



*Welcome to*

# Mental Health, Stress, and Resilience

To join the audio portion by phone, please dial: **888.603.7041**  
Passcode: **5175380**

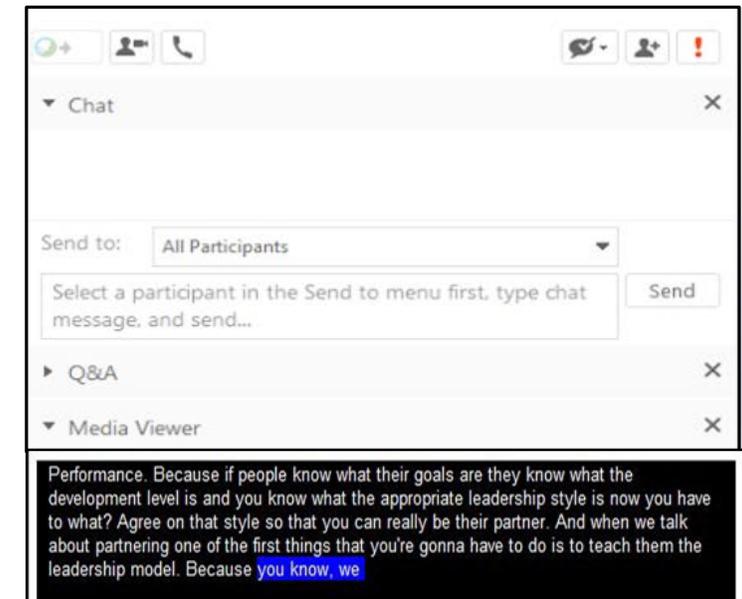
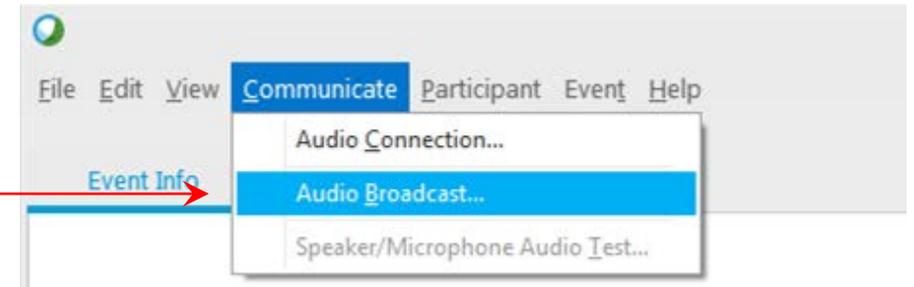
***While you wait, share in the chat box:  
What do you hope to learn from today's  
session?***



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# Connecting to Audio

- Audio broadcast
- Call in via phone (number and passcode listed on each slide)
- View Closed Captions in the Media Viewer panel

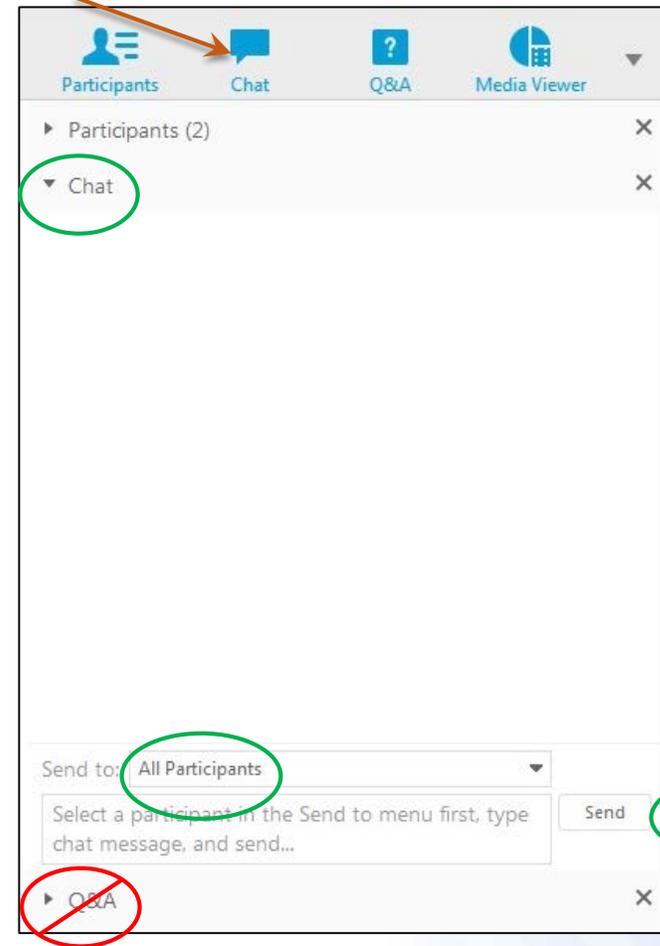


Click this button  
if you don't see  
the chat panel.

