

NNCN

Northern Nevada's COSSUP News

Moving Upstream

Typically, the Sequential Intercept Model (SIM) is presented as a linear flow. However, many of you who do diversion and deflection focused work have described the process as a bit more complex than that. People can move forward and backward. Neighbors in our community who are caught in the cycle might move in and out of just one or two intercepts, and might skip some intercepts entirely!

So when we talk about moving upstream, often what we mean is working to provide critical diversion services at earlier intercepts. Sometimes this means providing community education for youth and parents. Michelle Entz, a Juvenile Services Outreach Specialist in Carson City is doing just that. Michelle is providing parent education nights to provide parents with information about community resources that can help them keep themselves and their children safe and healthy. She is also providing youth education courses in schools to educate youth on a variety of topics including substance use, resilience and self-esteem, and peer mentorship.

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Deflection and Diversion Intercept Points



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Successful diversion requires robust community resources to which neighbors can be diverted. At Carson-Tahoe Health, the Assertive Community Treatment (ACT) team works with adults in the community with Severe Mental Illness and Substance Use and Co-occurring Disorders. Kylie Vizzusi receives numerous referrals from Carson MOST and other diversion programs, and works with neighbors with very high need levels to engage them in treatment services, and working to maximize their chance to manage their mental health and live successfully in the community setting.

Burnout: A Risk for Diversion and Deflection Program Staff

Each month, coordinators for FASTT and MOST convene online with stakeholders at the state and local level to discuss their programs. I have also had the pleasure of meeting with many coordinators and service providers one-on-one. One thing that never ceases to amaze me is the level of compassion that program staff across Nevada hold for our neighbors in crisis.

"It takes a lot of energy to be calm in the midst of crises, to be patient in the face of frustrations, to be understanding and compassionate when surrounded by fear, pain, anger, or shame."

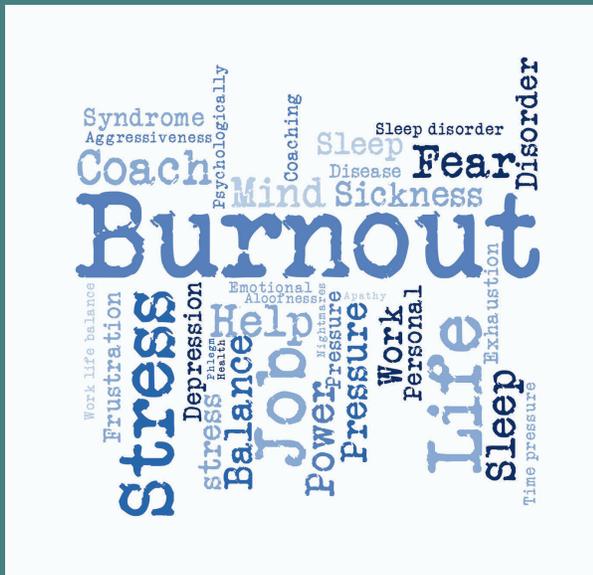
- (1) Christina Maslach, *Burnout: The Cost of Caring*, 2003

Burnout is a type of occupational stress related to the emotional cost of caring for others, and is especially prevalent for those who work with people in crisis - including in health care, social work, and law enforcement professions. Burnout can describe physical and emotional stress caused by work related factors such as:

- Overload of responsibility
- Exposure to difficult clients
- Inequality in the workplace
- Feeling unrewarded at work
- Lack of desire or motivation at work
- Out of control life

While the term is commonly applied to feelings of disinterest in work, clinical definitions of burnout recognize it as a condition which results in a loss of compassion, irritability, depression, social and professional withdrawal, and even physical illness. The Maslach Burnout Inventory classifies burnout symptoms into three subgroups: Occupational Exhaustion, Depersonalization, and (changes in feelings of) Personal Accomplishment. Other scales that include measures of burnout, such as the Compassion Fatigue Scale (comprised of burnout and vicarious trauma), also focus on these key areas when measuring burnout.

Combatting Burnout



Working to meet other people's social and emotional needs is exhausting, and those who work in a wide variety of caregiving roles are especially prone to burnout.

Professionals can combat burnout in a number of ways, including taking time away from work and engaging in routine self-care practices like mindfulness, meditation, therapy, and yoga. Support, relaxation, exercise, and sleep are key to managing your health, stress, and burnout.

