As the COVID-19 outbreak continues to exacerbate social isolation, unemployment and underemployment, food insecurity, homelessness and housing insecurity, stress and mental illness, along with familial changes related to illness and death, social workers are there. During a time of heightened anxiety for all, social workers are diligently working to provide mental health and social services, creating and identifying resources to meet the evolving social needs of the clients and communities they continue to serve during this pandemic.

While the world “stops” to flatten the curve, social needs only grow. The need and demand for social workers is high. Social workers have risen to the occasion, learning to quickly adapt to telehealth and other digital ways of providing services, where feasible, to not only protect their own well-being, but also the well-being of the clients and communities they serve. It takes immense determination and bravery to risk your own health and well-being in service to others. That is social work.

The National Association of Social Workers Code of Ethics guides professional social work practice. It states that social workers should provide appropriate professional services in public emergencies to the greatest extent possible. That is exactly what social workers are doing. Social workers always have been, and always will be, on the front lines.

We are proud to stand with and advocate for social workers every day. And we are especially proud to stand with you during this crisis as you tirelessly rise to meet the ever-growing demands for your services. Social work is often a thankless and sobering job, but social workers must be lifted up as a celebrated and essential part of the public health workforce working to rapidly respond to all that COVID-19 entails. We will always be here to lift you up. Thank you for your NASW membership.

Find the most up-to-date COVID-19 Resources and information for social workers here: www.naswnc.org.
What a new world we are living today. Hoping that you and your loved ones are well and adjusting during this time of a pandemic. Although I initially felt as if I was adjusting to the changes, I failed this week. I completely missed one of dozens of Zoom calls, fussed at my family, and even got dressed with two different shoes. My words, feelings, and actions reminded me of my humanness. When under stress, I become a serious fixer. Perhaps my struggles are a reminder to judge myself less and practice self-compassion more. Thank goodness I have good friends and colleagues who can remind me to be present, to be real, and to be accepting. And they laugh both at and with me!

Having more time to reflect, I am reminded of all that I have. There are many in our state and across the country who do not have their health, income, access to healthcare, and other vulnerabilities. I am grateful for my spirituality, faith, and well-being, my son and husband, my fulfilling work, and my amazing friends. Our new colleagues who are just about to graduate face some uncertainties and NASW is here for you. Welcome to the social work profession. There is no other quite like it. There will be many gifts: humility, resilience, challenge, kindness, gratitude, and change. Remember: kindness matters and it begins with kindness to ourselves. Be the most compassionate social worker you can be: to yourself, your clients, your colleagues, your loved ones, and your community. Enjoy the journey.

As this will be my last article as the NASW-NC President, my gratitude also includes the past six years of serving with the Board of Directors and the dedicated staff. Valerie is an exceptional leader and I am grateful for our time together. What an incredible privilege to be President as Valerie stepped into her new role and to witness her transform the position in our state and at the national level. Presenting with her at the Association Leadership Meeting on the relationship between the CEO and President was super easy, thanks to her talent in working with others. Thank you also for hosting the NASW-NC Supervision and Leadership Webinar Series over the past year and the presentation you offered to my local community this past fall getting students excited about policy, macro issues, voting, and the impact of political action.

The NASW-NC team and I have hopefully grown together over these past several years. Thank you Kay, Seth, Hope, and Kristen for making North Carolina one of the leading chapters in the country. The Board of Directors is strong and dedicated. Our new members this year have been highly involved. Thank you Jackie, Kate, Debbie, James, Rachel, Carla, and Kathryn! We also have highly skilled leaders who have served much longer and continue to share their expertise. Kat and Derrik have been instrumental in the chapter’s equity and inclusion work. Who can forget Derrik’s incredible presentation at fall conference? Thank you Amanda, Leslie, Deborah, Margalita, and Natasha for your continued advocacy for social work. Our Executive Committee, Rosalie, Kenya, Kat, and Jason will continue to work hard and support Valerie and her team. Jason, as the incoming President, is the right leader at this right time. In addition to bringing high creativity and business experience in another field, he will bring a fresh perspective to the role. The team will continue to lead and initiate vital conversations, planning and change.

If I can leave with one more plug for the importance of macro social work and advocacy, this will be an important year. Please vote. Please fill out the census. Please remember the vulnerable among us. Thank you for your membership to this association and being part of the exciting and challenging work in your community, your state, and your country. If you are not a member, please consider joining. Our voice is stronger with you.

If something resonated with you or if you would like to get more involved, please let us know. I can be reached at carolyngcraddock@gmail.com.
This is a wretched time. As I sit here at home, like most of you, I am thankful for my health, my family and that I have shelter and food. I am thankful to be alive. But this is so hard. Managing work, homeschooling children, stressing about our future, worrying about economic inequalities and racial disparities in how COVID-19 disproportionately impacts communities of color. I mourn for the loss of two North Carolina BSW students, Eric Pittman, Jr. and Benson “Ty” Atkins who passed away from COVID-19 months away from graduation. A great loss to our profession and community.