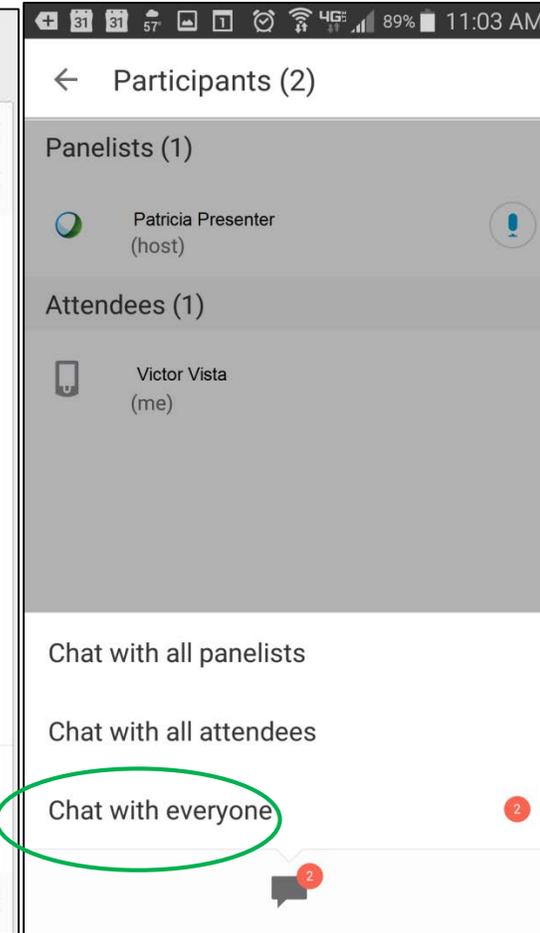
# Tips for Participating

- Share comments and ideas in the Chat panel (send to “All Participants”)
- Ask questions in the Q&A panel (send to “All Panelists”)
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session

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*Welcome to*

# Mental Health, Stress, and Resilience

Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE 

 **VISTA**  
Volunteers In Service To America

# Today's Speaker



Kari Stevens

Veterans Administration

# Today's Webinar Topics

- Mental health
- Mental health conditions
- Myths and facts
- Stigma
- Stress and compassion fatigue
- Self-care
- Resilience
- Helpful resources

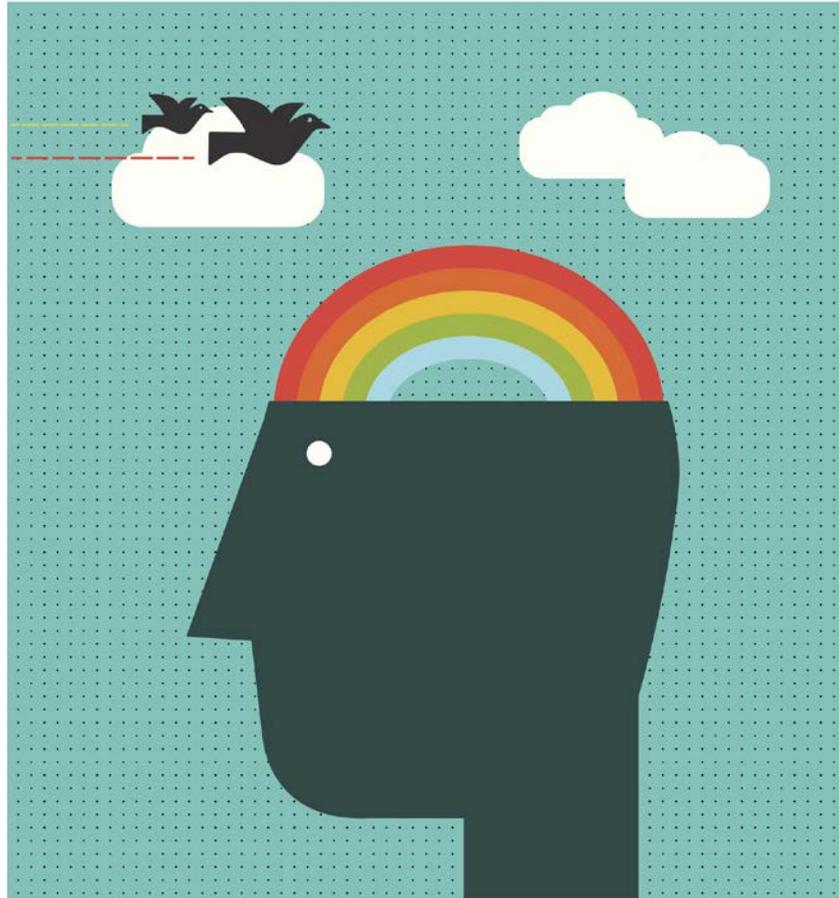
**National Alliance on  
Mental Illness  
(NAMI) Helpline  
1-800-950-NAMI (6264)**

# Poll Question

How often is mental health, stress, and resilience brought up in your work?

- A. All the time
- B. Some of the time
- C. Not often
- D. Never

# Mental Health

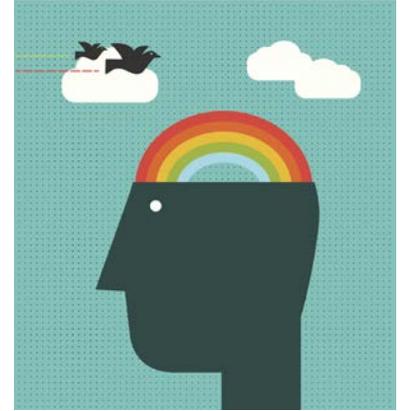


# What is Mental Health?



- Emotional, psychological, and social well-being
- It affects how we think, feel, and act
- Impacts how we respond to, handle and cope with stress

# What Does Good Mental Health Look Like?



The ability to...

