

SEPTEMBER 2022

The SMART Center

THE UNIVERSITY OF MEMPHIS NEWSLETTER



THE SMART CENTER

BY ANNA SANDERLIN

The University of Memphis School of Social Work SMART Research, Training, and Treatment Center aims to provide evidence-based interventions for school based mental health programming, increase access for school-based behavioral health programming in underserved areas, provide training on best practices in tele-behavioral health, develop opportunities to research the use of technology in practice, and provide direct services to the states most vulnerable populations.

HOURS OF OPERATION

We are a 100% tele-behavioral health clinic. We provide remote services to children, youth, and their families/ caregivers, as well as adults in the Mid-South area and across Tennessee. Our current operation hours are Monday-Friday 9:00am-7:00pm and some Saturday's 10:00am-3:00pm.



MEDIA FOR THE SMART CENTER

Website:

<https://www.memphis.edu/smartcenter/>

Instagram:

@uofm_thesmartcenter

Twitter:

@uofmsmartcenter

CONTACT

901.678.1636

smartcenter@memphis.edu



THE WARM LINE

CONTACT: 901.678.1636

The SMART Center also hosts a "warm line" for the community that provides support, psychoeducation, and linkage to community services FREE of charge. The "warm line" is not intended for crisis support, but to assist families with identifying resources in the community. The "warm line" is in service Monday-Friday 9:00am-4:00pm CST.



PODCASTS

SMART CONNECTIONS

Our SMART Connections Podcast, hosted by our BA interns and SMART Center employees has kept busy over the summer. Make sure to check out the episode on different Parenting Styles! Also, go back and check out some of our previous episodes. Some of our highlights include interviews with Dr. Gregory Washington and Dr. Okwumabua, interviews with Dr. Paige Pirkey about her HERO Project, and an interview that Dr. Elswick conducted with the Dove Self Esteem Project.

Listen to our podcasts on our website and receive more information at <https://www.memphis.edu/smartcenter/> and <https://anchor.fm/susan-elswick>



SMART CENTER SPOTLIGHTS

KEEPING YOU UPDATED

One achievement the SMART Center has been granted in the last few months has been our recent achievement of being a Licensed Mental Health Facility through the Tennessee Department of Mental Health and Substance Abuse Services. The SMART Center falls under the umbrella of the ICHC, and we are licensed under the ICHC's licensed facility status. This achievement is such an honor, and everyone at the SMART Center, from our director, Dr. Elswick, to our BA level interns, have worked to help make the SMART Center what it is today. In addition to being certified as a mental health clinic, the SMART Center is also accepting insurance for services. We are currently credentialed with CIGNA, Amerigroup, Blue Cross Blue Cross Blue Shield, and we will be credentialed with Optum and UHC soon.

The SMART Center has also received a TANF Grant, or Temporary Assistance for Needy Families. This is just one of the ways that the SMART Center is expanding its reach.

The SMART Center is expanding its reach by providing services to adults starting this Fall of 2022.

The University of Memphis received a Tennessee Opportunity Pilot Initiative Implementation Grant for its Growing Relational and Generational Wealth for West Tennessee Household proposal. This allows the SMART Center to open up more tele-suites throughout the 21 counties in the West Tennessee region.

WHAT'S HAPPENING AT THE SMART CENTER?

Tele-Suite Locations

Starting this fall, the University of Memphis SMART Center will be implementing several tele-suite locations around the city of Memphis and surrounding counties. A tele-suite is an area that is specifically designed to allow for internet and tele-behavioral health access. A tele-suite is run by a trained staff member, and it is set up to allow clients show up and use the services they need in a confidential and safe place. The SMART Center will be setting up 10 tele-suites around Memphis, and they will be training the staff that will house and run these tele-suites. These tele-suites in these 10 schools were supported by a collaboration among The Urban Child Institute (UCI), Memphis Shelby County Schools (MSCS), Shelby County Government Director of Education and Opportunity (Dr. Cedrick Gray), and Frayser Community Schools.

So, what are the benefits of a tele-suite?

- The tele-suites will allow members of the community greater access to mental health services that they might otherwise be separated or withdrawn from.
- These tele-suites allow clients to feel secure in knowing their confidentiality is safe, and they will also be secure in the knowledge that they are able to receive the services they want without any social repercussions.
- By using tele-suites, the SMART Center will also be able to impact more people. Due to the limitations that surround typical service delivery, this tele-behavioral model of service delivery allows for greater reach and wider spread outreach.
- Clients are able to receive the mental health services they need and deserve to have access to without many of the traditional struggles that befall people trying to receive these services.

So, where are these tele-suites located?

The first tele-suite that we will be highlighting here today will be the tele-suite at Trezevant High School. Trezevant High is just one of the schools that will house a tele-suite on campus to allow for greater access to mental health service delivery to the students in the area. Trezevant High School empowers students with the knowledge, character, and experiences necessary to achieve great things in college and beyond. We are so glad to have Trezevant as a partner and tele-suite host.

