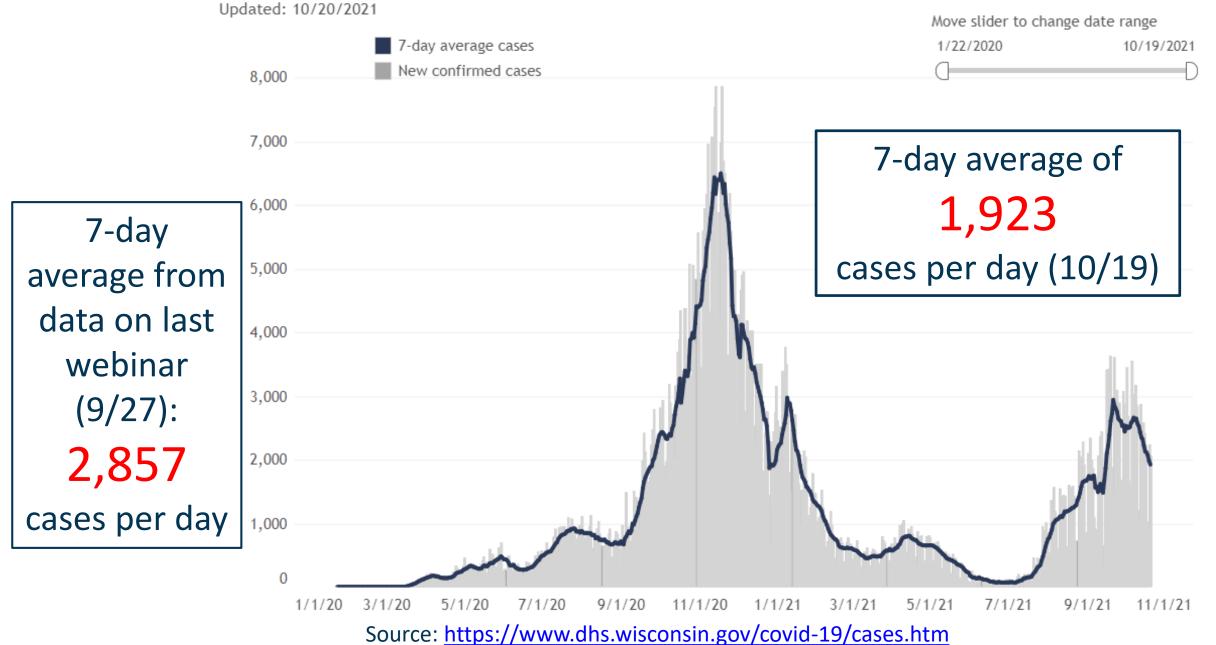
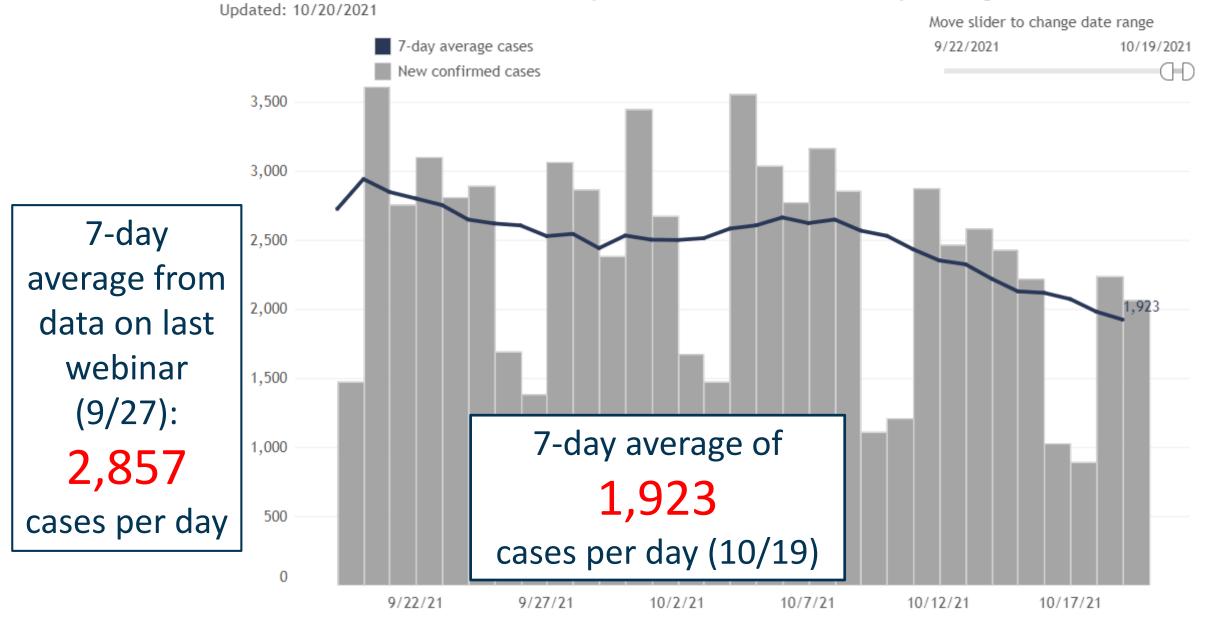
COVID-19 Updates: Homelessness Forum