- feel, express and manage a range of positive and negative emotions
- form and maintain good relationships with others and
- cope with and manage change and uncertainty

# Mental Health Conditions



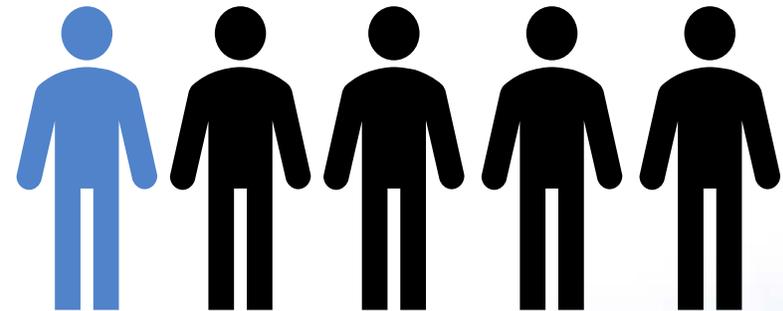
# What is a Mental Health Condition?



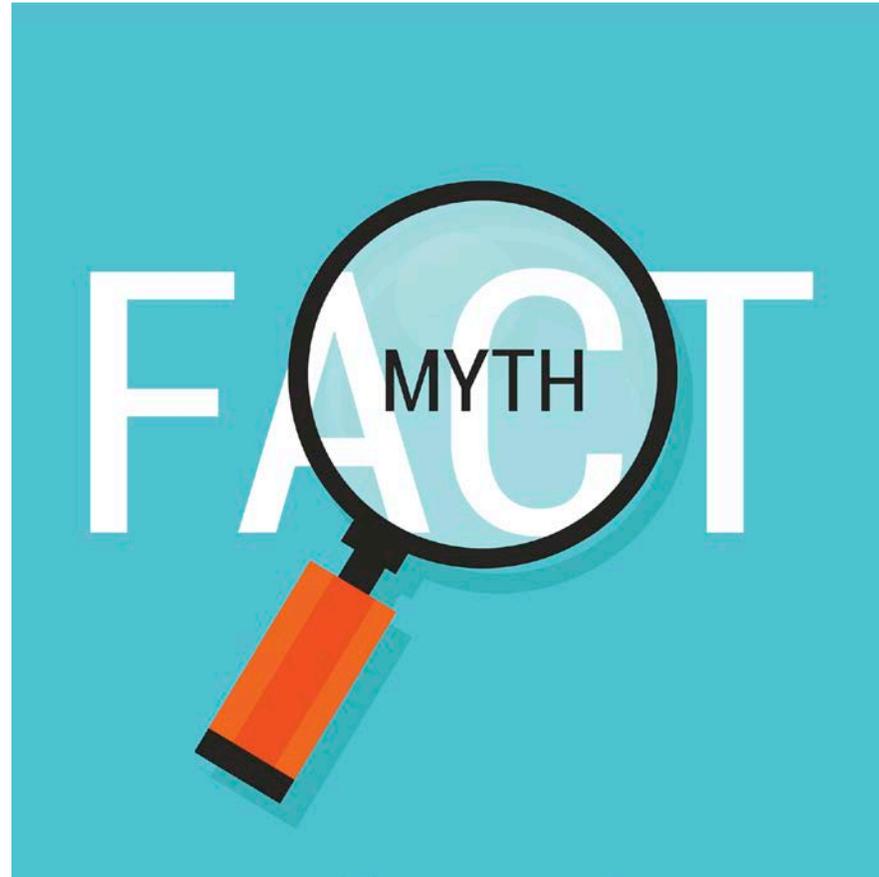
- A medical condition
- May change how you think and feel
- Can be managed with proper treatment
- Is NOT the result of one event

# What do Mental Health Conditions Look Like in the U.S.?

- Millions of adults (1 in 5) in the U.S. experience mental health conditions in a given year
- Most common mental health conditions:
  - Depression
  - Anxiety disorder
  - Substance use disorder