But you give me strength, hope and purpose. I have never worked harder in my life because I know social workers lives and livelihoods depend on NASW-NC’s advocacy and support.

The NASW chapters have really taken the lead in the COVID-19 response and I am very proud of my team and how we have responded in support of our members. Thank you Hope, Kay, Kristen, Seth, and Mary for your support and strength.

To social workers on the frontlines: I thank you. We see you and your bravery to risk your own health and well-being in service to others. Please know we are advocating for you. Both at the state and the national level, we are advocating for hazard pay, access to PPE and with legislators to make sure you have the resources and support you need to remain healthy and can continue to serve.

To social workers at home: I thank you. We see how quickly you managed to move your entire practices and classes online so your clients and students could continue to receive much needed services and education. Please know we are advocating for you. We immediately reached out to Governor Cooper, DHHS Secretary Cohen and to insurance companies to advocate for telehealth reimbursement. We moved all our conferences online and have been producing free webinars to ensure you get your much-needed access to CE for licensure renewal. And we made sure you could continue to renew your license during this time by advocating for temporary rule changes with the Licensure Board.

To graduating social workers and students: I thank you. We see you and thank you for choosing the social work profession. North Carolinians need you now more than ever as we face a growing vulnerable population that you will serve. Please know we will advocate for you for your entire career. We continue to support you with webinars on job searches, licensure, and virtual meet-ups across the state so you will be prepared to enter the field in this new virtual norm.

Thank you to our amazing interns who stuck with us and adapted quickly during these unprecedented times. Thank you Molly Andrews, Olivia McCain and Autumn Yates. Your work ethic and resilience inspire me.

Thank you for being a member of NASW. Thank you for supporting us as we work tirelessly to support you. Please take care of yourself. Let us know how we can help. We need you. We will face these uncertain times together.

We all need a little fun right now! NASW-NC has created four different Zoom Virtual Backgrounds (you can see one to the left) for you to download and use at www.naswnc.org/page/COVID-19.
NASW-NC asked member Mary Affee to write about her experience on a two-week assignment to provide mental health support for the hospital staff in a Long Island, New York hospital.

“You have not lived today until you have done something for someone who can never repay you.”
– John Bunyan

This is social work, and this is how I do social work. People question why I have chosen to commit to serving our medical staff in New York during this time. I never thought twice about it. Had it not been for the hearts, time, and selflessness of the doctors, nurses, and technicians working around the clock to save my daughter from cancer, I am not sure what life would look life today. As I see it, serving others (regardless of the environment) is the least I can do to pay it forward and give back.

Curiosity and fear are ubiquitous. I was asked to write, to share, and perhaps capture the lived experience of being a social worker in one of New York’s hospitals providing services to our front-line workers. I was hired to represent the hospital’s EAP program to provide crisis and wellness resources and psychological first aid as needed. My shifts take place each day in a small space - a space that was once a waiting room for the public. My set-up is the same each day. Fresh coffee, fresh fruit, snacks, and mental wellness pamphlets are abundant.

I am the stranger, and small conversations connect us. Any conversation provides a moment’s respite from the battle they fight. Eye contact is all we have. The masks are tight, very tight. The masks muffle our tones of compassion and fear. Our eyes tell our stories and our pain. Our eyes are filled with tears trapped in every part of our masks and goggles. Our faces are itchy from tears, and we can’t rush to wipe our tears for fear of touching our own faces. Our ears must be sharp. We must rely on them for the vital information we need to do our work. The sound of automatic doors opening signals awareness - for now only staff go in and out of the lobby doors; and any person entering the lobby doors becomes an instant and impulsive curiosity. The sounds and code announcements in this space remind me of the dangerous place in which I sit each day. Some days I am consoling staff, while other days I only serve them and clean up coffee tables. Sometimes my space is quiet and sometimes my space is filled with heartbroken staff wanting to unload their death stories. Either way I am here providing space for them to share their exhaustion and anguish. Some days I cannot wait for my shift to end, so I can begin my drive home to cry in solitude-for this has become my normal.

They are amazing people. Their hearts are filled with love, bravery, pain, fear, and so much gratitude. Textbooks do not prepare you for days like these. Resilience and reliance are therefore held within us and around us, reminding us we are human. I am not a hero. I am human. I am a social worker. I chose do this and I would choose this again.

Mary L. Affee, LCSW, RPT-S, CHC, is a Licensed Clinical Social Worker in New York, North Carolina, and Connecticut. She is also a Registered Play Therapist Supervisor and a Holistic Health Coach. Mary earned her MSW from Fordham University. Mary is currently pursuing her Ed.D in Organizational Leadership in Education from Gardner-Webb University. Mary also earned a second masters in Educational Leadership from Gardner-Webb University. She is a Licensed School Administrator and has spent more than 12 years in public education serving as a School Social Worker. Mary has extensive clinical experience in trauma informed practice, and earned an award of excellence from the National Institute for Trauma and Loss in 2014. She is also a frequent guest speaker locally and nationally, and she is the owner and Clinical Director at Horizon Integrated Wellness Group, PLLC, a private practice that specializes in expressive therapies for children, teens, families, and adults. •
NASW-NC would like to welcome the following new members who joined during the months of February, March, and April! Thank you for choosing to support your profession and advocate for social work values by joining NASW.