Wendell Kirkman, MPH Epidemiologist, WI Department of Health Services COVID-19 Recovery and Response Team

New confirmed COVID-19 cases by date confirmed, and 7-day average

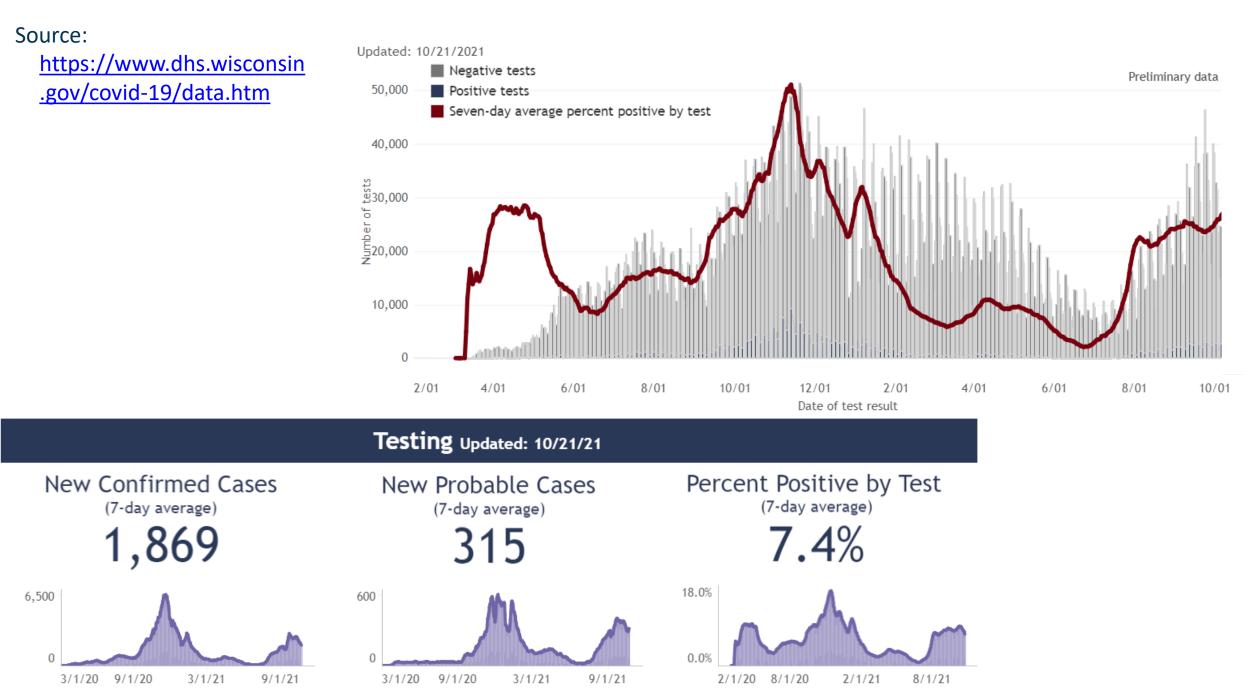


New confirmed COVID-19 cases by date confirmed, and 7-day average

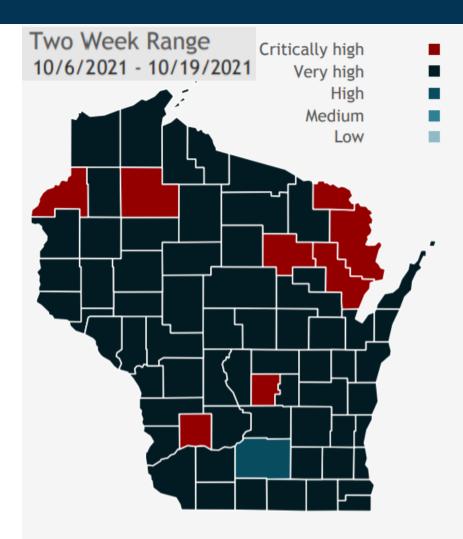


Source: <u>https://www.dhs.wisconsin.gov/covid-19/cases.htm</u>

7-day percent positive by test, total tests by day



In WI, case activity level is very high