# Myths vs. Facts

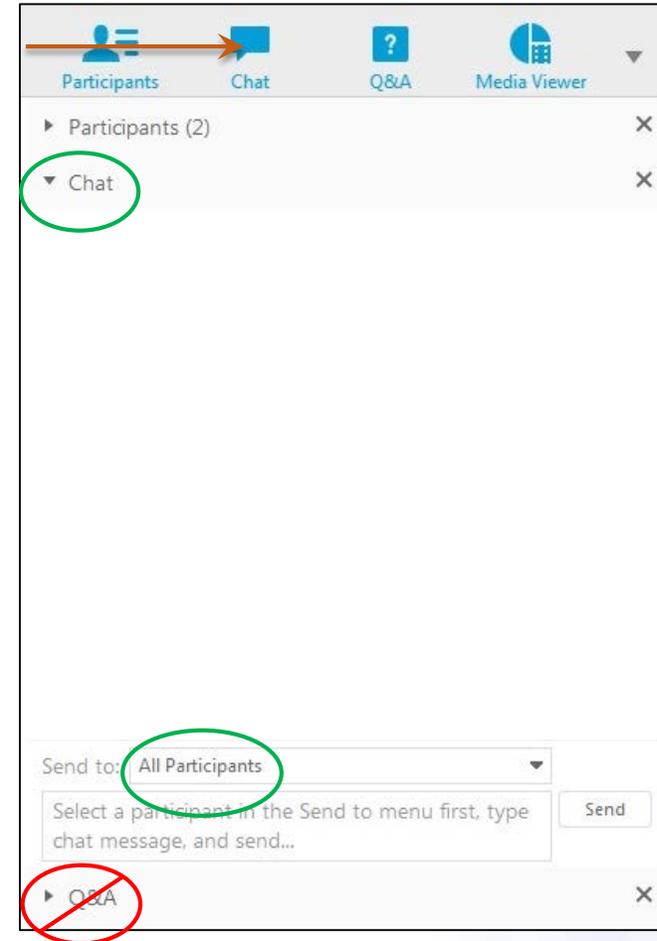


# Chat Question

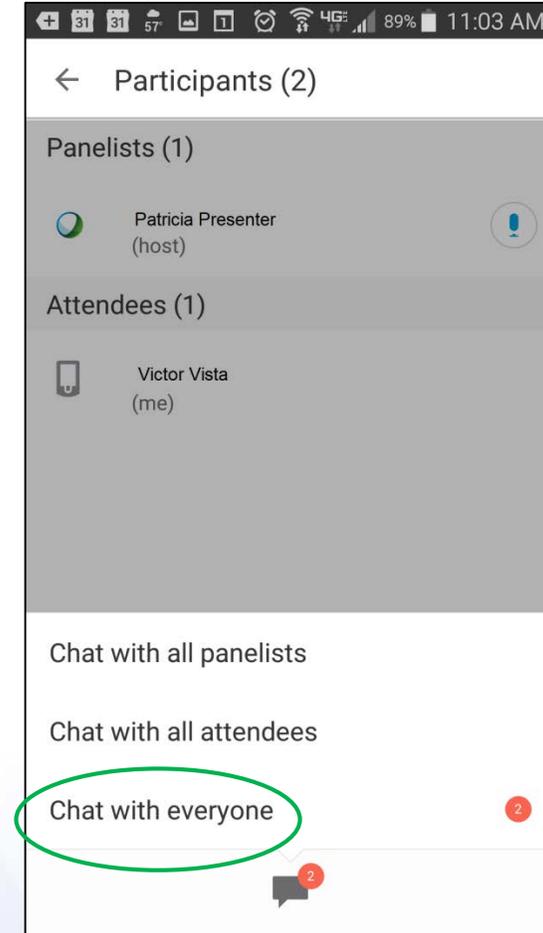
Click this button if you don't see the chat panel.

What are the most common misconceptions you have heard about mental health?

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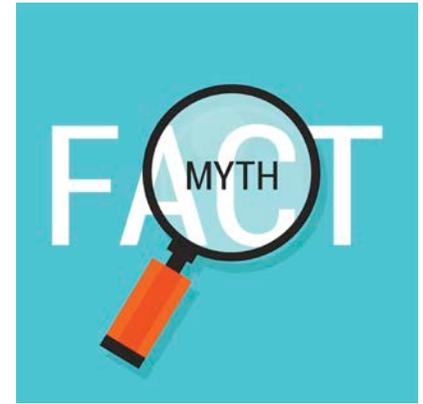


# Myths vs. Facts

**Myth:** There is no hope for people with mental illness.



# Myths vs. Facts



**Myth:** There is no hope for people with mental illness.

**Fact:** There are more treatments, strategies, and community supports than ever before.

# Myths vs. Facts



**Myth:** Mental illness cannot affect me.

# Myths vs. Facts



**Myth:** Mental illness cannot affect me.

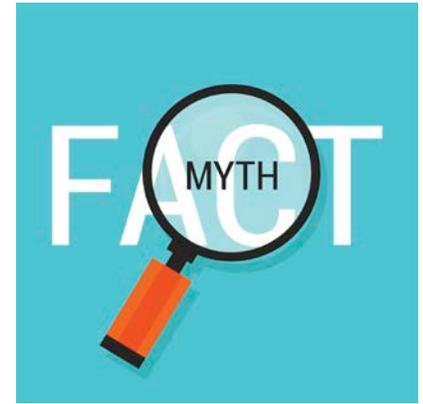
**Fact:** Mental illnesses do not discriminate; they can affect anyone.

# Myths vs. Facts

**Myth:** Mental illness is caused by personal weakness.



# Myths vs. Facts



**Myth:** Mental illness is caused by personal weakness.

**Fact:** Mental illness is caused by environmental and biological factors.

# Myths vs. Facts

**Myth:** I can't do anything for someone with mental health issues.



# Myths vs. Facts



**Myth:** I can't do anything for someone with mental health issues.

**Fact:** You can do a lot, starting with the way you act and how you speak.

# Stigma



# What is Stigma?



- When someone, or even you yourself, views a person in a negative
- Can create huge challenges to reaching out and getting needed support
- May cause feelings of shame or judgment

# Does Language Matter?

Preferred	Not preferred
She is a person with schizophrenia.	She is schizophrenic.
He was diagnosed with bipolar disorder.	He was mentally ill.
She has a mental health illness.	She suffers from mental illness.
She has a substance use disorder.	She's a drug user.