Coastal District (A)
Keniko Andrews
Mackie Bateman
Vanessa Bruno
Donneta Cordon
Ashley Dower
Shereesa Elliot
Brianna Fly
Carolyne Grizer
Janice Harvey
Shenita James
Olympic Jones
Ann Kearney
Marion Linton
Heather Luther
Ashley Machado
Daquaris McCullough
Gwendolynne Noonan
Shelby Nuckols
Alexandria Peavy
Tina Rodgers
Daphne Santiful
Erica Schepf
Samantha Scott
Michelle Shields
Kaleesa Turnage
Rochelle Walton
Fallon Williams
Macy Wood

Central District (B)
Heather Akers
Rachel Albright
Maria Alman
Aleida Alfonsio
Celest Anderson
Antoinette Burch
Asia Caldwell
Bailey Carver
Amanda Comer
Nukunya Cox-Smith
Dolores Cruz
Danielle Curley
Jasmine Diaz
Carolyn Ebeling
Megan Englebretson
Kevin Fauntleroy
Stephanie Flowers
Elizabeth Francis
Edith Galvan Lopez
Erin Garrett
Jessica Garza
Kendall Gibbs
Rebecca Godfrey
James Goldberg
Hannah Hardy
Ta Jhaneya Hines
Tia Holmes
Alexis Jackson

Piedmont District (C)
Stephanie Allen
Erica Andrews
Cristen Bailey
Madeline Bonner
Regina Brown
Jocelyn Bumpers
Vickie Casey
Tawana Cherry
Stacey Cleveland
Ann Coward
Haley Curry
Elizabeth De Hostos-McLaughlin
Embirda Fields
Philippian Flowe
Wyshka Glover
Fraser Gray
Sylvia Hairson
Rachel Hefner
Teyara Hudson
Grace Ligon
Laquanna Lucas
Misty Nickowski
Lisa Peaty
Darren Price
Jessica Smith
Stacy Wareham
Shantell Williams
Christian Wrobeh

South Piedmont District (D)
Kaba Alabi
Carla Alexander
Ashleigh Alexander
Michelle Anthony
Sydney Barnes
Paulina Chin
Katelyn Duckworth
Irene Duker
Tracey Evrard
Frances Ferrante-Fusilli
Natalie Forouzad
Allison Garay
Janelle Gillis
Niesha Gowens
Laqnda Hammonds
Erin Haverkamp
Cawetha Hayes-Mitchell
Dana Heinrich
Jennifer Hilton
Tony Jackson
Cynthia Kandaya
Brandon Kaza
Natalie Kjoelen
Helen Mantís
Amy McDonald
David Menhinick
Haley Meyers
Kimberly Miller
Carolynn Moore
Elise Morin
Megan Mulhall
Lydiah Nyamissha
Geraldine Oyoo
Kimberly Parker
Abageal Peck
Hannah Pegram
Juanita Pharr
Samantah Reiner
Kenia Ricos
Katheryn Rios
Samantah Samson
Courtney Shepherd
Amber Sigmon
Anita Slaughter
Tashayla Smith
Jennifer Sullivan
Tamara Thomas
Jerrod Tiggett
Maxine Valencia
Hannah Walker
Tracey Webb
Sheronna White
Maritza Whitsell
Lee Wilson
Madalyn Wise

Western District (E)
Margaret Anixter
Lisa Astin
Elizabeth Baker
Amber Beidler
LB Bner
Abigail Carlson
Alexis Chappelle
Mercy Dennison
Regan Early
Julie Evensen
Itiopiya Ewart
Kayla Forti
Bailey Hanagan
Sasha Jumper
Lauren Macdonald
Laura Martin
Joshua May
Jessica Morgan
Valerie Parker
Sara Ross
Stephan Schaefer
Melissa Shelton
Kristie Sluder
Ashley Smith
Hannah Stipe
Stephanie Stroup
Alisia Timmons
Haley Tullish
Sarah Beth Verhaeghe
Justin Wiet
Kelsey Wilson
Melissa Zazzeri

South Central District (F)
Hannah Allen
Michael Belay
Lashonda Bostic
Christina Brown
Hannah Byrd
LeAnn Cain
Denise Coffey-Joseph
LaKenya Conner
Pamela Cor
Sarah Crump
Erie Cunningham
Gregory Daniels
Shannon Davison
McKayla Demulling
Olivia Denson
Alina Doyle
Chloe Fedor-Locklear
Namh Fitzpatrick
Melinda Frederick
Amara Gore
Ricque Hardin
Jamie Haywood
Michelin Henderson-Maldonado
Nathaniel Hill
Kenneise Jones
Jerrica Jones
Elizabeth Kampa
Kierrah Keaton
Melanie Lawson
Lora Locklear
Jennifer Marinellie
Danielle Mohlenhenrich-Thompson
Marilea Moore
Charise Ngo
Marla Niconor
Andrea Quirk
Nanc Ramos
Erica Rich
Claire Rolquin
Valerie Russell
Kristy Scott
Katelyn Sink
Alice Smith
Jimmy Smith
Khali Smith
Chyna Spencer
Cameron Staley
Hillary Stevens
Brianna Taylor
Lauren Trower
Elizabeth Troy
Kristina Waden
Tynaica Walton
Stormy Westbrook
Shequetta White
Khiana Wyatt
Kristen Zavracky
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Program begins May 2021