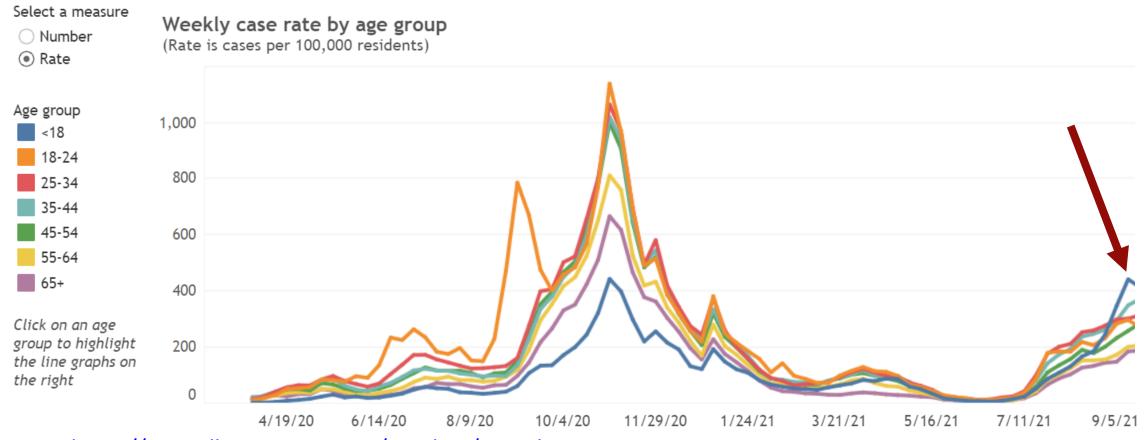


Case activity level by county (last two weeks) Each circle represents a county. Growing 0 0 Trajectory No significant 00 change 0 Shrinking 0 ංබු පී 0 200 400 600 800 1,000 1,200 1,400 Burden (rate per 100,000)

Source: <u>https://www.dhs.wisconsin.gov/covid-19/local.htm</u>

Cases are highest among youth <18

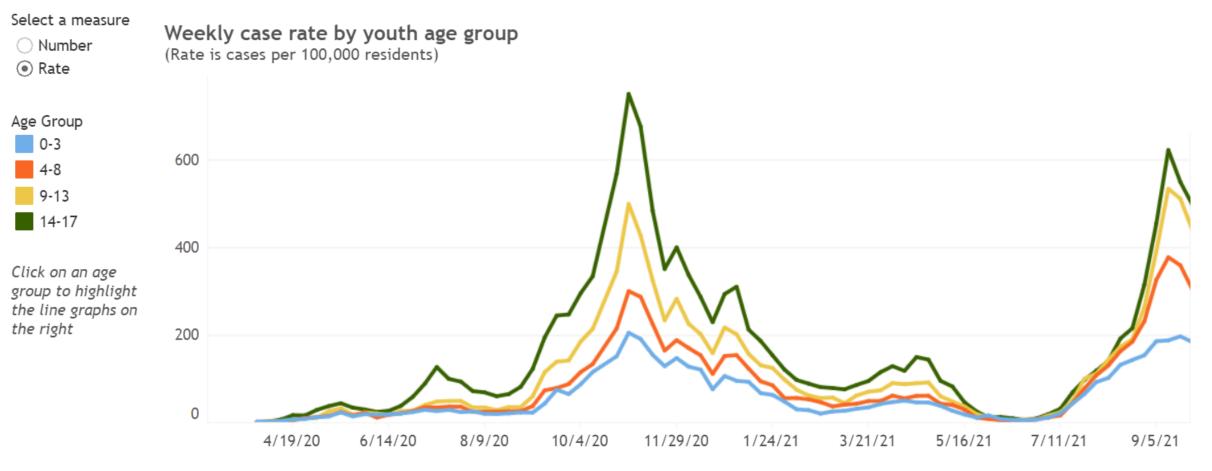
Confirmed cases by age group by date of symptom onset or diagnosis Updated: 10/20/2021