The Role of Social Support

Social support has long been recognized as a protective factor against stress - that is, people who have more support are less likely to suffer negative effects from stress. Social support can come from many different sources like friends, family, and colleagues. Social support is beneficial for all

three categories of burnout (occupational exhaustion, depersonalization, and personal achievement). But in particular, workplace social support is an important mediator for occupational exhaustion (2). Workplace social support includes instrumental support (help with tasks), informational support, and appraisal support (feedback), which can come from coworkers and/or supervisors (3).

It is incredibly important for those working in diversion and deflection programs, especially those working in client-facing roles, to know and watch for the signs of burnout, support one another, and ask for help when signs of burnout appear. You can find more supportive resources at <https://nvcit.org/first-responder-wellness/>.



Checking in with Clients, Family, & Friends

Carson City's MOST team, which includes Bekah Bock, LCSW and Deputy Mike Gibson, serves neighbors in crisis in the Carson City community - and has for quite some time. With the help of NAMI Western Nevada, Carson City MOST conducts Peer and Family Response surveys to monitor how clients and their family members feel about the service Carson City MOST provides. In the 2020-2021 MOST Evaluation Report, we presented the results from 44 surveys that were conducted between September 2020 and January 2022. Overall, these surveys reflected very positive responses to the Carson City MOST team, with the majority of survey respondents indicating that

they felt that the support from the MOST team was helpful, that they felt heard and understood, and were treated with dignity, compassion, and respect.



MOST has many moving stories of success helping neighbors

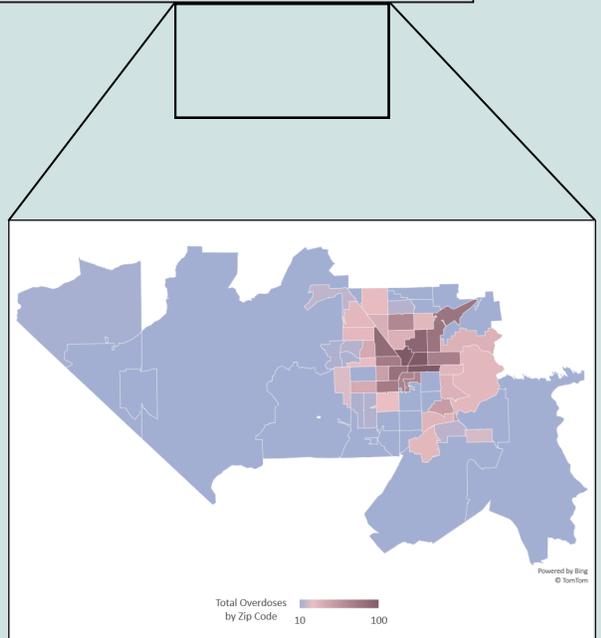
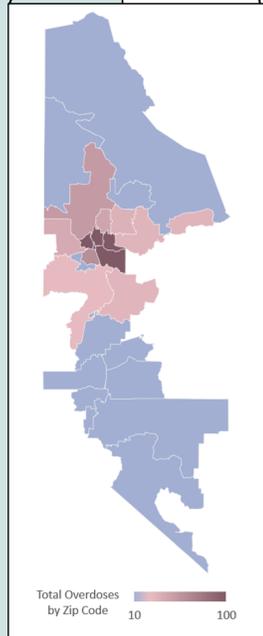
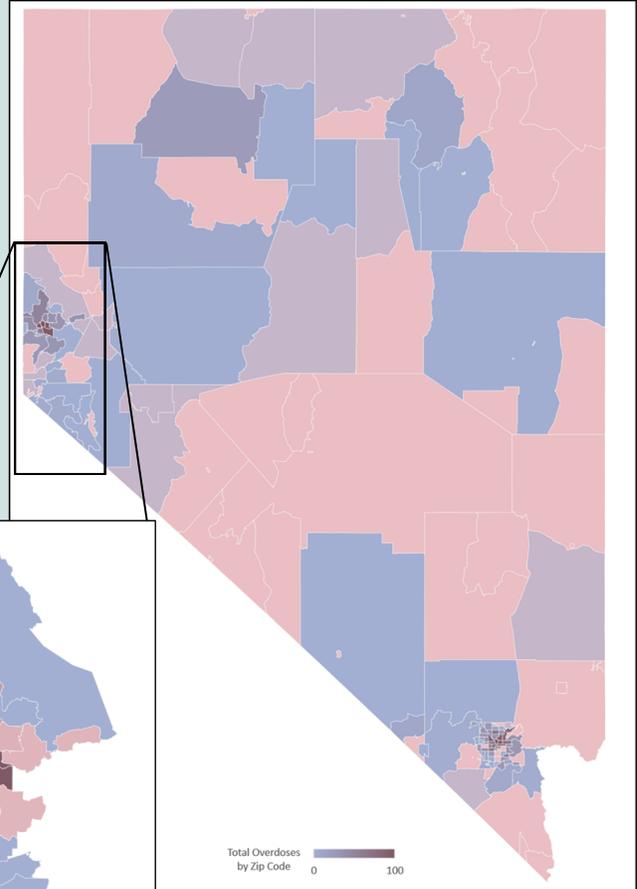
"[I] wouldn't be here today if it was not for Mike on the MOST team. Mike was so understanding. He came into my life when I needed someone. I consider Mike a friend and this world needs more people like Mike & Bekah. I am so grateful for them!"