Applicants who are currently employed in social work-related settings and/or those interested in advancing their macro social work skills are strongly encouraged to apply to the 20-month Advanced Standing Program.

For more information, contact:
mswadmissions@unc.edu
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 vernight, the essential business of social work became 100% virtual for most practitioners. In his article, “Ethical Exceptions for Social Workers in Light of the COVID-19 Pandemic and Physical Distancing,” Allan Barsky (2020) notes:

Code of Ethics says that we should not provide services unless we are competent to do so (NASW Code of Ethics, s.1.04)—yet, social workers who have not been trained in using videoconferencing and other communication technologies for working with clients are abruptly being required to do so. If the workers had time and other resources, they could learn best practices and skills for using these technologies (cf., National Technology Standards). But they do not have time. If they do not use the technologies right away, they may be violating ethical standards by abandoning clients in need (s.1.17(b)).

Since President Trump proclaimed COVID-19 to be a national emergency (effective March 1, 2020), and North Carolina Governor Roy Cooper announced a stay-at-home order (on March 27, 2020), social workers in all settings faced unchartered territory regarding safeguarding loved ones (including themselves), continuing care to clients in need, earning money to be able to continue supporting themselves and/or their families. Kudos to Valerie Arendt, Executive Director of NASW-NC, and the chapter staff for equipping North Carolina with the knowledge to become competent, their advocacy, and the inspiration to maintain professional, ethical practice while facing a deluge incessant, life-threatening news.

To help you offer your much-needed social work skills during the COVID-19 pandemic, please review these FREE resources:

1. NASW-NC has compiled a comprehensive list of resources for social work practice during this COVID-19 time. Visit this page for updates. Also, you can post questions/share your knowledge through NASW-NC’s COVID-19 Forum for Social Workers. You MUST SIGN IN AS A MEMBER to access this forum.

2. The North Carolina Social Work Certification and Licensure Board has several documents posted on their website with answers to questions regarding continuing education credits, renewing a license, serving clients located in other states, emergency rules, etc.

3. Penn State University and the University of Texas at Austin created a state-by-state guide to the rules/laws about telehealth services for mental health professionals (listed by discipline) across state lines that you can access by visiting this website. Halfway down the page, you will find a hyperlink to the database. Click the “US State Laws” tab, then scroll down the page to find information on out-of-state providers serving clients in a particular state. Always make sure to verify the information with the licensing boards in the identified states.

4. To view NC AHEC’s webinars, visit this website. See the “Webinars” option on the left-hand side of the page to see a list of weekly webinars that offer a wealth of information on practical aspects of telehealth services. I have found all the webinars I attended to be helpful. I would especially encourage participation for the NC AHEC and the Office of Rural Health (ORH) Telehealth Webinar Series that meets on Mondays from 12:00 to 1:00 p.m. Through the website, you can access archived recordings, slides, and transcripts.

5. To participate in the FREE Capitol Broadcasting Company Webinar Here To Help Series for Local Businesses, visit this website to register. They have one more webinar scheduled for May 7, 2020.

6. To view information and/or receive FREE consultations on all questions telehealth, visit the Mid-Atlantic Telehealth Resource Center. Some of the questions they answer on their website: Getting Started with Telehealth/Behavioral Health, What Do I Need to Know about Telehealth Technology?, Best Practices for Conducting a Telehealth Visit, Helping a Patient/Client Understand Telehealth, Telehealth Policy and COVID-19, Telehealth Reimbursement and COVID-19, and What Happens When The Pandemic Is Over?

7. To access sample consent forms regarding telehealth:
   a) NASW Assurance Services
   b) Joint Task Force for the Development of Telepsychology Guidelines for Psychologists
   c) American Telemedicine Association

Feel free to use pieces of these documents to craft the consent that works best for your practice.

8. To review “Frequently Asked Questions” posted by NASW Assurance Services, the manager of NASW’s malpractice insurance, visit this page. Questions they answer include: How do I begin online sessions? What are the guidelines I need to be aware of to assure ethical practice? My client will only see me in-person and refuses any other communication option, what should I do? Does the use of technology create challenges to obtain fees? What are the issues with jurisdiction for military personnel, who are your clients, then deploy, and want to stay in contact through technology services? If the social worker leaves the state (maybe on vacation?) but is licensed in the same state as the client is located, is this acceptable? What about treating clients who are traveling internationally? So if my client goes on vacation out-of-state and feels they have an emergency and needs to talk to me to get settled, I cannot talk with her over the phone because she is temporarily in another state?