Source: <u>https://www.dhs.wisconsin.gov/covid-19/cases.htm</u>

Cases are highest among youth <18, especially among school-aged children

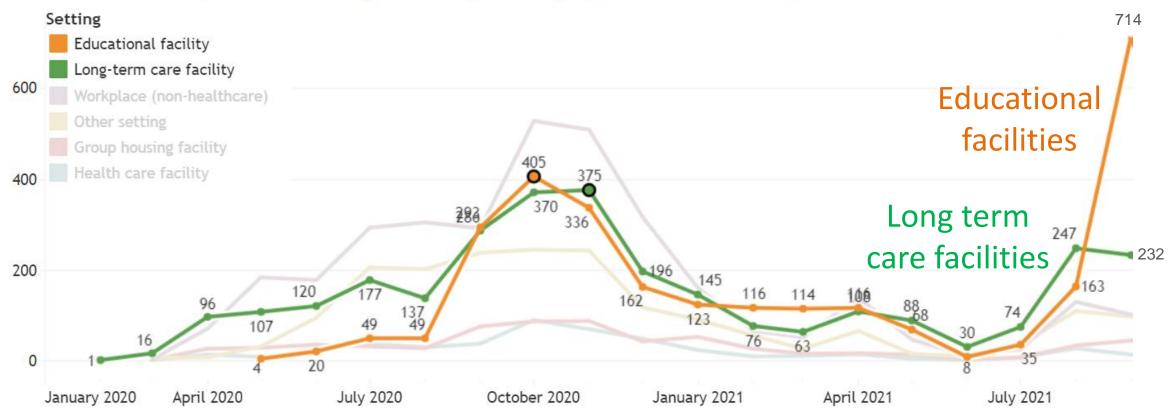
Confirmed cases by youth age group by date of symptom onset or diagnosis Updated: 10/20/2021



Source: <u>https://www.dhs.wisconsin.gov/covid-19/cases.htm</u>

Seeing a large spike in outbreak investigations in educational facilities

Number of facility-wide investigations by setting type and month reported



Source: https://www.dhs.wisconsin.gov/covid-19/investigations.htm

September 2021: Age-Adjusted COVID-19 Cases, Hospitalizations, and Deaths Among Fully Vaccinated and Not Fully Vaccinated People

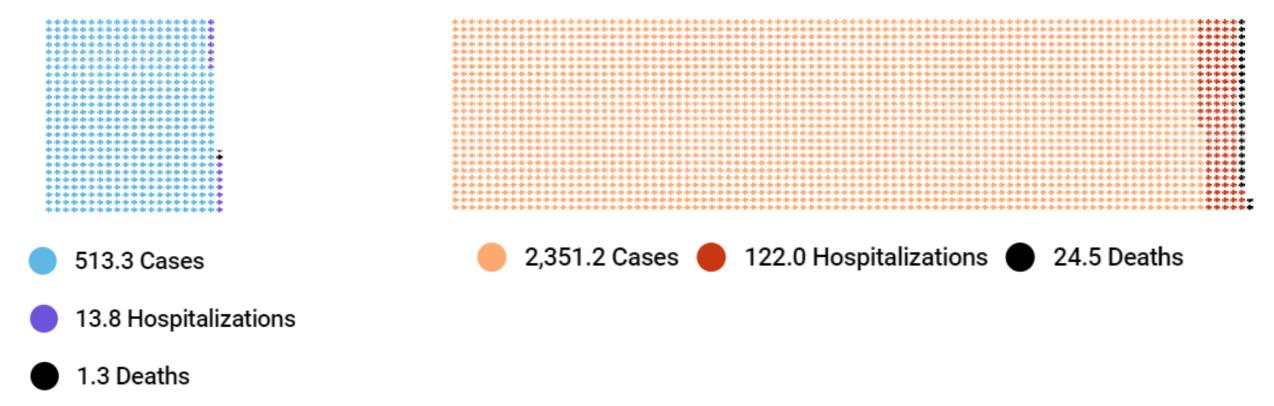
Last Updated: 10/15/2021

Fully Vaccinated

Per 100,000 Fully Vaccinated People

Not Fully Vaccinated

Per 100,000 Not Fully Vaccinated People



Source: https://www.dhs.wisconsin.gov/covid-19/vaccine-status.htm

Vaccination continues to be effective in preventing hospitalizations and death

Among people who are not fully vaccinated...