TREZEVANT



HIGH SCHOOL

SMART CENTER CLINICIAN HIGHLIGHTS

KYLE SERGEANT: WARM LINE FACILITATOR,
BACHELOR'S LEVEL INTERN

One of our newest Bachelor's level interns this semester is Kyle Sergeant. Kyle Sergeant is a Senior Social Work undergraduate interning for the Warm Line at the SMART Center for the Fall 2022 semester. Kyle is expected to graduate with his Bachelor's in Social Work at the end of the Fall 2022 Semester, and upon graduation, Kyle plans to continue his studies and pursue a Master's in Social Work.



LABOR DAY

SEPTEMBER CELEBRATES LABOR DAY SO LET'S TALK SIGNS OF BURNOUT AND MENTAL EXHAUSTION

Labor day is a federal holiday that is celebrated every year in November. This year Labor Day falls on September 5th, so let's talk about some important factors that affect many of us that are currently in the workforce and in need of a little assistance.

One thing that greatly affects many people in the workforce today is burnout, or mental exhaustion. Burnout is a form of exhaustion that is caused by constantly feeling swamped by the things you have to do and the responsibilities that you hold in your life. It is usually a result of excessive and prolonged emotional, physical, and mental stress. This phenomenon can affect anyone, but it is especially apparent in high stress jobs and careers. Burnout, or mental exhaustion, happens when you're overwhelmed, emotionally drained, and unable to keep up with life's incessant demands. Burnout can affect your **mental and physical** health, so don't go thinking it's all in your head.

Here are some signs and symptoms that you may be experiencing if you are experiencing burnout:

- Exhaustion/ Lack of Sleep and General Fatigue
- Alienation from Activities
- Reduced Performance/ Lack of Creativity and Purpose
- Anxiety

The signs and symptoms of burnout can look a lot like the signs and symptoms of depression, so it is important to look out for yourself, as well as your friends and family and ensure everyone is staying healthy and taking care of themselves. If you see some of these symptoms in yourself or in others, here are some resources that can help:

- University of Memphis Counseling Center, **901.678.2068**
- University of Memphis Relaxation Zone and Oasis Room, **relaxationzone@memphis.edu**
- The SMART Center, **901.678.1636 smartcenter@memphis.edu**

National Suicide Prevention Month

In September, we celebrate National Suicide Prevention Month, as well as World Suicide Prevention Day. Suicide is the leading cause of death in the United States, and the number of people who think about committing suicide is even higher than the number who go through with it. Suicide affects people of all ages, but some groups have higher suicide rates than others. Suicide rates vary by race and ethnicity, age, where someone lives, etc. The overarching impact of suicide is wide spread. Suicide can cause serious emotional, physical, and economic impacts in the communities that they take place in.

While suicide is the leading cause of death, it is also one of the most preventable occurrences. **There are many things that can go into preventing suicide, and here are a few:**

- Strengthening Economic Supports
- Strengthening Access and Delivery of Suicide Care
- Create Protective Environments
- Promote Connectedness
- Teach Coping and Problem-Solving Skills
- Identify and Support People at Risk
- Lessen Harms and Prevent Future Risk

There are many signs of suicide that people can be on the lookout for.

- Previous Suicide Attempts
- Acquiring a Gun or Stockpiling Pills
- Co-occurring Depression, moodiness, or hopelessness
- Putting Personal Affairs in Order
- Giving Away Prized Possessions
- Sudden Interest or Disinterest in Religion
- Drug or Alcohol Use, or relapse After a Period of Recovery
- Unexplained Anger, Aggression, and Irritability

So, What Can I Do About It?

If you know the signs, and you know what you are looking for, then what can you do about it after you find out? Well, there is a practice called **Question, Persuade, Refer**, or QPR for short. QPR is not intended to be a form of counseling or treatment, but rather to offer hope through positive actions. Bringing up subjects such as suicide can be difficult and feel like a daunting or incredibly personal task, but talking about it and finding ways to give hope to the people considering suicide can go a long way in bringing down suicide rates and increasing hope for the future in these individuals. When discussing this topic, it is important to have resources handy to give to the person you are talking with. These can be things such as phone numbers, counselor's names, and any other information that you feel may help. I encourage everyone to do more research into QPR and find out different ways you can help someone in need.

Just remember, if you need services from the SMART Center, you can call us at 901.678.1636 or email us at smartcenter@memphis.edu.

You can also reach the Suicide and Crisis Lifeline at **988** or chat at **988lifeline.org**.



Important September Dates Nationwide and In The Mid-South

Month: Hispanic Heritage Month
Self Improvement Month
National Suicide Prevention Month
World Alzheimer's Month

Week: National Nutrition Week (Sept. 1-7)
International Week of the Deaf (Sept. 19-25)

Day: Labor Day (Sept. 5)
International Day of Charity (Sept. 5)
International Literacy Day (Sept. 8)
World Suicide Prevention Day (Sept. 10)
International Day of Democracy (Sept. 15)
World Alzheimer's Day (Sept. 21)



"Providing Quality Care, Everywhere You Are."