Recent trends continue these positive appraisals for the MOST team. In a snapshot from a single day in May 2023, NAMI collected three complete responses from Carson City MOST clients. In quantitative questions, these surveys indicated that the MOST team was helpful, made clients feel heard and understood, and treated people well. Two of these surveys also indicated that clients who were helped by MOST might not be alive today were it not for Bekah and Mike's intervention. While feedback on these surveys is not always glowing, when clients offer critical feedback, this information can be used to strengthen the services MOST provides.

Overdoses are more prevalent in Urban Areas

In the Northern Region, the highest number of overdoses (5.86% of state total) were reported in central Reno, in the 89512 ZIP Code - the second highest in the state. This ZIP Code spans from the University of Nevada, Reno on the western side to just east of I-395. It is also home to a number of organizations like Catholic Charities, the Nevada Cares Campus, the Reno Sparks Gospel Mission, Restart, and the Community Health Alliance Outreach Center. Other areas of the state were responsible for a lower percent of the overall overdose cases reported in the state. However, though the rural counties had fewer overdoses, these numbers as a percent of the population were still quite high.

Overdoses Reported by ZIP Code



Overdose Events per 1,000 Residents

Washoe	2.2	Eureka	0.5
Storey	1.7	Lander	0.5
Humboldt	1.6	Mineral	0.4
Pershing	1.1	Elko	0.3
Clark	1.0	Lincoln	0.2
White Pine	0.8	Carson City	0.2
Nye	0.8	Churchill	0.1
Douglas	0.5	Lyon	0.1

It is not particularly surprising that overdose reports would be more common in urban areas, because more people live there. In fact, there is likely a relationship between the prevalence of services addressing at risk populations and reports of overdose. As a percent of the state total overdose events reported between January and May of 2023, the majority of reported overdose events occurred were documented in Clark County (65.75%). Washoe County had the second highest number of overdose events, representing 29.66% of the state total, and Nye County had the third highest with 1.14% of the state's overall overdose events for the year.

Over 65% of all reported overdoses were reported from in and around the Las Vegas metro area, with the 89101 ZIP Code in North Las Vegas including the highest number of recorded overdoses during this time period (7.5%).

Upcoming Training, Events, and Conferences

- SEPTEMBER 13-14: Nevada Public Health Conference, Reno.
- August - CIT International
- OCTOBER 3-6, Denver, CO: 2023 National Deflection & Pre-Arrest Diversion Summit
 - Scholarship Application Open now ([click here](#))
 - PTACC Preliminary Schedule is available at:
<https://ptaccollaborative.org/wp-content/uploads/2023/05/PTACC-2023-Summit-Preliminary-Agenda.pdf>

Resources

- (1) Maslach, C. (2003). *Burnout: The cost of caring*. Malor Books, Los Altos, CA. ISHK.
- (2) Halbesleben, J. R. B. (2011). "Sources of social support and burnout: A meta-analytic test of the conservation of resources model": Correction. *Journal of Applied Psychology*, 96(1), 182.
<https://doi.org/10.1037/a0021982>
- (3) Himle, D. P., Jayaratne, S., & Thyness, P. (1991). Buffering effects of four social support types on burnout among social workers. *Social Work Research and Abstracts*, 27(1), 22-27.
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