Cases 4.5 X higher

Hospitalizations

8.8 X higher

Deaths

0

18.9 X higher

5 10 15 20

Source: https://www.dhs.wisconsin.gov/covid-19/vaccine-status.htm (Data updated 10/15/21)

Vaccination Booster Update

Moderna and Pfizer COVID-19 booster recommendation:

WI DHS recommends that the following populations receive a booster dose at least six months after receiving their second dose in order to further strengthen their immunity:

- People 65 years and older
- All residents in long-term care
- People ages 18 and older with certain underlying medical conditions
- People ages 18 and older who are at increased risk for COVID-19 exposure and transmission because of their job or institutional settings (includes front line essential workers and health care workers)

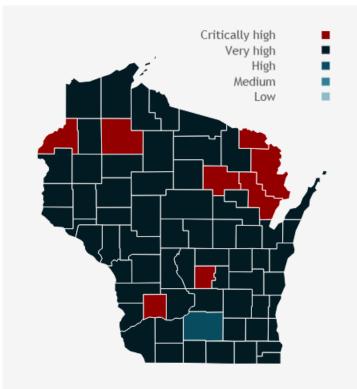
J & J booster dose recommendation:

WI DHS recommends that anyone over 18 years old populations receive a booster dose at least two months after receiving their first dose in order to further strengthen their immunity.

Community Transmission in WI

Remains high, very high, or critically high

- Continue facility wide testing weekly
- Continue all mitigation strategies



Source: https://www.dhs.wisconsin.gov/covid-19/local.htm#activity

Recommendations



Recommendations

- Provide access to COVID-19 vaccination
- Physical distancing regardless of vaccination status
- Promote universal masking regardless of vaccination status
- Provide screening tests upon intake

Recommendations

- Test anyone with **symptoms** of COVID-19, regardless of vaccination status
- Test in response to **cases/outbreaks**
- Conduct screening testing among asymptomatic clients and staff to catch cases early

Testing Resources

Testing supplies can be ordered by emailing: WICOVIDTest@dhs.wisconsin.gov

Help applying for testing supplies can be found at: <u>dhscovidtestingprogram@dhs.wisconsin.gov</u>

DHS Testing Support Page for Shelters: <u>https://www.dhs.wisconsin.gov/covid-19/testing-</u> <u>shelters.htm</u>

Vaccination Resources

Local vaccination clinics and events: <u>https://211wisconsin.communityos.org/public-event-</u> <u>search?localHistory=h4hilRV_LGyLlaCnlbAn5Q</u>

Vaccine partner resources: https://www.dhs.wisconsin.gov/covid-19/vaccine-resources.htm

Vaccination resources and questions: <u>dhscovidvaccinator@wi.gov</u>

COVID-19 Vaccine Information (DHS): https://www.dhs.wisconsin.gov/covid-19/vaccine.htm

Data Resources

Wisconsin COVID-19 Data

Summary data: <u>https://www.dhs.wisconsin.gov/covid-19/data.htm</u>

Activity Level by Region and County: <u>https://www.dhs.wisconsin.gov/covid-19/local.htm</u>

County Data: https://www.dhs.wisconsin.gov/covid-19/county.htm

Cases: <u>https://www.dhs.wisconsin.gov/covid-19/cases.htm</u>

Facility wide investigations: <u>https://www.dhs.wisconsin.gov/covid-19/investigations.htm</u> Illness after vaccination: <u>https://www.dhs.wisconsin.gov/covid-19/vaccine-status.htm</u> COVID-19 Variants: <u>https://www.dhs.wisconsin.gov/covid-19/variants-info.htm</u>

TOOLS FOR CRISIS INTERVENTION: CARING FOR THE INDIVIDUAL

AIMEE WOLLMAN NESSETH, M.DIV, M.S. NWWIHERC PROGRAM COORDINATOR OCTOBER 25, 2021

INTRODUCTIONS

Aimee Wollman Nesseth, M.Div, M.S. Former Pastor and Chaplain ICISF Approved Instructor NWWIHERC Program Coordinator

OBJECTIVES

- Identify unique stressors in the human services and sheltering community.
- Provide an overview of Critical Incident Stress Management.
- Identify institutional and individual tools for crisis intervention.

