

City of Olympia Townhall Meeting: Community Mental Health and Wellness June 11, 2020

Hosted by the General Government Committee:

Renata Rollins, Chair

Clark Gilman, Councilmember

Dani Madrone, Councilmember



Townhall Meeting: Community Mental Health and Wellness

- What you are feeling is normal.
- You are not alone.
- There are resources and help.
- We will be better on the other side.



Townhall Meeting: Community Mental Health and Wellness

- Keith Stahley – Interim Assistant City Manager
- Angie Wolle – Providence St. Peter Hospital
- Ruth Middlebrook – Olympia School District
- Marisa Strobel – Crisis Clinic of Thurston & Mason County
- Anne Larsen – City of Olympia Outreach Program Manager



Townhall Meeting: Community Mental Health and Wellness

U.S.

In a World 'So Upside Down,' the Virus Is Taking a Toll on Young People's Mental Health

The shuttering of the American education system has cut off young people from school staff members who helped them navigate the pressures of adolescence and cope with trauma.

By Dan Levin



PRINT EDITION In a World 'So Upside Down,' Young People Lose a Lifeline | May 21, 2020, Page A10

OPINION

Check in on Your Black Employees, Now

Between the pandemic and the killings of George Floyd and others, the mental health of black people is floundering. Employers must address these issues head-on.

By Tonya Russell



U.S.

How Coronavirus Is Taking a Toll on Mental Health

As quarantine drags on, two journalists have an honest conversation about the hard-to-ignore rising levels of stress.

By Francesca Donner and Corinne Purtill



MOVE

A Possible Remedy for Pandemic Stress: Exercise

People who stayed physically active while sheltering were less depressed and more mentally resilient than those whose activity levels declined.

By Gretchen Reynolds



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Washington State Coronavirus Response (COVID-19)

Mental and emotional well-being

WHERE CAN I FIND SUPPORT FOR MY MENTAL HEALTH AND WELL-BEING?

This can be a stressful time. It is normal that you or your loved ones might feel anxious, sad, scared or angry. You are not alone. It is okay to seek out and ask for help. The resources here are a good place to start.

If you are experiencing excess stress due to COVID-19 call 833-681-0211 for support and resources.

<https://coronavirus.wa.gov/information-for/you-and-your-family/mental-and-emotional-well-being>





Angie Wolle, M.Div., M.A.
Chief Mission Integration Officer
Providence Southwest Washington

Where Did Normal Go?

