

# **Mental Health Awareness & Triage**



# Resources



<https://qrco.de/bevTVk>

# Objectives

- Promote mental health awareness
- Understand workplace implications
- End stigma and stop the silence
- Learn the signs and symptoms of common mental health conditions
- Understand the connection between mental health and financial wellness
- Promote access to care
- Receive mental health resources



# STRESS AND ITS IMPACT ON ABILITY TO FUNCTION



**27%** of all adults said that most days they are so stressed they can't function



% REPORTING THEY ARE SO STRESSED THEY CAN'T FUNCTION

**46%** of those under 35



**42%** ages 35 to 44



**16%** ages 45 to 64



**4%** ages 65+



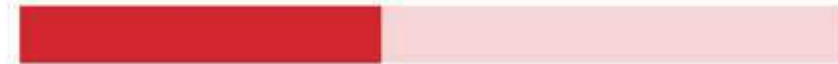
**56%** of Black adults under 35



**46%** white adults under 35



**44%** Latino/a adults under 35



**43%** Asian adults under 35





# Current Stressors

- Overwork and burnout
- Economic uncertainty
- Racial injustice issues coming to the forefront
- Political divide and unrest globally
- Challenges managing uncertainty & change
- Personal challenges/life events





# Mental Health Implications

- Increase in stress, anxiety and depression
- Increase in substance misuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide rates
- Burnout



# Stress vs Burnout

**Stress** is the body's physical and psychological response to anything perceived as overwhelming

**Burnout** is a state of emotional and physical exhaustion caused by excessive and prolonged stress



# Symptoms of Burnout

## Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

- Despair
- Cynicism
- Anger
- Depression
- Angst
- Boredom
- Exhaustion

## Decrease in:

- Self-esteem
- Concentration
- Memory
- Motivation
- Effort
- Investment
- Productivity

## Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption
- Conflict
- Illness
- Outbursts



# Discrimination's Toll on Mental Health

- BIPOC
- LGBTQIA+
- Women
- Members of minority religious and cultural groups
- People with lower socioeconomic status
- Disabled persons



# Mental Health Continuum

**In Crisis**

Very anxious  
Very low mod  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

**Struggling**

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

**Surviving**

Worried  
Nervous  
Irritable  
Sad  
Trouble Sleeping  
Distracted  
Withdrawn

**Thriving**

Positive  
Calm  
Performing  
Sleeping Well  
Eating normally  
Normal social  
activity

**Excelling**

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realizing  
potential

# Mental Health by the Numbers

1 in 4 Americans experience a mental health condition (per year)

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1 in 25 live with a serious mental health condition

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42 million deal with an anxiety disorder

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16 million deal with major depression

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**Over 6 million are managing bipolar disorder**

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# Substance Misuse Awareness Statistics\*



**1 out of 10**

Americans have a drug  
or alcohol problem



**1 out of 7**

of us have a family  
member with a problem

\* According to the [National Institute on Drug Abuse](#)