MEDIA AND SOCIAL MEDIA

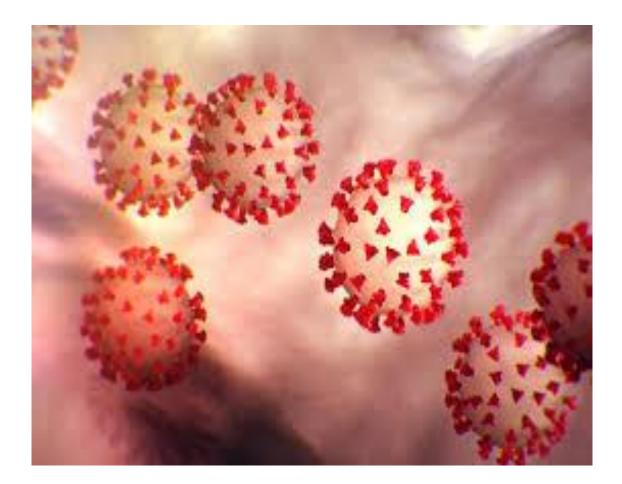








Global Pandemic



PERSONAL STRESSORS IN THE MIDST OF COVID-19 RESPONSE

Lost jobs/ Marriage/Divorce \$\$ stress/ Relocation Child care/ Birth/Miscarriage/ Infertility Elder care Illness/disability/ Mental health death

WORK PLACE STRESS

You are expected to:

- Listen
- Support
- Problem-Solve
- Encourage behavior change

While maintaining:

- Hope
- Optimism and
- Respect

WORK PLACE STRESS

In work with individuals who may have experienced:

- High level of trauma
- Mental illness
- Addiction(s)
- Physical and environmental challenges
- Lack of social support
- Are more likely to experience relapse or death (at an early age)

WORK PLACE STRESS

Combined with...

- Lack of Staffing
- High staff turnover
- Lack of training
- Lack of on-going support
- Low salaries

EQUALS POTENTIAL TROUBLE

- Burnout
- Compassion Fatigue
- Vicarious "secondary" trauma





"Frontline workers in the homeless-serving sector face many challenges relating to their work environment, such as dealing with complex and challenging clients and continually dealing with trauma. These challenges can result in high levels of *burnout, secondary traumatic stress, compassion fatigue, and staff turnover*. In turn, these consequences impact the individual, team, organization and system levels of the homeless sector."

Source: Burnout and PTSD in Workers in the Homeless Sector in Calgary, January 30, 2016 (homelesshub.ca)

THE COST

- Individual
- Organizations
- Society
- Therefore, mitigating burnout and supporting professional well-being is essential to providing highquality care.

GOOD NEWS: CULTURE SHIFT

- Recognition of military traumatic stress and post traumatic stress disorder
- Law enforcement
- Fire and EMS

CULTURE SHIFT NEEDED

- Now the Health and Human Services professions
- Need to change the culture from within...recognize there are limitations, be willing to ask for help
- Because none of us are superhuman....



IT'S ALL ABOUT STRESS

Positive Stress=Eustress Negative Stress=Distress

Negative stress is not dangerous unless it is prolonged or intense

It is a *nonspecific response* of the body to any demand

"It is not stress that kills us, it is our reaction to it."

-Hans Selye

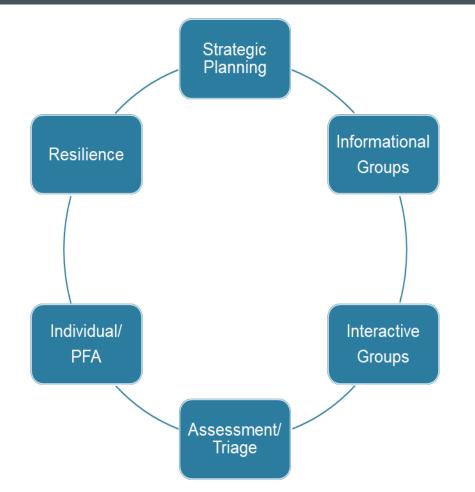


CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

Collection of resources and tools to assist individuals and groups experiencing critical incident stress reactions.

International Critical Incident Stress Foundation (ICISF)

www.icisf.org



DEFINITIONS

CRITICAL INCIDENTS are unusually challenging events that have the potential to create significant human distress and can overwhelm one's usual coping mechanisms.

SIGNS AND SYMPTOMS OF STRESS

- Cognitive
- Physical
- Emotional
- Behavioral
- Spiritual

STRESS IS INDIVIDUAL

- What is stressing me out may not be the same thing that is stressing you out.
- A critical incident for one person may not be a critical incident for another.
- Importance of TEAM
- Importance of individual support as well as team support.

CRITICAL INCIDENT STRESS

"You are experiencing normal reactions to an abnormal event".

- Normal response of normal, healthy, people to a terribly abnormal event.
- Can lead to temporary impairment of function
- Is dangerous over time if it is not resolved

CUMULATIVE STRESS

- Cumulative stress is unmitigated stress arousal that builds over time
- Cumulative stress: Three identifiable phases
 - Stress arousal
 - Energy conservation
 - Exhaustion



PSYCHOLOGICAL BODY ARMOR

- Skill we all learn
- Can get a "kink" in the armor when what we've anticipated is much different than the reality
- When we face the "unknown" and "unprecedented"



SOWHAT DOWE DO?