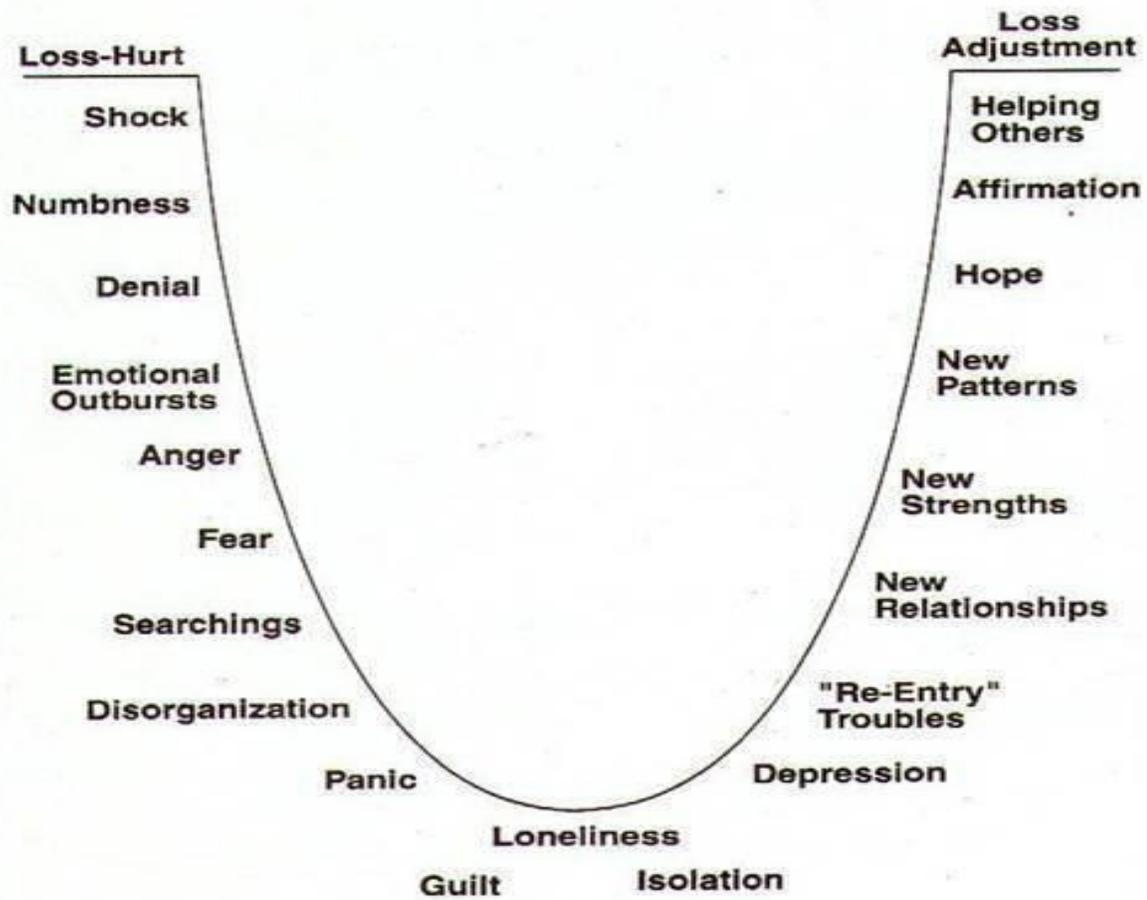
- There is a lot of loss...
 - Routines
 - Jobs
 - Close encounters with loved ones
- Pervasive sense of uncertainty...
 - Things are changing every day...
 - What does the future hold?

What you are experiencing is grief...

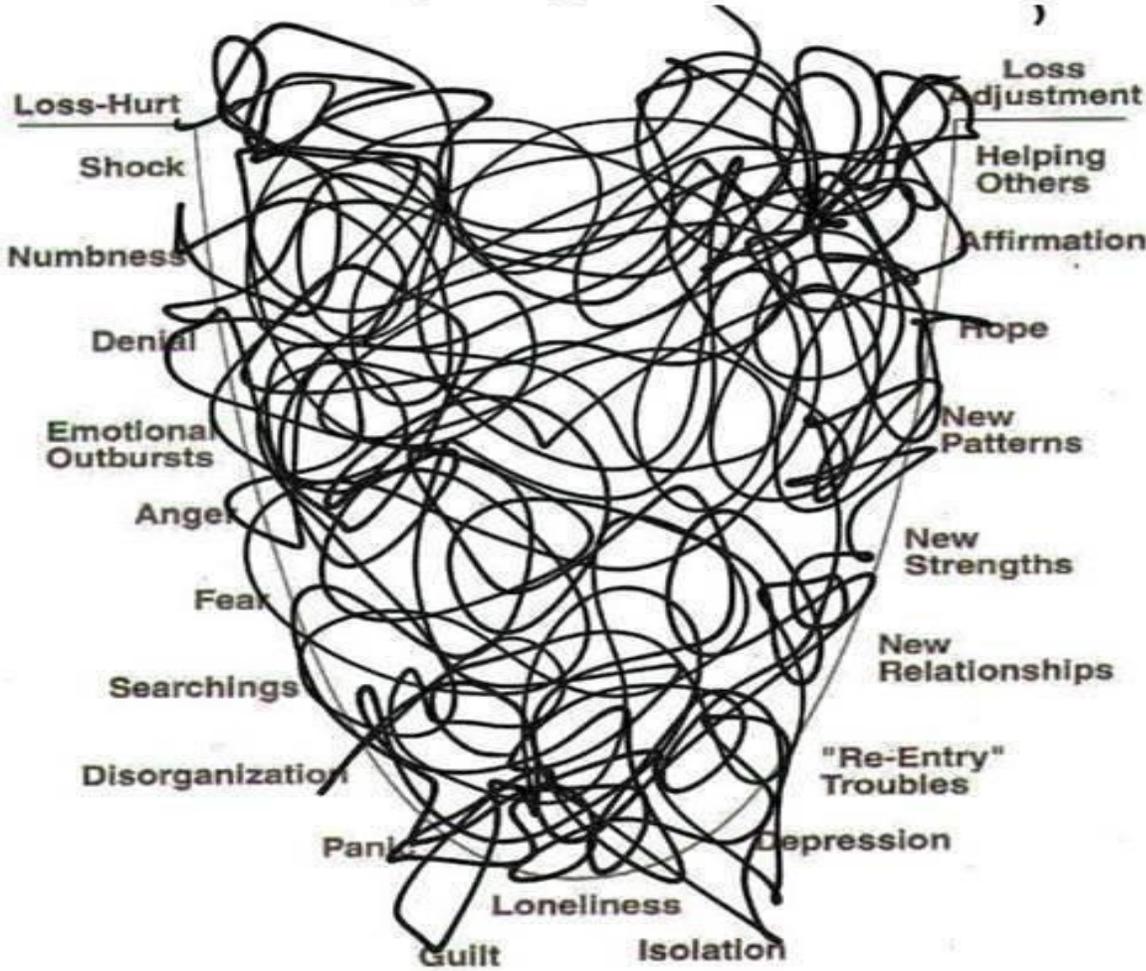
How Does Grief Show Up?