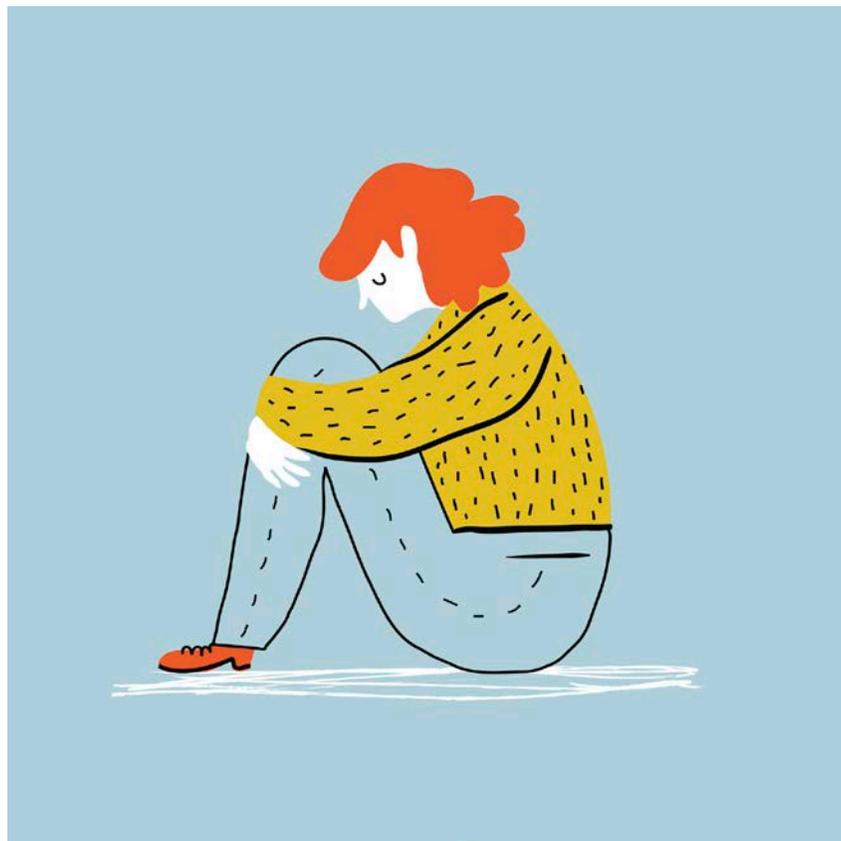
Source: American Psychiatric Association

# What Have We Covered So Far?

- ✓ Mental Health
- ✓ Mental Health Conditions
- ✓ Myths and Facts
- ✓ Stigma

**NAMI Helpline**  
**1-800-950-NAMI (6264)**

# Stress and Compassion Fatigue



# What is Stress?



- Affects everyone!
- How the brain and body respond to any demand
- Can affect your health

# What is Your Experience?



I find it difficult to separate my personal life from my life as a helper.

Never	Sometimes	Often

# What is Your Experience?

STEP 1: Click on the pen in the upper right corner of the screen



**What is Your Experience?**

I find it difficult to separate my personal life from my life as a helper.

Never	Sometimes	Often

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# What is Your Experience?

STEP 2: Click on the SQUARE.

Do not use the arrow, letters, line, or pen.

Select the X or checkmark.



The screenshot shows a presentation slide with the title "What is Your Experience?" and the text "I find it difficult to separate my personal life from my life as a helper." Below the text is a table with three columns: "Never", "Sometimes", and "Often". The "Never" column header is circled in red. To the left of the slide is a toolbar with various icons, including a square icon that is also circled in red. At the bottom of the slide, there is a footer with the text "Dial: 888.603.7041 Passcode: 5175380".

Never	Sometimes	Often

# What is Your Experience?



I find it difficult to separate my personal life from my life as a helper.

Never	Sometimes	Often

# What is Compassion Fatigue?



- A state experienced by those helping people in distress
- Can create a secondary traumatic stress for the helper

# Physical Symptoms

- Headaches
- Changes in sleep
- Changes in appetite
- Muscle aches
- Fatigue



# Emotional Symptoms



- Anxiety
- Difficulty concentrating
- Feeling overwhelmed
- Lack of motivation or focus

# Behavioral Symptoms

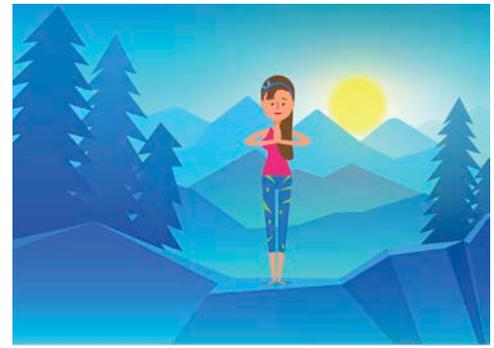


- Changes in eating
- Changes in sleep
- Increased alcohol or substance use
- Social withdrawal

# Self-Care

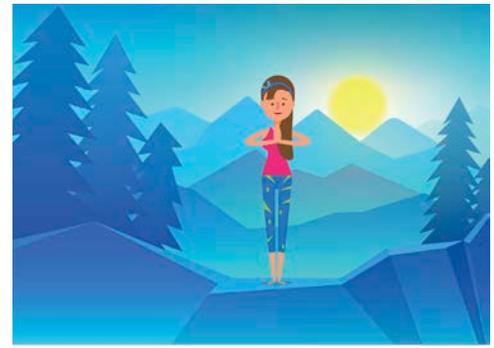


# How Does Self-Care Help Us?

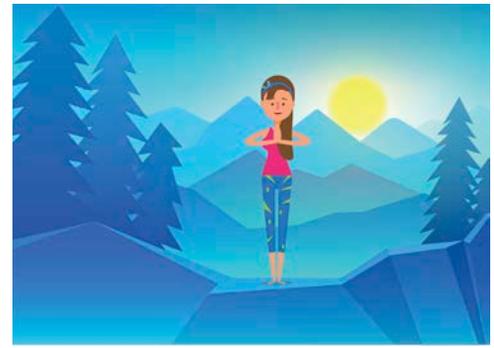


- Manage and reduce stress
- Care for physical and psychological health
- Fostering and strengthening relationships