Ethics Continued on Page 10
NASW-NC Virtual 2020 Clinical Supervision Certificate Training Schedule

**June 15, 2020**
What is Clinical Supervision? and The Basics of Providing Clinical Supervision
Presenter: Dayna Guido, MSW, ACSW, LCSW

**June 16, 2020**
North Carolina Social Work Certification and Licensing Board Supervision Update
Presenter: Elizabeth Pope, Executive Director North Carolina Social Work Certification and Licensure Board
Technology-Based Clinical Supervision: Extending the Supervisory Reach.
Presenter: M. Theresa Palmer, LCSW, LMFT, and AAMFT Approved Supervisor
Diversity and Cultural Competence in Clinical Supervision
Presenter: Bonita H. Porter, MSW, LCSW

**June 17, 2020**
Targets in Clinical Supervision: Lessons from an Integrated Model
Presenter: James McCracken, MSW, LCSW, Certified Emotionally Focused Therapy Supervisor

When legislators adjourned the 2019 legislative session, they set April 28, 2020 as the date to return to Raleigh for the short session. Legislators returned to Raleigh for a short four day session to address COVID-19 related matters. Entry to the legislative building was limited to staff, legislators, and credentialed press. Temperatures were taken before those individuals could come into the building. Bills were ready to go by the 28th, they were heard in committees that were live streamed on YouTube (the first time this has ever happened!) After House and Senate members passed similar bills, leadership met Friday and presented two final bills on Saturday, May 2. The bills were passed unanimously and sent to the Governor Cooper, who signed both bills into law. Here is a quick overview of both bills:

**Senate Bill 704: COVID-19 Recovery Act**

[www.ncleg.gov/BillLookUp/2019/S704](www.ncleg.gov/BillLookUp/2019/S704) covers policies related to COVID 19. They include:

- Requires a Strategic State Stockpile plan for creating and maintaining a stockpile of personal protection equipment (PPE) and testing supplies. This stockpile would be accessible by public and private facilities including long term care facilities, health care providers, non-healthcare entities, etc. The planning for this stockpile would require anticipating a five-year budget for establishing and maintaining.

- Directs North Carolina AHEC to study the state’s workforce during this pandemic and the aftermath. A report is due November 15, 2020 to the NCGA.

- Gives the Department of Health and Human Services (DHHS) flexibility to respond to the pandemic as needed.

- Extends providers who were to connect and submit data to the state starting June 1, 2020 to October 1, 2021. This is HUGE for clinical social workers who needed to be connected by June 1, 2020.

- Waives the 72 hours of child welfare preservice training until December 31, 2020 or until Executive Order 116 is rescinded. The Division is authorized to identify and use web-based training as an acceptable equivalent.

- Allows for telehealth of the first and second exams for involuntary commitments as long as the examiner is sure a different result would not be had with an in-person visit. Expires 30 days after Executive Order 116 is rescinded.

- Urges the Centers for Medicare and Medicaid Services to cover audio-only telehealth for Medicare. This is an NASW-NC request and something our National office was pushing as well. At the end of April, CMS announced this approval!

**House Bill 1043: 2020 COVID-19 Recovery Act**

For the funding measures in House Bill 1043, [www.ncleg.gov/BillLookUp/2019/H1043](www.ncleg.gov/BillLookUp/2019/H1043), all funds are nonrecurring and come from the Coronavirus relief fund from the CARES Act. Legislators agreed to spending $1.57 billion.

**Funding highlights:**

- $10 million to the Department of Public Instruction for school health support - including mental health. This money can be used to support the work of school social workers.

- $20 million to support local health departments, rural health providers, and behavioral health and crisis services.

- $20 million to support behavioral health and crisis services, divert from emergency departments. $12.6 million to LME/

MCOs for I/DD facilities on per diem basis.

As of March 1, 2020 through the duration of the public health emergency, all fee for service Medicaid rates will be increased by 5%.

- $25 million to DHHS to expand public and private testing, tracking, and analysis to build capacity for widespread testing, increasing research, and infrastructure to develop better models.

- $19 million to provide funding for food banks, support for residential settings, adult and child protective services response, support for homeless and domestic violence shelters and housing security, child care response, and costs to expand NCCARE360.

- $6 million to the state’s six food banks.

Supplemental payments for foster care: $2,250,000 million is allocated to assist children in foster care. Families should receive $100 per child per month from April-June 2020.

- $65 million to rural hospitals - grants to eligible hospitals within thirty days of application.

- $1,500,000 million grant from NC DHHS to NC MedAssist for providing prescription assistance.

Legislators plan to return on May 18th for their next COVID-19 related legislative session.