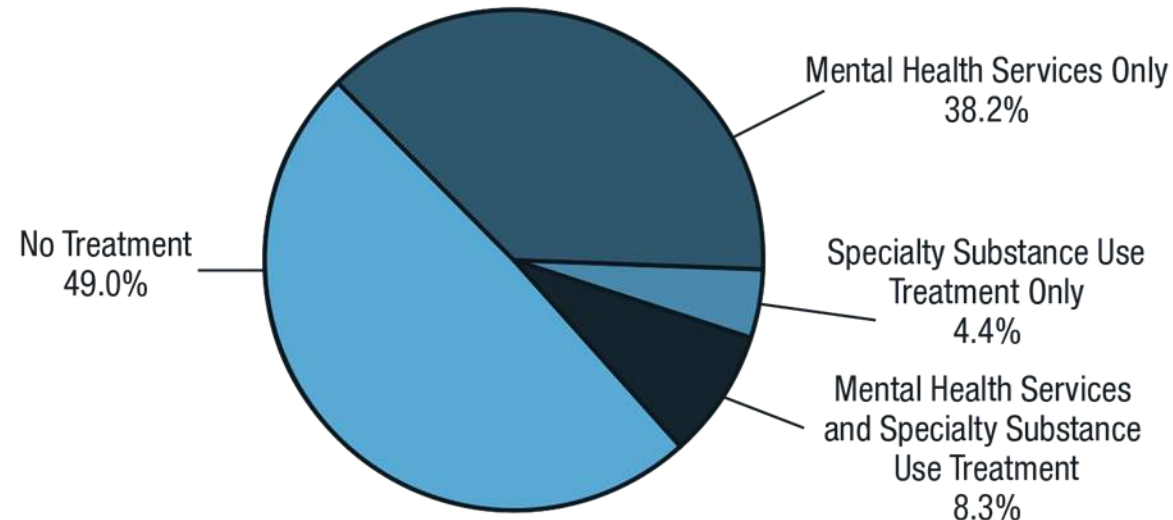


# Dual Diagnosis Statistics\*



\* According to the [National Institute on Drug Abuse](#)

# Receipt of Mental Health Services and Substance Use Treatment in the Past Year Aged 18 or Older



8.5 Million Adults with Co-Occurring Mental Illness and Substance Use Disorders

Note: Mental health service is defined as having received inpatient care or outpatient care or having used prescription medication for problems with emotions, nerves, or mental health. Specialty substance use treatment refers to treatment at a hospital (inpatient only), rehabilitation facility (inpatient or outpatient), or mental health center in order to reduce or stop drug or alcohol use, or for medical problems associated with drug or alcohol use.

Note: The percentages do not add to 100 percent due to rounding.



# Impact of Unaddressed Behavioral Health Issues on the Workplace

- Low Productivity
- Poor Team Morale
- Absenteeism
- Turnover
- Accidents/Injury
- Healthcare Costs





# Barriers to Care

- Cost
- Time
- Lack of mental health awareness
- Not knowing where to go for help
- Stigma





# Stigma

- Cultural
- Gender-based
- Mental health issues viewed as weakness
- Generational differences



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**APA 2023  
Study:  
More Likely  
to Seek MH  
Care**

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- **Gen Z: 37%**
  - **Millennials: 35%**
  - **Gen X: 26%**
  - **Baby Boomers: 22%**
  - **Silent Generation: 15 %**
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# Stomp Out Stigma

Having mental health issues:

- Is not our fault
- Does not mean we are crazy
- Is not a weakness
- Is not something you just “get over” or “push through”
- Treatment is available & effective
- Life changing & life saving
- Therapy is a routine form of healthcare



# STOP SHAMING PEOPLE FOR:

taking medication for mental health

being in therapy

showing symptoms of mental illness

relapsing in recovery

using coping methods that differ from yours

past trauma

using humor to cope

visible, healed self harm scars

suicidal thoughts or ideation

being open with their mental health

not being ready to talk openly about their mental health

**Stop  
Shame &  
Blame**



# Reduce Stigma at Work

- Include behavioral health content in newsletters
- Promote awareness through signage ([NAMI Infographics](#))
- Participate in social media campaigns such as [#CureStigma PSA's](#)
- Provide education about [HIPAA](#) , the [ADA](#) & [Mental Health Parity](#) to address concerns about confidentiality, protections and costs
- Mention mental health in sick day benefits



# Promote Psychological Safety in the Workplace

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- Open & productive conversations about workload & work time
- Flexibility, creativity and compromise
- Unifying and collaborative mentality
- Respect & empathy
- [Workplace bullying prevention](#)



# Words Matter

- Be mindful of language related to mental health, substance misuse & addiction
- Avoid use of these terms in a negative connotation:
  - Bipolar, alcoholic, etc.
  - Refrain from terms that foster shame & stigma:
  - Crazy, wacko, insane, unhinged, mental case, psycho







# Create a Collaborative Culture

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- Avoid phrases that discourage support & collaboration:
  - "man up"
  - "power through"
  - "put on your big girl pants"
  - "suck it up"
- Speak in terms of "I, We and Us" versus "You and Them"



# What is Mental Health First Aid?

- Help offered to a person developing a mental health problem or experiencing a mental health crisis
- Given until appropriate treatment and support are received or until the crisis resolves
- Not a substitute for counseling, medical care, peer support, or treatment