- Sadness
- Crying
- Headaches
- Difficulty Sleeping
- Anxiety
- Frustration
- Loss of appetite
- Questioning purpose
- Questioning Spirituality
- Feeling detached
- Worry
- Guilt
- Anger
- Stress

STAGES OF GRIEF



My experience



What can you do? What helps?

- Name what you are feeling~
- Be in the present
- Let go of what you can't control
- Dole out compassion for your self and others
- Creative projects
- Reach out and connect with friends
- Try to keep a routine of eating sleeping exercising
- Journal
- Meditate/Breathe/Pray
- Music

Some resources to consider ...

- Employee Assistance Programs
- Spiritual Care: Faith community
- Primary Care
- Fitness outlets
- Nature
- Friends Zoom Gathering
- Animal Therapy
- Music

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- Ruth Middlebrook – Olympia School District



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*Parents everywhere: There's no shelter
in shelter in place.*

ANXIETY + STRESS

DEALING WITH

Do you mean to tell
me a stress ball isn't
for throwing at people
who stress you
out?



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Back To School:
The New Normal?



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- Marisa Strobel – Crisis Clinic of Thurston and Mason Counties

The Crisis Clinic of Thurston and Mason Counties

- **Anonymous, Confidential, Free—available 24/7**
 - We do not trace calls or ask for personal information
- **Active listening**
- **Emotional Support**
- **Problem-solving**
- **Sort out feelings/concerns**
- **Identify Problems**
- **Locating Resources**
- **Referrals to services in the community**
 - We use 2-1-1 Washington Information Network
 - **Community Services List (on our website)**



Resources and Referrals

- **Children/Youth/Teens**
- **Education/Literacy**
- **Counseling/Mental Health**
- **Health Care/Hospitals/
Clinics**
- **Employment
Info/Assistance**
- **Safety/Legal/Consumer
Assistance/Support**
- **Specific Populations
Services and Assistance**
- **Substance Use Disorder
Services**
- **Disabilities- Physical/Mental**
- **Emergency Needs- Clothing,
Utilities**
- **Food and Nutrition**
- **Seniors**
- **Housing Assistance/Emergency
Shelters**



Which Line Should I Call?

Crisis Line: (360) 586-2800

– General crisis line, available to anyone

Teen/Youth Help Line: (360) 568-2777

– Designated for anyone under 18

Crisis Clinic Business Line: (360) 586-2888

– Anyone with business/outreach inquiries

No Crisis is Too Small to Make the Call

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- Anne Larsen – Outreach Services Coordinator





Community Mental Health & Wellness

Crisis Response Unit (CRU) & Familiar Faces



2019
AWC
ASSOCIATION
OF WASHINGTON
CITIES
Municipal Excellence Award

Crisis Response Unit
and Familiar Faces

OLYMPIA

What we do....CRU

7 days per week / 7AM – 9PM

2 person teams / 6 full-time team members

FOUR GUIDING PRINCIPLES:

- Street Outreach
- Harm Reduction
- Trauma Informed Care
- Cultural Competency

WE ARE.....