For up-to-date information on what is happening at the legislature, check your twice a month EnewsSWire that comes to your inbox on Tuesdays! Further, visit our website and check out Updates for Members at the bottom of the homepage and [sign up for North Carolina advocacy updates (bit.ly/2Zamul7)!](bit.ly/2Zamul7)

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**Dedicated to, owned, & operated by social workers.**
The COVID-19 pandemic has fundamentally altered almost every aspect of daily life in the United States and around the world, and how social workers practice is no exception. While some social workers have transitioned to working from home and many others have largely moved to providing telehealth services, a large number of frontline social workers are still going into work, seeing clients in-person, and having to reconcile fear or anxiety for their own safety with the requirements of their job.

NASW-NC Board Member Carla MacKenzie is one such frontline social worker. She has worked in Raleigh as part of WakeMed Hospital's Community Case Management Team for the last three and a half years. Before the pandemic, her position focused on providing case management to individuals who are high utilizers of the hospital systems, including uninsured individuals or persons with a behavioral health diagnosis. Many of her clients had a lot of unmet social determinants of health - they were homeless or had troubles accessing transportation, medications, or behavioral health and medical care. Carla and her team worked to meet those needs; taking clients to appointments and sitting with them, helping with medication, working to get clients into a shelter or other temporary housing, and aiding with finances, including obtaining social security and disability benefits.

Since the start of the pandemic, Carla says her job has changed significantly. “We still need to meet those same needs, but the way in which we can do it has changed. It’s amplified. Housing and residential treatment are still the biggest needs, but it’s become harder. Clients not having the temporary option to go to a shelter while we figure out the next steps for them is really challenging because if we don’t have them secure somewhere, we can’t find them.” Since many shelters and programs are not currently accepting individuals, Carla and her team have been putting clients in motels. While this solves one issue, others crop up. “Clients need a phone and they need access to food regularly. I’ve been working to establish partnerships with food support agencies to help us, since we have close to 50 people in motels right now.”

Access to a phone or other technology is one of the largest issues Carla sees right now. “Technology is the only way many people are able to access behavioral health. If patients don’t have phones or aren’t able to use them sufficiently, they aren’t able to access their needed services.” Carla and her team have been providing clients with phones, but often have to meet with them in-person to give them the phone and train clients on how to use it. For those who aren’t comfortable using smartphones, she’s having to sit with clients during their appointments and use her phone to allow them to access therapists remotely.

this generation of social workers has the privileged opportunity to pursue the knowledge and skills needed to help people survive, overcome, and become all they can become no matter the obstacles. Let us rise together, equipping and supporting each other, while we make intentional efforts to smile and laugh.

Please remember that your NASW-NC Chapter Ethics Committee is available for ethics consultation. This service is free only to NASW-NC members with questions about cases in which they have direct involvement. To access this service, send an email to naswncethics@gmail.com or call 919-828-9650 or 800-280-6207/extension 300.

References/Resources:
The NASW-NC Chapter Board of Directors met in the Chapter office on September 14, 2019; December 7, 2019; January 15, 2020; and virtually on March 28, 2020 for regularly scheduled board meetings. Significant actions and discussion are included below. At the December 7, 2019 meeting, the board took steps to fill vacancies on the NASW-NC Executive Committee.

The following actions were taken by the board:

- “I move to appoint Jason Scianno to the NASW-NC Board of Directors President Elect position through June 30, 2020.” Motion made by Amanda Flory. Seconded by Kat Reach. Motion carried.
- “I move to appoint Kat Reach to the NASW-NC Board of Directors First Vice President position through June 30, 2020.” Motion made by Deborah Moore. Seconded by Leslie Cloninger. Motion carried.
- “I move to appoint Kenya Miles to the NASW-NC Board of Directors Second Vice President through June 30, 2021.” Motion made by Rosalie Calarco. Seconded by Amanda Flory. Motion carried.
- “I move to appoint Logan Keziah-Hamill to the CNLI Committee for 2019-2020.” Motion made by Kat Reach. Seconded by Jason Scianno. Motion carried.

On the March 28, 2020 Board of Directors virtual meeting, the board members discussed the chapter’s response to the COVID-19 pandemic and the support and resources created for members. The NASW-NC Ethics Conference was successfully moved online with two-weeks notice and the NASW-NC Clinical Social Work Institute would be moved online as well.

The NASW-NC Board of Directors will meet on May 30, 2020 virtually for the last board meeting of the 2019-2020 fiscal year. NASW-NC members wishing to attend should contact Chapter Executive Director Valerie Arendt at director.naswnc@socialworkers.org.
The Urgent Need for Advocacy Work in Creating a “New Normal” for People and Planet

By Meredith C.F. Powers, PhD, MSW
Dr. Zulfiya Tursunova
Shantell Williams, BSW Student
Zack Knowles, BSW Student

Social workers are essential workers in all communities and across all levels of practice. Now, more than ever, we ALL need to urgently advocate as we create a “new normal” with justice for people and planet. In considering what our “new normal” should be, let us consider Sonya Renee Taylor’s poignant challenge, “We will not go back to normal. Normal never was. Our pre-corona existence was not normal other than we normalized greed, inequity, exhaustion, depletion, extraction, disconnection, confusion, rage, hoarding, hate and lack. We should not long to return, my friends. We are being given the opportunity to stitch a new garment. One that fits all of humanity and nature.”¹

During the COVID-19 crisis, many social workers, including students and educators, are finding renewed hope and vigor through their continued action, be it as frontline workers or through their tireless efforts working remotely. These actions are actually a form of “radical self-care” (bit.ly/2YnGGCE), as they alleviate the very problems that create the stress in the first place.² Advocacy work may include voting, emailing, calling, and meeting virtually with leaders and political representatives to address issues which are critical for the profession, the vulnerable populations we serve alongside, and the planet.

