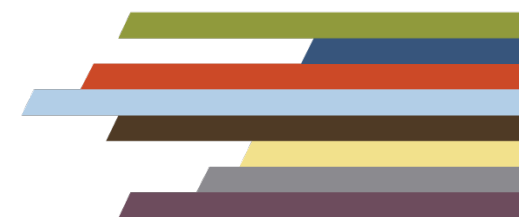
- Dial 911 for immediate assistance.



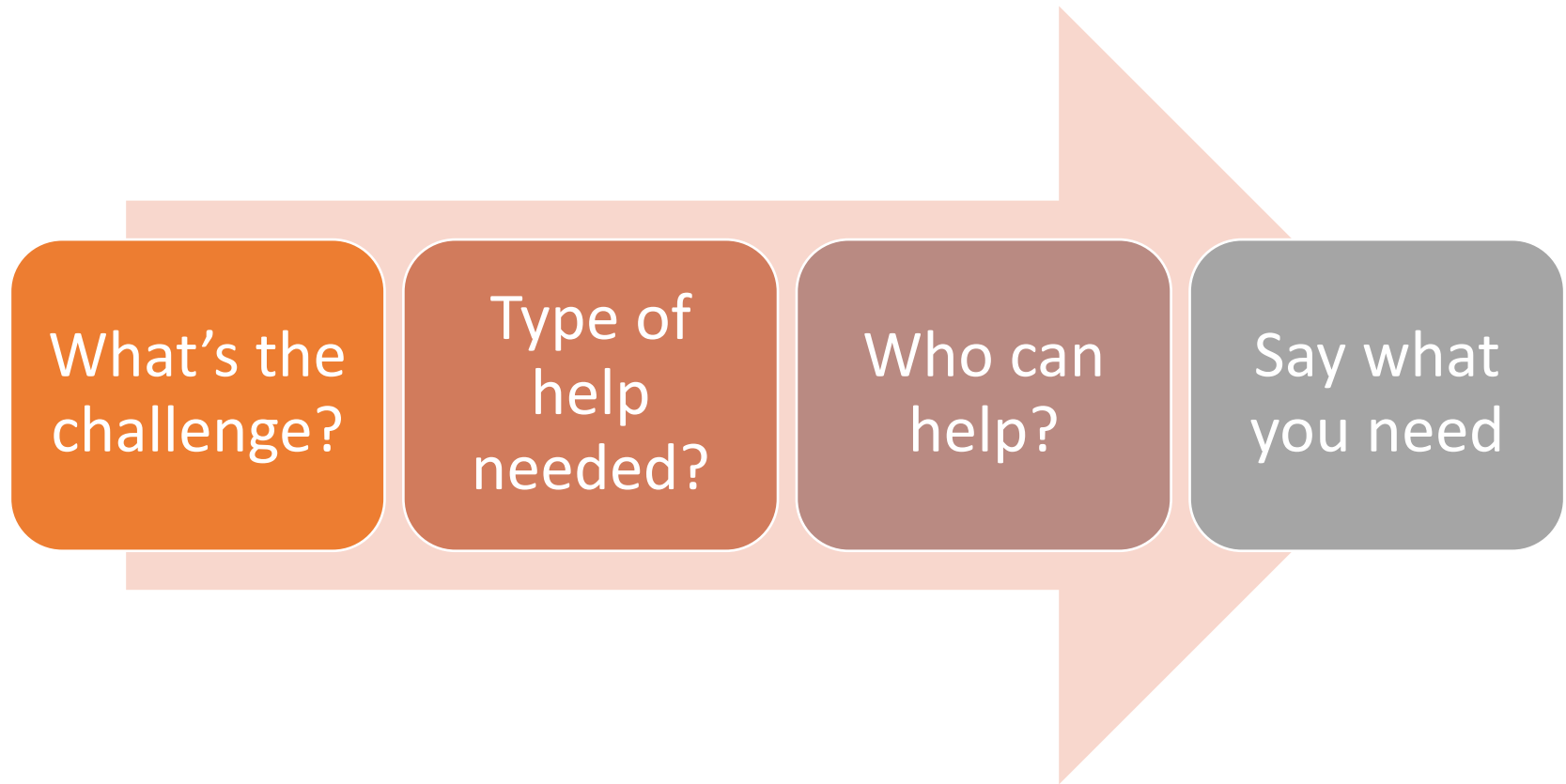
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# Support - Thinking it Through



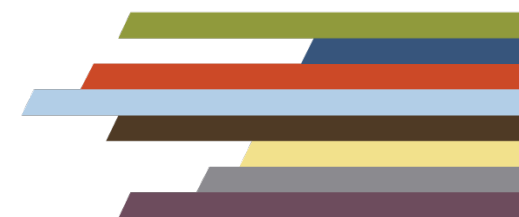
*\*Tip: Try to get support from multiple places*



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# Jamal

Works in housing. He often takes on extra shifts and works on-call. He doesn't have much free time and is finding himself feeling more and more resentful .