# What Does Self-Care Look Like?

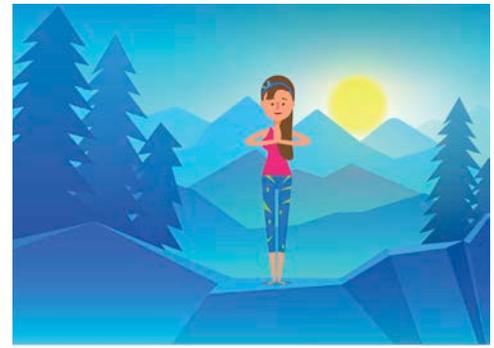


# What Does Self-Care Look Like?



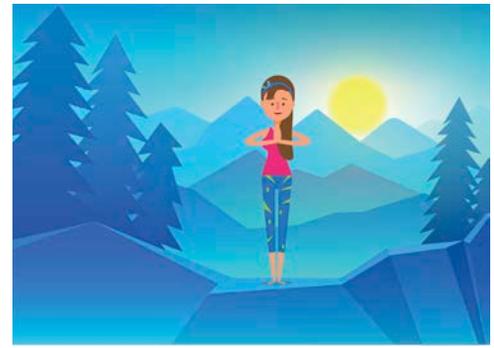
- Physical

# What Does Self-Care Look Like?



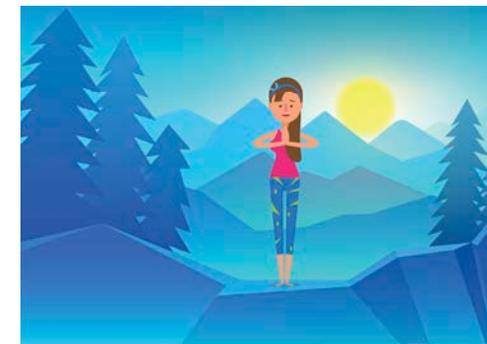
- Physical
- Psychological

# What Does Self-Care Look Like?



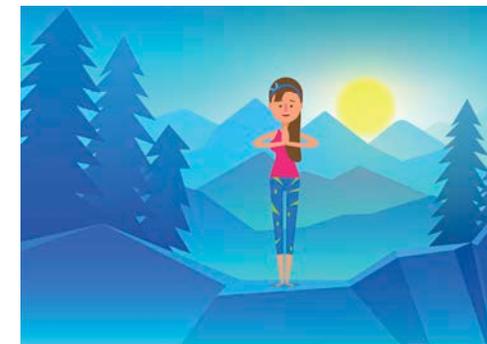
- Physical
- Psychological
- Emotional

# What Does Self-Care Look Like?



- Physical
- Psychological
- Emotional
- Spiritual

# What Does Self-Care Look Like?



- Physical
- Psychological
- Emotional
- Spiritual
- Relationship

# What are Natural Supports?

- Colleagues and/or supervisors
- Mentors
- Friends/family
- Peer group



# Self-Care

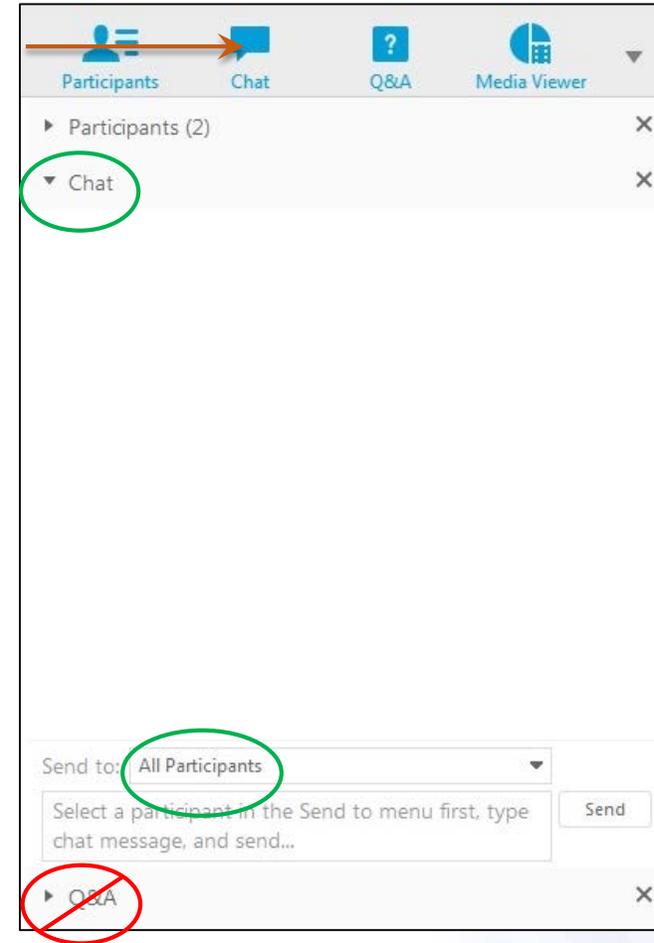


# Chat Question

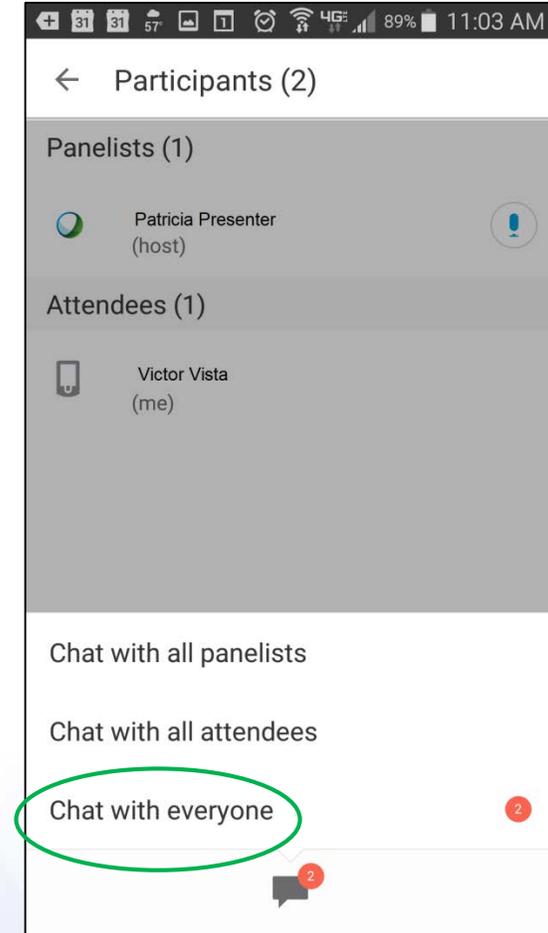
Click this button if you don't see the chat panel.