Students and faculty from UNCG and Guilford College (including this article’s co-authors) joined virtually with about 500 others from across the country on March 29-31 for the FCNL Spring Lobby Weekend.³ At this virtual event, we learned advocacy skills that are useful for all topics, and honed specific knowledge on the topic of Climate Justice.⁴ We were then trained how to write and share our stories during virtual lobbying opportunities with NC representatives. Here are a few examples from NASW-NC social work student members:

“Growing up in rural North Carolina, agriculture has been a part of our everyday lives for many decades and plays a vital role in our state’s and nation’s economy. However, through poor waste management (which has caused devastating physical health issues for my neighbors), deforestation, and changing weather patterns (which has lowered agricultural productivity and food quality), I have witnessed the negative impact that environmental neglect has had on farmers and vulnerable people in my hometown of Willard, N.C. I have learned that agriculture and climate change are interrelated, with both contributing negatively to the other. It is important that we address this issue as soon as possible, to minimize the effects that it will have on the future of agricultural production within our state and on the health of our communities. That is why I am asking Sen. Burr to cosponsor the Climate Action Rebate Act. Thank you.” (By Shantell Williams, UNCG, BSW student, expected graduation May 2020.)

“Hello and thank you for your time, my name is Zack Knowles and I am from Raleigh, North Carolina. My most fond memories growing up are going on family trips where hiking and sight-seeing were the main attractions. That is why, as I grew older and was diagnosed with a substance use disorder, my parents and I looked towards eco-therapy treatment to help me overcome my struggles. I have always believed in the healing power of nature, which is one of the reasons I am passionate about preserving and restoring our climate. Mental health and substance use treatment in eco-therapy settings is what I aspire to do in my professional social work career. My hope is that others, long after me, can also enjoy the beauty of our great state, North Carolina. We are so lucky to live in a state with wondrous mountains, serene coastal plains, and gorgeous beaches - our visitors can testify to this! So, I am asking Congressman Price to co-sponsor the Climate Action Rebate Act, which I believe to be an indispensable step forward. Thank you!” (By Zack Knowles, UNCG, BSW student, expected graduation May 2021.)

Even in times of physical distancing and social solidarity, we can all learn and/or sharpen our advocacy skills. Such critical skills are urgently needed as we come alongside our communities and seek to create a better world with a “new normal” that promotes justice and peace for people and planet. For more on how you can advocate, see NASW-NC’s resources⁵ and for more on how you can become involved with other social workers around the world making an impact for Climate Justice, see the IFSW Climate Justice Program.⁶

References/Resources:
¹ Sonya Renee Taylor. [@sonyareneetaylor]. (2020, April 2). We will not go back to normal. Normal never was. Our pre-corona existence was never normal other than we normalized greed, inequity, exhaustion, depletion, extraction, disconnection, confusion, rage, hoarding, hate and lack. We should not long to return, My friends. We are being given the opportunity to stitch a new garment. One that fits all of humanity and nature. #radicalselflovelessons #Radicalselflove #coronavirus [Instagram photograph]. Retrieved from https://www.instagram.com/p/B-fc3ejAlvd/
The pandemic is taking an extreme toll on our energy. Therefore, we are feeling tired, depleted, unbalanced, cranky, depressed, and anxious. We are falling into old patterns in our relationships, some that are not beneficial to our wellbeing. For introverts, this may be an easier adjustment. (That doesn’t mean in any way that it is easy). Introverts still need social interaction, activities, exercise, music, etc. For extroverts, the adjustment has different challenges. In my house, we have an introvert and an extrovert. Negotiating the waves of needs has been an interesting trajectory.

We are all anxious about what is happening and what is to come. Questions that run through our minds include “Who in my circle will get this disease? “How long will this go on?” and “Might I lose people who are important to me?” Living with the uncertainty of these issues is an enormous task.

As a therapist, I have switched to telehealth therapy sessions through Zoom. Who knew I would get to meet my clients’ cats, children, grandparents, as well as see the inside of their homes? In some cases, it has led to a new, rich level in our work together that I have not experienced in over 25 years of private practice with adults, adolescents, and families.

Many of my clients are talking about the challenges they face including questions like: How do I take care of myself? How do I take care of others in my life? Why is my energy so low? I am having trouble concentrating and sleeping. At times, my relationships are feeling difficult.

Here are 10 tips to keep in mind that I hope can help you to navigate this challenging time.