CRISIS INTERVENTION TOOLS



INSTITUTIONAL AND INDIVIDUAL RESPONSE

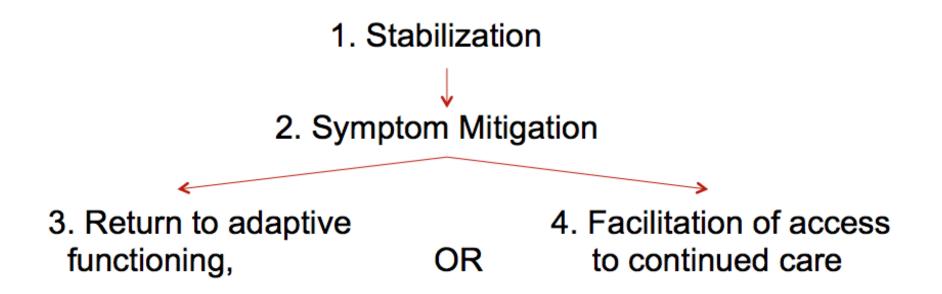
Organizational Support

Self-Care Strategies

INSTITUTIONAL SUPPORT

- Utilize existing resources (i.e. Employee Assistance Programs)
- Consider intentional rounding by leadership team
- Promote appropriate work/rest balance
- Develop Crisis Intervention Teams

The goal of Crisis Intervention is to foster natural resilience through:



As early as 1919 it was studied:

- **PROXIMITY** help was near, close by, available
- IMMEDIACY as quickly as possible after some indication of need
- EXPECTANCY behavioral reactions are viewed as "adjustment reactions" as opposed to evidence of pathology

And later added...

- BREVITY
- SIMPLICITY

(keep it short and simple)

FOUNDATION FOR ANY CRISIS INTERVENTION

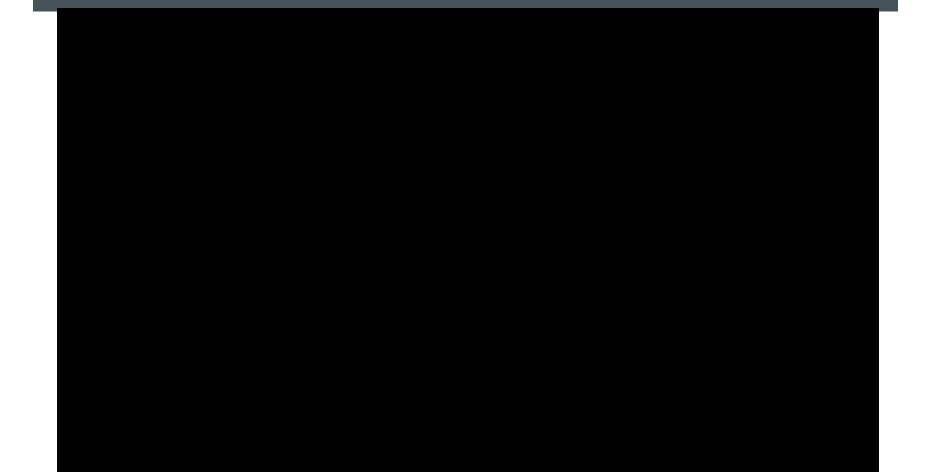
Active Listening

"When people talk, listen completely. Most people never listen."

- Ernest Hemingway

"It's not so hard to listen...it's hard to remember to listen".

EMPATHY VS. SYMPATHY BRENE BROWN: EMPATHY ON YOUTUBE



FOUNDATION FOR ANY CRISIS INTERVENTION: EMPATHY VS. SYMPATHY

Fuels Connection

- Perspective Taking
- Staying out of Judgment
- Recognizing emotions in another
- Communicating that recognition
- "Feeling With People"

Drives Disconnection

- "Silver-lining-it"
- Often starts with "At least..."



Foundation for any Crisis Intervention:

Expectation of Recovery and Building Resilience

The term *resilience* refers to the ability to *rapidly and effectively rebound* from psychological and/or behavioral distress.



"It is not just bouncing back to the person you were; it is bending forward into the person you are becoming."