What types of self-care do you practice?

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# Resilience



# What is Resilience?

- Process of adapting well in the face of significant sources of stress
- Having the ability to bounce back from a distressing experience
- An ordinary trait, not an extraordinary one



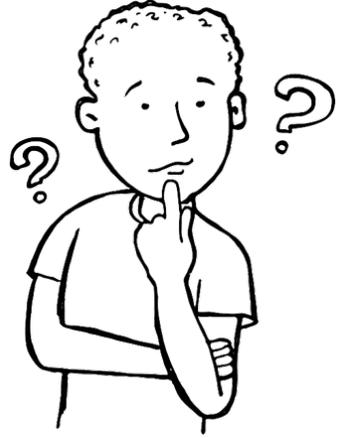
# When Do You Ask For Help?

- Changes in physical symptoms
- Emotional symptoms
- Behavioral symptoms



# How Do You Find Help?

- Through your supervisor, colleagues or peer groups
- Mental health providers
- State and national hotlines
- National Alliance for Mental Illness (NAMI)



# How Can I Help Others?



# How Can I Help Others?

- Listening



# How Can I Help Others?

- Listening
- Being a supportive presence



# How Can I Help Others?

- Listening
- Being a supportive presence
- Asking open-ended questions



# How Can I Help Others?

- Listening
- Being a supportive presence
- Asking open-ended questions
- Non-judgmental approach



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- Being a supportive presence
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- Non-judgmental approach
- Seek to understand



# How Can I Help Others?

- Listening
- Being a supportive presence
- Asking open-ended questions
- Non-judgmental approach
- Seek to understand
- Accepting that asking for help is okay and normal



# How Do I Find Local Resources?



- Contact the Department of Human Services Division of your local county/state
- Ask a local university or college about counseling services
- Call the Substance Abuse and Mental Health Services Administration (SAMSHA) at: 1-800-662-4357 for local services/providers
- Contact local hospice organizations about their grief and loss support groups

# National Resources

The National Alliance on Mental Illness (NAMI)  
1-800-950-6264 (NAMI)  
<https://www.nami.org/Find-Support>

Suicide Prevention LifeLine  
1-800-273- 8255 (TALK)  
<https://suicidepreventionlifeline.org/>

Veterans Crisis Line 1-800-273-8255 (TALK)  
Press 1  
<https://www.veteranscrisisline.net/>

Substance Abuse and Mental Health  
Services Administration 1-800-662-4357  
(HELP)  
<https://www.samhsa.gov/find-help>

U.S. Department of Health and Human  
Services Mental Health  
<https://www.mentalhealth.gov/get-help/health-insurance/index.html>

Warmlines  
<http://www.warmlines.org/>

# VISTA Benefits and Resources

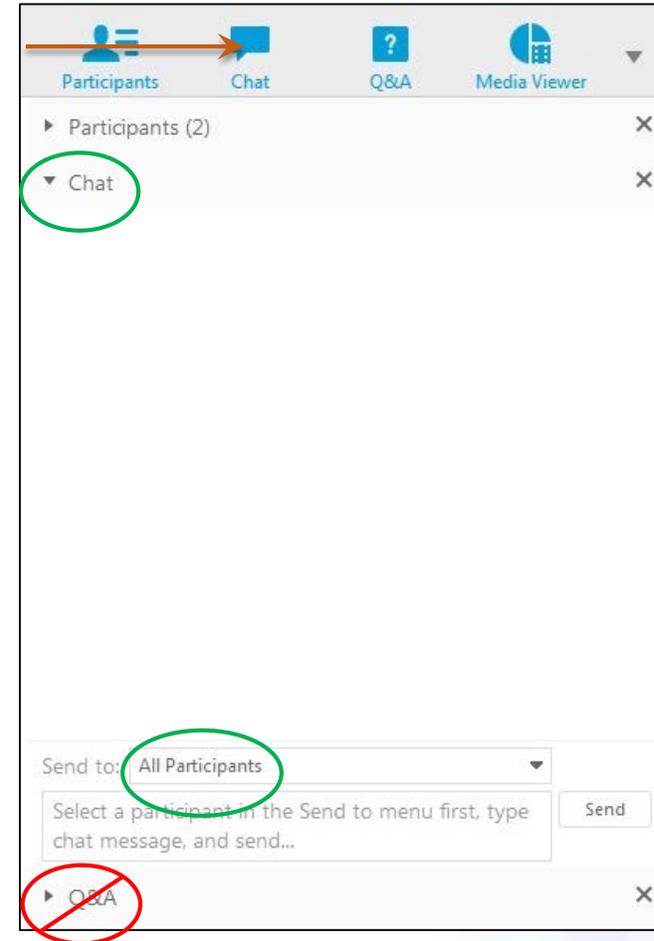
- VISTA Healthcare Allowance can reimburse members for eligible co-pays and prescriptions
- VISTA Health Benefit Plan covers three outpatient mental health visits
- Telehealth
- VISTA Campus forum
- Resources to Support Opioid Programming