1. Life was full before this. Our current world is overwhelming, presenting us with multiple levels of uncertainty. We are used to being in much more control. Therefore, people are feeling extremely vulnerable. This enormous event is certainly not the only thing going on in our lives, though it can feel like it is. Life as we all knew it has changed dramatically.

2. Write your self-care playbook. Start by developing a new normal. New routines, consistency, and creating some predictability during this unpredictable time will help you to feel more in control. Daily exercise, fresh food and air will be helpful.

3. What brings you calm? For me, walking, taking photographs of nature and the coming of Spring, writing, and keeping in contact with friends and family has been key. What brings you joy? Music and art? Reading or writing? Gardening? Maybe this is a time to learn something new. Remember that self-care is not selfish. Self-care is self-preservation.

4. Push pause and listen to what you need. Ask yourself: What do I need right now? How can I tell others in my life what I need? You may need quiet when your partner wants to talk. You may want to text your friend when your friend needs a technology break. Navigating the waters of this challenge is essential during this time. Communicate your needs.

5. Control what you take in. Think about how much media is helpful/unhelpful for you. Can you identify when you need to turn media off or put the newspaper or computer away? When is it detrimental to your mental health to be taking in so much information? I am being mindful of not watching too much news or reading too much about the state of the world. I learn what I need, and when I start to feel overwhelmed, I go to something else. Listen to when you feel overwhelmed and then ask yourself “What do I need to feel less overwhelmed?” “What do I not need?” “What depletes me, affects my mood, sleep? What do I need to dial down on to feel more balanced?”

6. Think about a car analogy. When your car is on empty, you fill it up with gas. Here’s the analogy. In normal times you wake up in the morning with a “full tank of gas”. In other words, energy to start your day. These days, we are so depleted, we are working with way less energy, to begin with. If you give away your energy to tasks, conversations, and being sucked in by media (in other words, energy zappers) you will get to “empty” in your gas tank, faster than ever. Watch your output of energy, and watch what you take in. A bit of levity – I
have a reputation I’m not proud of, of letting my actual car gas tank get to empty. My husband is not happy when I do so, and he is right, it’s not a good idea. That said, if I let my own gas tank get to empty, I’d call that BURNOUT. Our chance of getting to burnout is very high during this challenging time. Self-care is key. It’s up to us to keep that personal gas tank at least, 1/2 full! If you need support through this journey, most therapists have gone to telehealth (through phone, Zoom, or some other platform). Reach out if you need to. It’s only human to feel overwhelmed and sometimes we need support along the way.

7. Let go of the small stuff; there’s so much small stuff. This is a time, more than ever, to gain perspective. People are losing jobs, losing their homes, losing loved ones. Things like who is loading or emptying the dishwasher, the fact that the grocery store is out of toilet paper, or that your friend hasn’t called you need to be put in perspective. What can you let go of? Let go of perfection. A student of mine said “I usually work twelve-hour days. That’s always been my norm. Now I realize that was too much, and I’m not going to do it anymore. I’m teaching people in my life that this has to be the new me.” Life will never be the same. Be grateful that you have food, water, and shelter. It’s back to the basics. A friend of mine said that she thinks this is happening in the world in part because we all need to get back to an appreciation of the simple things. Maybe she has a point. What are 3 things you are grateful for today? Who can you thank today?

8. Crisis brings opportunity. What opportunities might await you as a result of this crisis? For me, I am walking and writing more. I have reconnected with some of my cousins, who live across the country. I am talking to my siblings more often. I am working on my photography. Maybe I’ll try some new recipes. My friend is trying to teach me to knit and crochet. I should take her up on the offer. What opportunities might await you? Look for the silver lining. A friend of mine said to me recently “Now I can go watch baby goats being born!” at a farm near her home. In past years she has always been too busy and distracted to do so. We can reconnect with long lost friends and relatives. We can start or rediscover a hobby. We can organize, declutter and learn to simplify our lives.

9. Sense of humor. Moments of humor are helping me to get through this surreal time. As you look through the internet, try to find something funny or distracting. Ask your friends and family to share what they find with you, as well. Can you find some humor amid the storm?

10. Keep expectations realistic of people. If your brother only likes to touch base with you once a month, that may change temporarily during this challenging time, but probably won’t change overall for the long run. Introverts will not become extroverts. We are who we are. Keep expectations of yourself, and others realistic, especially during this time.

We will get through the numerous challenges of this pandemic. Crisis brings opportunity. What valuable lessons can you learn now that you can bring into your new life? Might this be a wake-up call?

Dr. Lisa Baron is a clinical social worker with over 25 years of experience counseling adults and children. Her psychotherapy practice is currently in Carrboro, NC. In addition, she has twelve years of experience teaching graduate and undergraduate students and supervising social workers in training. Dr. Baron also develops and facilitates workshops on a variety of topics and is a published writer.

Two of Dr. Baron’s previous publications appeared in the online Social Work Today Journal.

These include “Tips for New Social Workers” (2010) and “Living With Uncertainty” (2015).

She welcomes your comments: LisaDBaron@gmail.com.
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