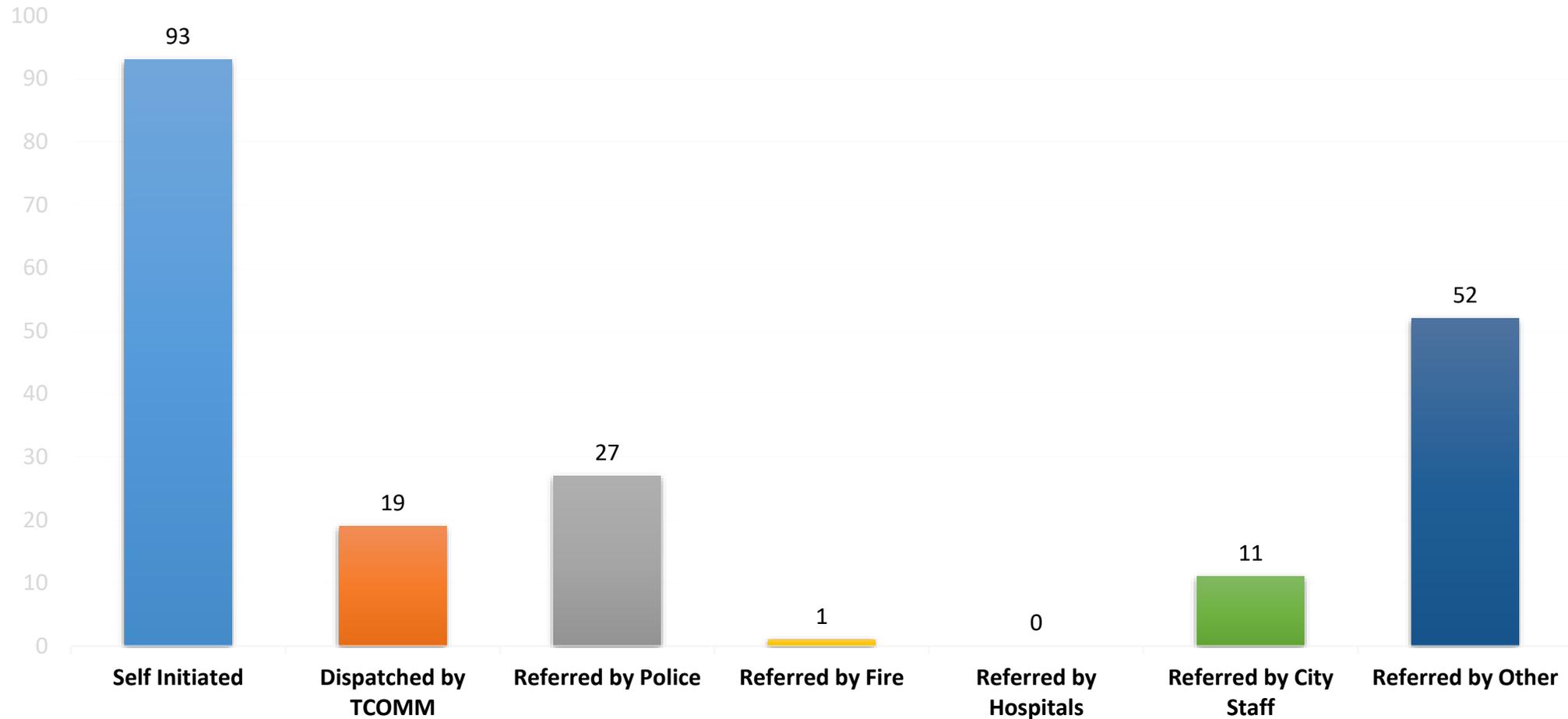
- Client centered
- Consistent
- Positive
- Free of judgement
- Effective communicators
- Skilled at verbal de-escalation