-Jama Brookes

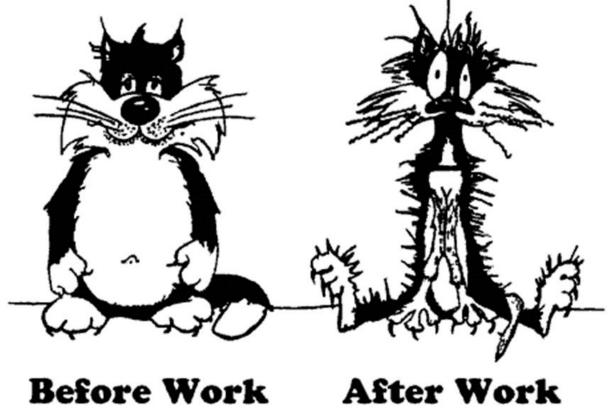
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FOUNDATION FOR ANY CRISIS INTERVENTION: EXPECTATION OF RECOVERY



Recovery

The term **recovery** refers to the ability to literally *recover the ability to adaptively function*, both psychologically and behaviorally, in the wake of a significant clinical distress, impairment, or dysfunction.



The challenge in crisis intervention is not only developing TACTICAL skills, but is in knowing WHEN to best STRATEGICALLY employ the most appropriate intervention for the situation.

CRISIS INTERVENTION: TRIAGE AND ASSESSMENT

- Assessment and triage benign vs. malignant symptoms
- One-to-one crisis intervention
- Small group crisis intervention
- Large group crisis intervention
- Follow-up and referral

TACTICAL STRATEGIES: BACK TO BASICS: COMMUNICATION

- 1. Non-Verbal Communication
- 2. Open and Closed Questions
- 3. Mirror Techniques
- 4. Action Directives

1. NON VERBAL COMMUNICATION

- Silence- "Just BE there"
- Facial Expressions and Eye Contact
- Body Language



2. OPEN AND CLOSED QUESTIONS

- Closed: Questions that restrict the response options available
 - Yes/No questions are the most restrictive
 - Stems include..."Do you, Don't you, Is this, Isn't this, Did you, Was it, Were you"
 - CAUTION: Be careful not to ask too many serial yes/no questions
- Open: Questions that, in varying degrees, tend not restrict answers
 - Stems include "What, When, Where, Why, How"

3. MIRROR TECHNIQUES

Summary Paraphrasing

- a check for accurate listening
- an opportunity for introspection
- a sense of EMPATHY

3. MIRROR TECHNIQUES

- Mirrors reflect
- Calm, slower, softer speech, confidence, can be infectious.

4. ACTION DIRECTIVES

- Providing direction on what to do
- In Crisis Intervention, if someone asks a direct question, it is usually best to provide a direct answer, unless the answer will cause an escalation of the crisis
- KEY: Wait to be asked for direction.

BEWARE: FIXERS

- This is a challenge!
- Solves problems and get things done
- But fixers are also known negatively as:
- A person who intervenes/interferes
- Well-known people who are known to "make things go away" (in politics).

CRISIS INTERVENTION STRATEGIES A FEW OF THE TOOLS

- Psychological First Aid
- SAFER-R Model:
 - Stabilization
 - Acknowledgement
 - Facilitating Understanding
 - Encourage Effective Coping
 - Referral

PSYCHOLOGICAL FIRST AID (PFA)

- 1. Contact and engagement
- 2. Safety and comfort
- 3. Stabilization (if needed)
- 4. Information gathering
- 5. Practical assistance
- 6. Links to social supports
- 7. Information on coping
- 8. Links to services

Psychological First Aid: PFA





SAFER-R MODEL

- Stabilize (introduction; meet basic needs; mitigate acute stressors)
- Acknowledge the crisis (event, reactions)
- Facilitate understanding (normalization)
- Encourage effective coping (mechanisms of action)
- Recovery or Referral (facilitate access to continued care)

-Everly, 1996

SELF-CARE SOLUTIONS

- Learn, but from reliable sources
- Talk, talk, talk
- Go back to basics: Maslow's Hierarchy of Needs: Physical, Safety, Social
- Limit "bad influences"
- Seek peer support
- Journal

FOCUS ON WHAT YOU CAN CONTROL

- Celebrate the WINS
- How can the past inform the present?
- Mindfulness
- Seek gratitude and kindness
 - o (to ourselves first)

TRAINING AND EDUCATION

- International Critical Incident Stress Foundation
- <u>www.icisf.org</u>
- Go to "Training and Education" in Menu

Resilience Training: Psychological Survival Skills for Before, During and After Crises

December 2 & 3, 2021

Remote Learning

Register here: <u>Summary - Resilience Training: Psychological Survival</u> Skills for Before, During and After a Crises (cvent.com)