He doesn't like to talk about his work to his friends. Jamal is considering a job in another field.

***Challenges?***

***Needs?***

***Who?***

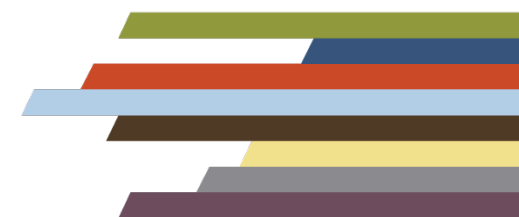
***How to ask?***



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## Reflections on Getting Support

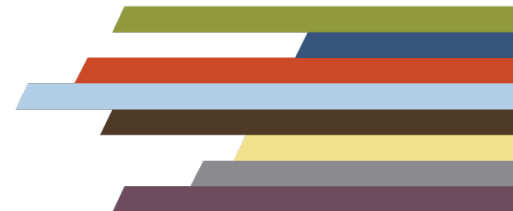
*What holds you back from getting the support you need?*



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# Let's hear from you:



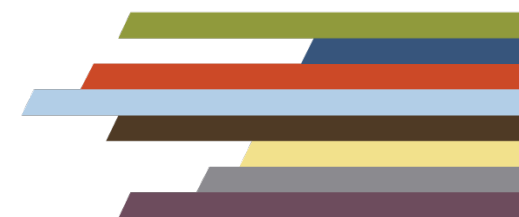
What holds you  
back from getting  
the support you  
need?



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# Overcoming Barriers to Getting Support



Asking for help  
is healthy!