CRU Month in Review

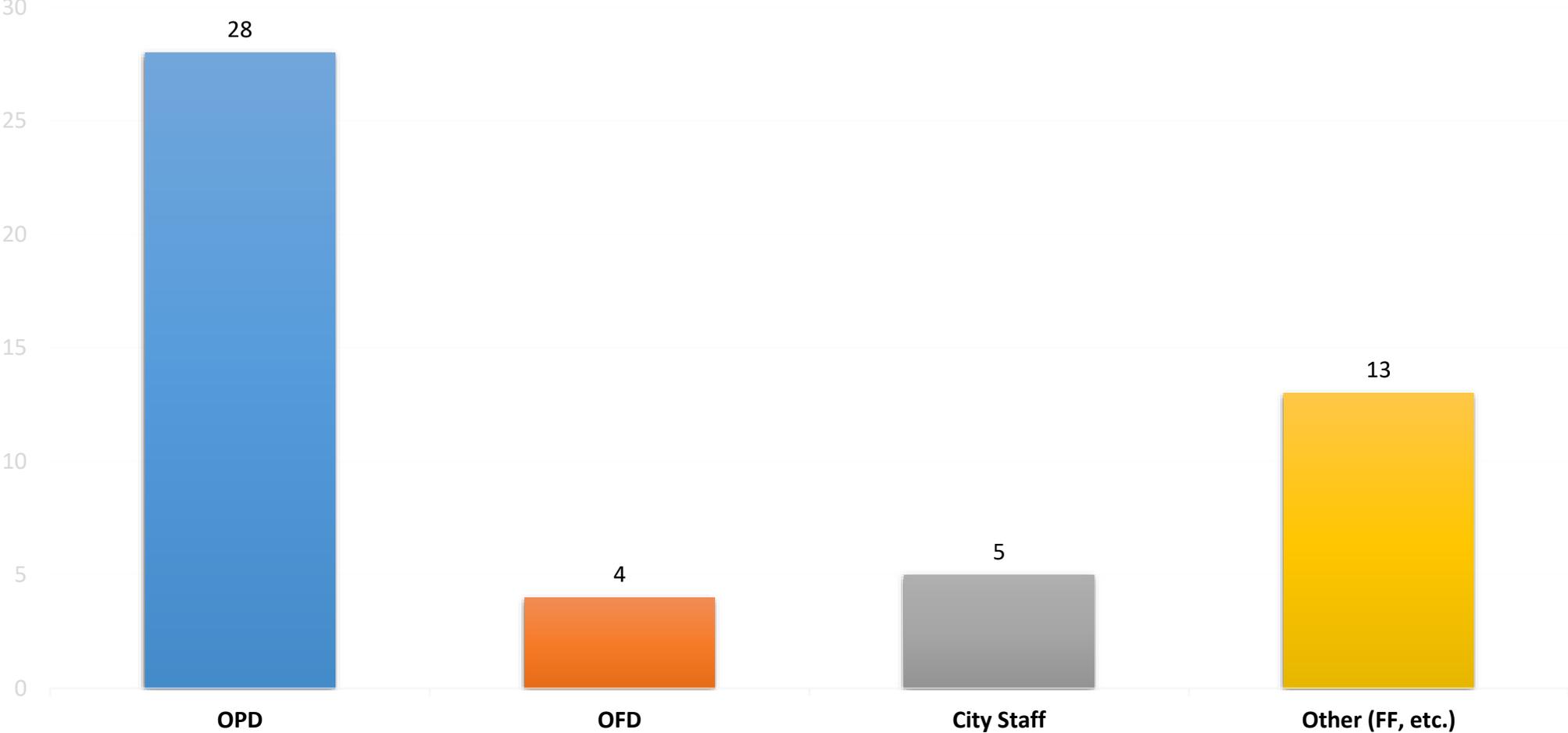


May 2020 * *DURING COVID 19*

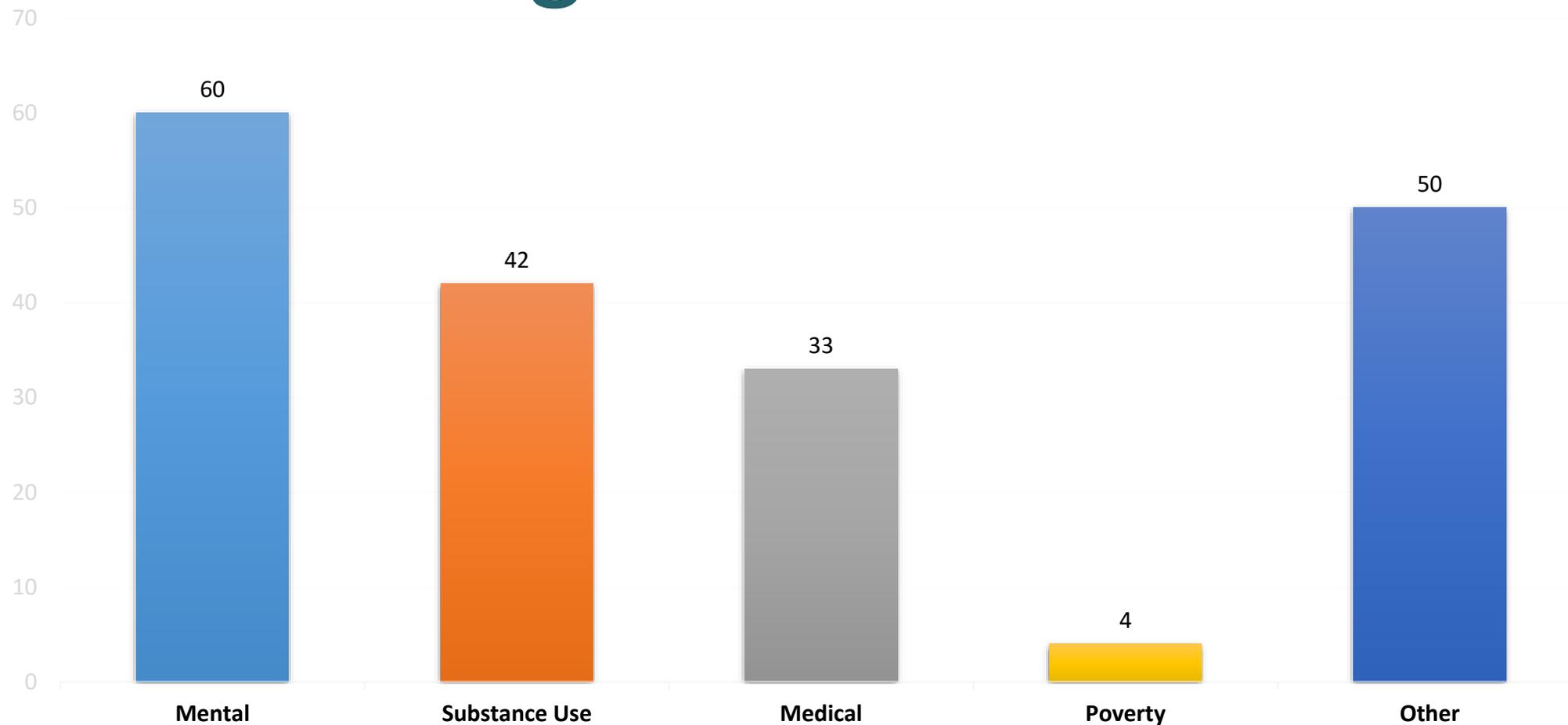
Citizen Contacts - 203



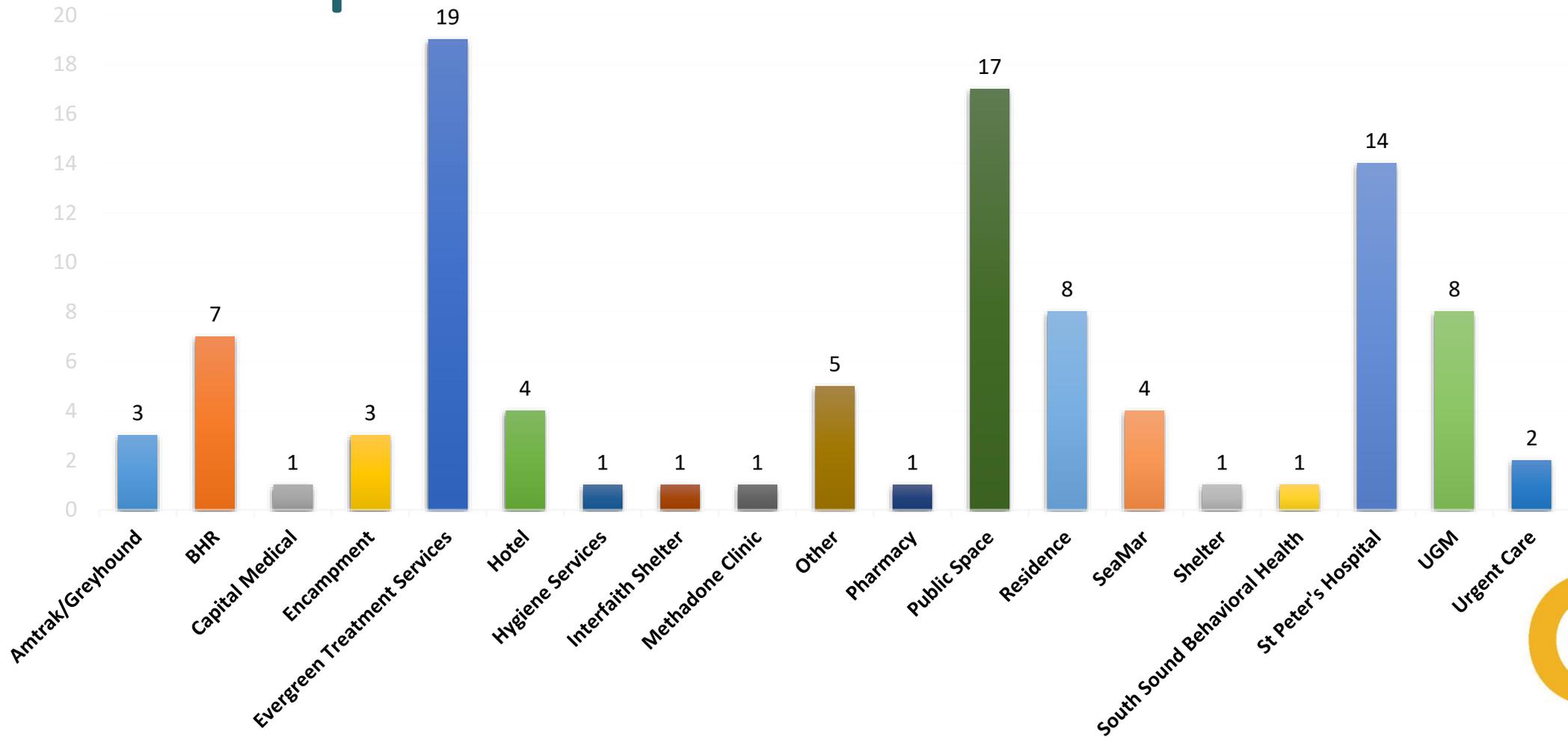
On Scene With - 50



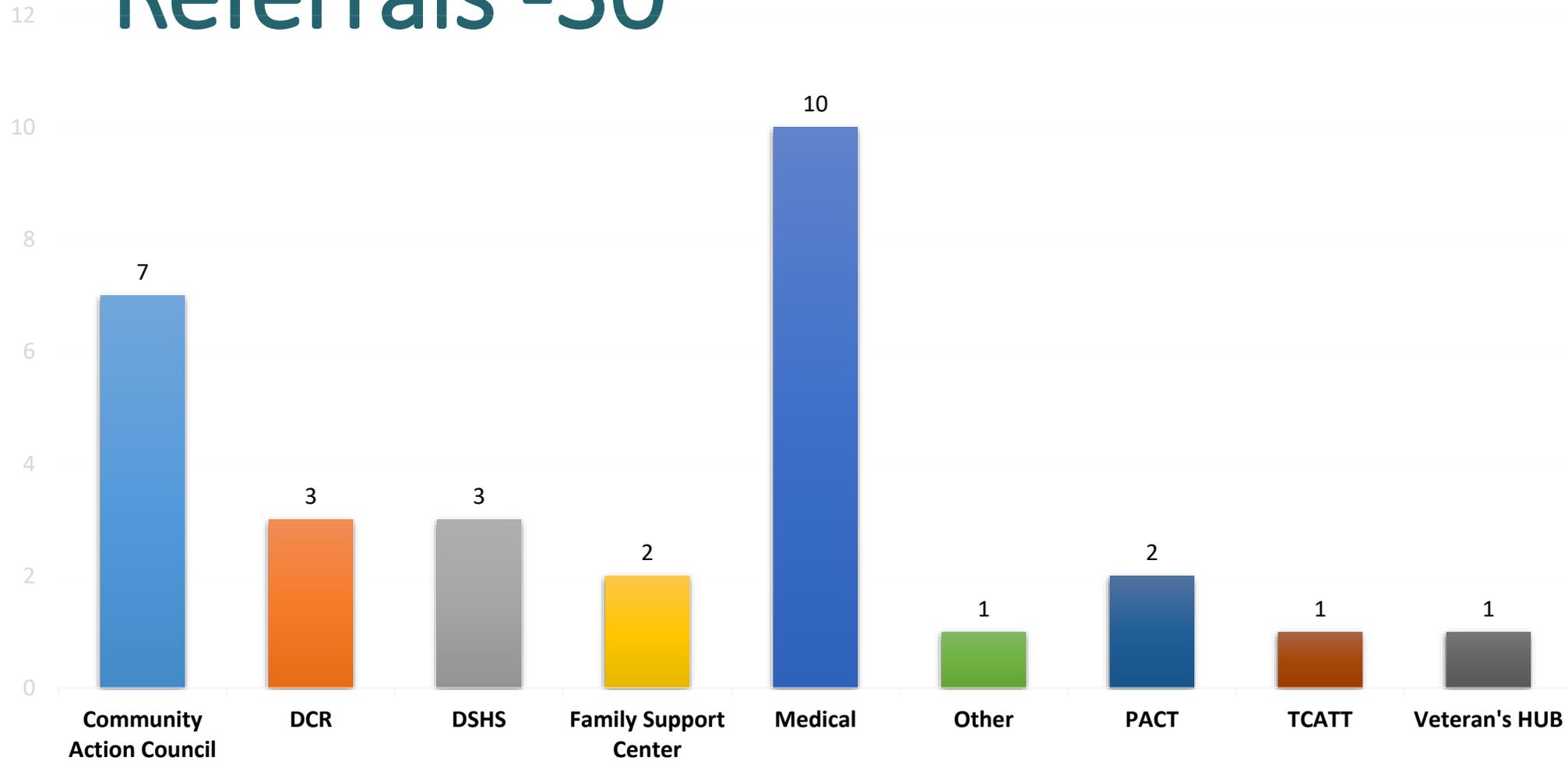
Presenting Problem - 189



Transports -101



Referrals -30



What we do....Familiar Faces

Wrap -around intensive case management for Olympia's most vulnerable individuals who tend to be most resistant to traditional services and resources.

Who we are:

- Peers with lived experiences with incarceration, addiction and poverty
- Mental Health Professional
- Currently hiring 6 more positions!!

What do we do: **EVERYTHING!**

- May 2020 (COVID) – 188 Contacts and 22 clients

Both CRU and Familiar Faces team members approach their work as public servants. We are contracted through the Olympia Police Department.

We understand that we work for the COMMUNITY. We don't exist in any other capacity.

During COVID we have been committed to:

- Service over self/ default to service
- Show up
- Show compassion
- Respond to the human in front of us
- Follow proper PPE protocols

How we've responded...

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- Community and Committee Questions?



Committee Observations:

Renata Rollins, Chair

Clark Gilman, Councilmember

Dani Madrone, Councilmember

