

## **Human Service Provision in High Stress Environments: Skills and Strategies for Provider Self-Care**

### **Program Description**

While human service professionals have traditionally experienced high stress and complex work environments, our global pandemic has intensified these stressors and added additional challenges to our professional and personal lives. We also have been witness to several high profile and tragic incidents involving the interaction between law enforcement and persons of color. These incidents have surfaced important community issues that need to be addressed while also creating significant discord. Participants in this program will be given information and tools that can be used to address the personal and professional traumatic stress experienced in our current social environments.

### **Program Objectives**

Upon completion of this program, participants will be able to:

- Explain the multiple types of stress that may be experienced by a human service provider;
- Describe potential impacts that critical incident/traumatic stress can have upon the individual;
- List strategies and interventions that might be used to mitigate the impacts of critical incident/traumatic stress;
- Identify leadership opportunities within traumatic and high stress environments.

### **Target Audience**

Behavioral Health Professionals, Community Stakeholders, Community Members, and one interested in this topic.

### **Contact Hours**

1.5 hours

**Matthew Sullivan, JD, MSW**, served the Town of Chapel Hill in several roles over a 32-year career. His last appointment was as Fire Chief, where he was responsible for Town and Departmental leadership and participated in the development and implementation of the Town's strategic vision. Other positions that Matt held during his career include Emergency Management Coordinator, Interim Director of Planning and Sustainability, Staff Legal Advisor, Interim Police Attorney, Police Crisis Counselor, Narcotics Investigator, Departmental Hostage Negotiator, Community Police Officer, Crime Prevention Officer and DARE Officer.

From 1995 to 1999, Matt was appointed Coordinator of Substance Abuse Programs at The University of North Carolina at Chapel Hill.

Matt received his undergraduate degree in Political Science from UNC-Chapel Hill in 1989 and a Master of Social Work Degree from UNC-Chapel Hill in 1997. He received a Degree in Law from North Carolina Central University in 2006.

Matt is an adjunct faculty member to the University of North Carolina School of Social Work. He currently serves on the Board of Directors for the NC Governor's Institute (on Substance Abuse) and for the South Orange Rescue Squad. Matt has been inducted into the North Carolina Order of the Long Leaf Pine, he received the 2019 Chapel Hill Chamber Town and Gown Award, The Chapel Hill Police Department's Herman Stone Award for Community Service and a Distinguished Alumnus Award from the UNC-School of Social Work.