Give  
Permission



Have self-  
compassion



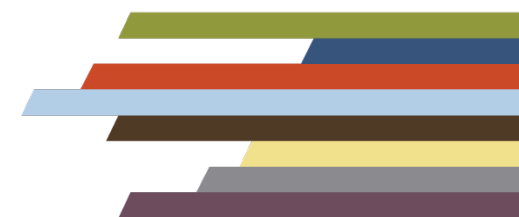
Use your  
supports



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# Support Yourself

Work practices

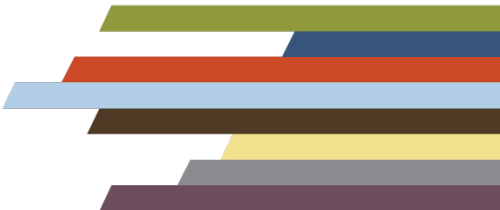
Healthy Lifestyle

Talk

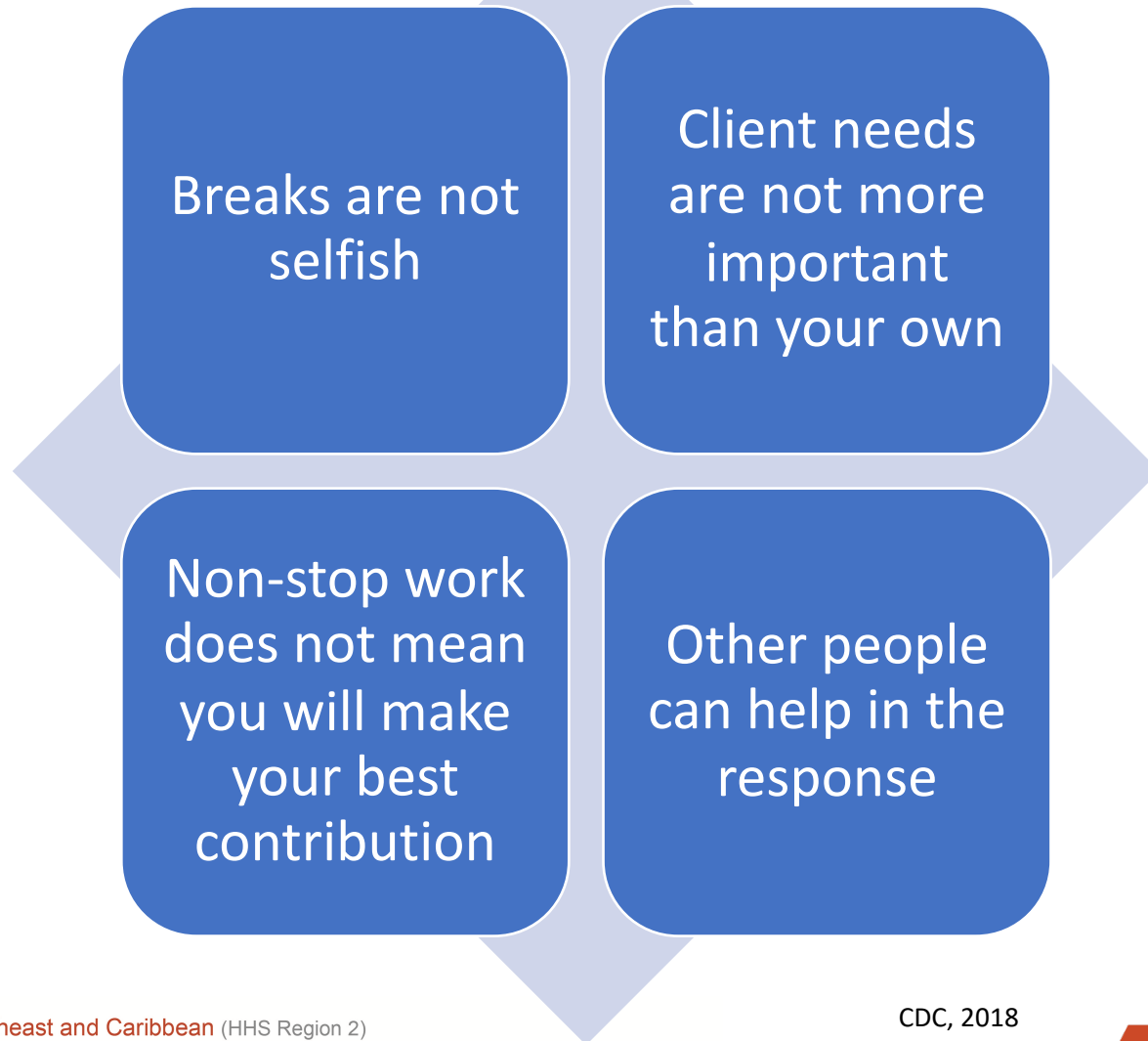
Boundaries

Breathe

Share Feelings



# Reminders About Wellbeing

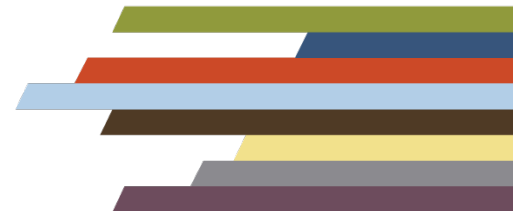


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CDC, 2018





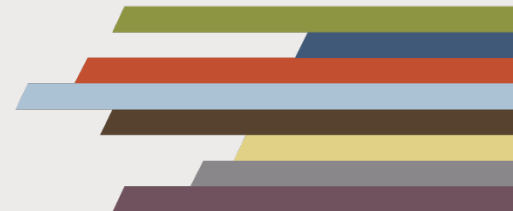
WE'RE  
ALL  
IN THIS  
Together



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# Summary

Everyone needs support

Our expectations influence help-seeking

Get the support you need by asking yourself *What, Who, How*

Overcome your barriers to getting support

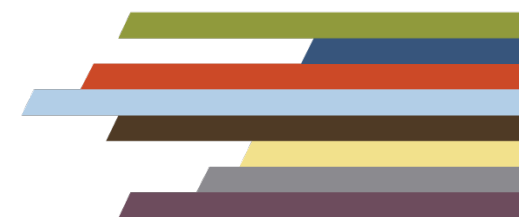
Getting support is a sign of strength!