# Chat Question

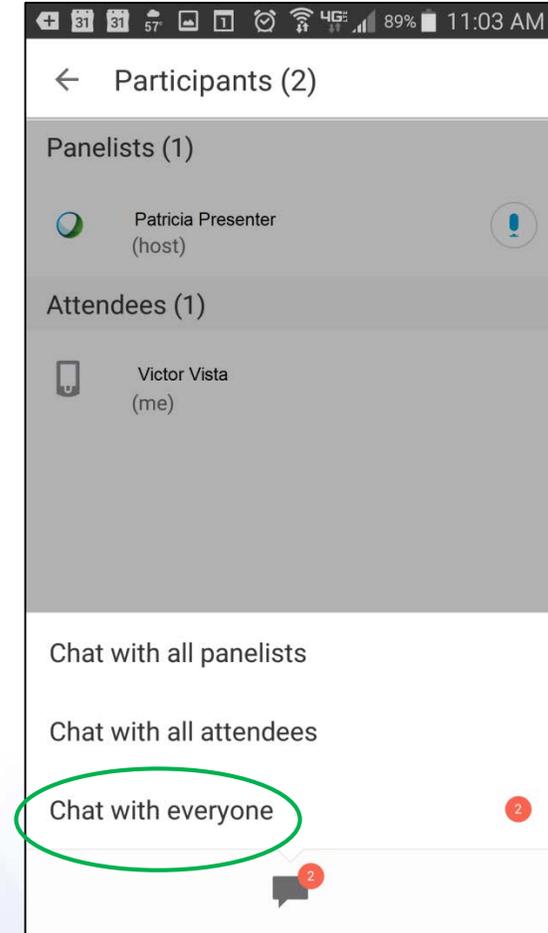
*Click this button if you don't see the chat panel.*

What's one mental health topic you would like to learn more about?

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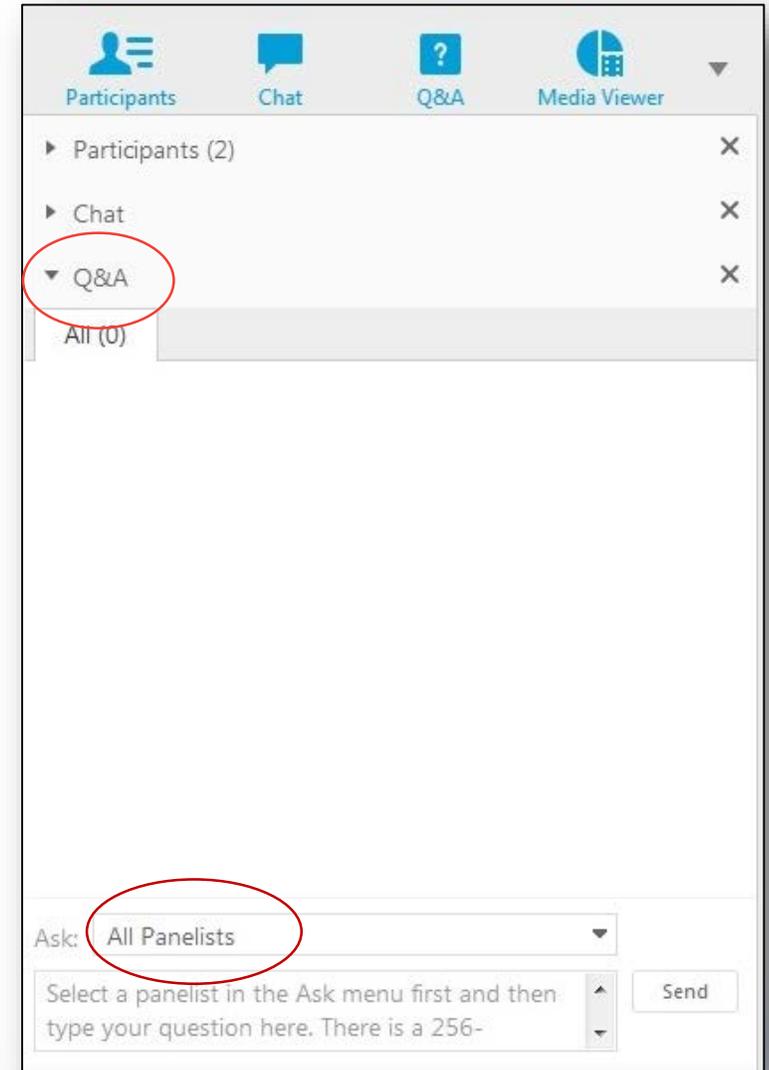


# Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

# Questions?

- To ask a question verbally, call in using the number on this slide and press \*1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



# Thank You for Your Participation!

If you have further questions or for more information, contact us:  
[VISTAwebinars@cns.gov](mailto:VISTAwebinars@cns.gov)

Next member and  
supervisor webinar:  
**Supervisor and Member Q&A:  
Mental Health, Stress,  
and Resilience**  
December 19, 2017  
2:00pm Eastern

Upcoming VISTA member webinar:  
**VISTA Benefits and Taxes:  
Just the Basics**  
November 20, 2017  
2:00pm Eastern

*Visit the Webinars page on the VISTA Campus  
for a schedule of upcoming webinars and recordings of past webinars*