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# Q and A



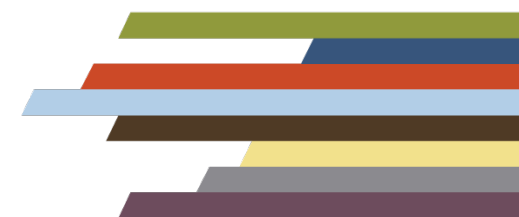
Thank you!



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# Resources

- The Most Courageous Ask for Help at Work (Exercise):

[https://ggia.berkeley.edu/practice/ask for help at work](https://ggia.berkeley.edu/practice/ask_for_help_at_work)

- Self-Care for Providers:

<https://www.samhsa.gov/homelessness-programs-resources/hpr-resources/self-care>

I'm Looking for Mental Health Support for Myself:

<https://www.mhanational.org/im-looking-mental-health-help-myself>

- Social Support

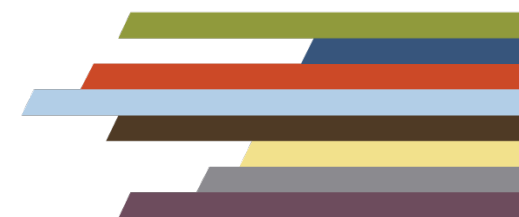
<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/social-support/art-20044445>



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# References

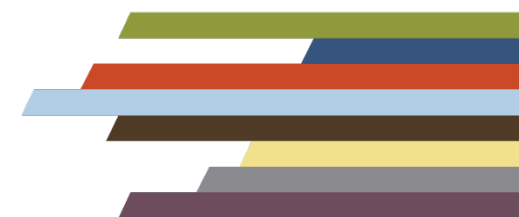
- American Medical Association (2020). Managing mental health during COVID-19. Retrieved from: <https://www.ama-assn.org/>
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- Institute for Healthcare Improvement (2020). A Guide to Promoting Health Care Workforce Well-Being During and After the COVID-19 Pandemic. Boston, Massachusetts: Institute for Healthcare Improvement. Retrieved from: <https://www.ihl.org>
- Mental Health America (nd). *Finding Help: When to get it and where to go*. Retrieved from: <https://www.mhanational.org/finding-help-when-get-it-and-where-go>
- World Health Organization (2011). *Psychological first aid: Guide for field workers*. Retrieved from <https://www.who.int>



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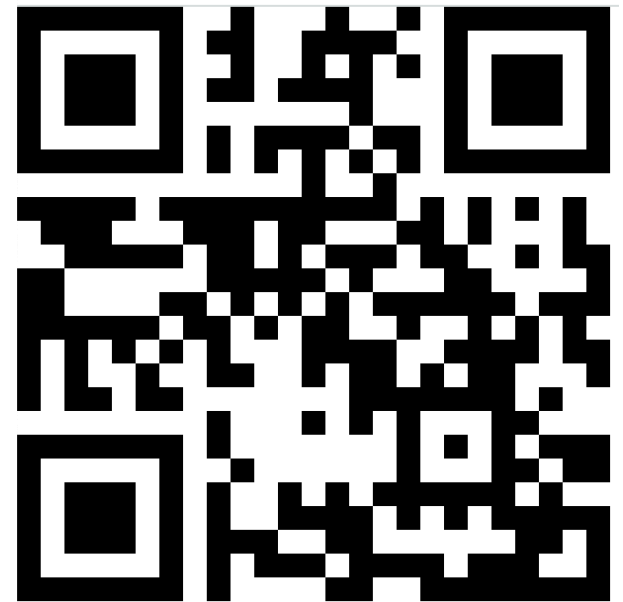
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# Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

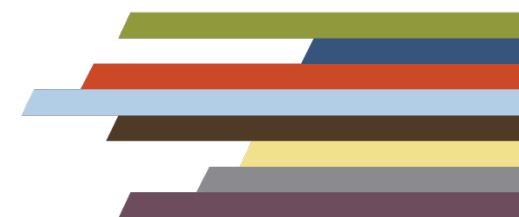
At the end of today's training please take a moment to complete a brief survey about today's training.



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**Phone:** (908) 889-2552

**Email:** [northeastcaribbean@mhttcnetwork.org](mailto:northeastcaribbean@mhttcnetwork.org)

**Website:**

<https://mhttcnetwork.org/centers/northeast-caribbean-mhttc/home>

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**Twitter:** @necmhttc

**LinkedIn:** @Northeast and Caribbean MHTTC



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