# Early Detection of Mental Illness

- Excessive worrying or fear
- Feeling excessively sad or low
- Confused thinking or problems concentrating/learning
- Extreme mood changes, including uncontrollable “highs” or feelings of euphoria
- Prolonged or strong feelings of irritability or anger
- Avoiding friends and social activities
- Difficulties understanding/relating to other people
- Changes in sleeping habits or feeling tired

# Early Detection of Mental Illness

- Changes in eating habits
- Difficulty perceiving reality
- Inability to perceive changes in one's own feelings, behavior or personality  
(lack of insight)
- Multiple physical ailments without obvious causes (such as headaches, stomach aches, vague and ongoing "aches and pains")
- Inability to carry out daily activities or handle daily problems and stress
- An intense fear of weight gain or concern with appearance

# Common Mental Health Conditions

- Anxiety Disorders
- Depressive Disorders
- Bipolar Disorders
- Substance Use Disorders
- Attention Deficit Disorders
- Trauma & Stressor-Related Disorders
- Eating Disorders





# Serious & Persistent Mental Health Conditions

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- PTSD and C-PTSD
- Bipolar I and II
- Major Depressive Disorder
- Substance Dependence
- Personality Disorders
- Schizophrenia Spectrum
- Psychotic Disorders
- Addictive Disorders



# Substance Use Issues: Signs & Symptoms

- Inconsistency
- Relational problems
- Denying responsibility
- Physical complaints
- Lying/secretcy
- Sleep disturbance
- People around who enable
- Financial/legal consequences
- Problems handling conflict
- Performance problems
- Denial/rationalization/. minimizing
- Not morning people/high absenteeism





# Risk Factors

- Low Support/Isolation
- High Stress
- Self-Harm Behaviors
- Substance Misuse
- Homicidal Ideation
- Suicidal Ideation
- Inconsistent Treatment



# Suicide Awareness

- Suicide completion rates have surged to a 30-year high.
- Globally, over 800,000 suicides are reported each year, with many more going unreported.
- In the US, over 121 people complete suicide a day.
- Suicide is the 10<sup>th</sup> leading cause of death in the US
- Risk of suicide for people aged 18-24 highest during these challenging times





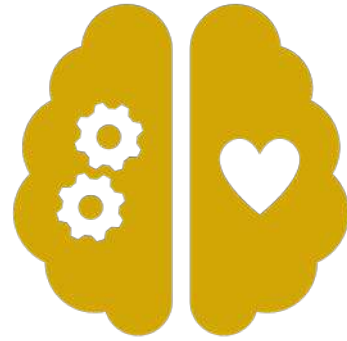
# Suicide Warning Signs

- Hopelessness
- Despair
- Isolation
- Lack of engagement
- Avoiding future talk
- Passive statements as clues
- Cries for help
- Increased use of drugs or alcohol
- Sleeping too little or too much
- Acting anxious, agitated or restless
- Talking about having no purpose
- Tying up loose ends
- Saying goodbye to people
- Giving possessions away
- Prior attempts
- Having a plan that is lethal

# Suicide Prevention

- Tell someone—speak up
- Call 988
- Call 911
- Go to ER
- Err on the side of caution; don't minimize or delay





# **The intrinsic relationship between mental health & financial health**

# Financial Traumas

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- Racism, discrimination, marginalization
- Poverty, lack of resources, mounting debt
- Unemployment, reduction of income
- Business closing
- Foreclosure, short sale
- Bankruptcy
- Theft/Scams/Financial losses
- Lawsuit
- Divorce, breakup
- Unexpected healthcare expenses





# Money Anxiety Triggers

- **Past financial trauma**
- **Debt**
- **Loss of income, instable income**
- **Increased financial responsibility/pressure**
- **Lack of financial communication in relationships**
- **Lack of access to cash or credit**
- **Underlying anxiety or mental health conditions**
- **Lack of financial literacy/confidence**



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- A woman with short dark hair is lying in bed, propped up on a white pillow. She is looking towards the camera with a slight smile. In the foreground, a digital clock displays the time 3:25. The background shows the wooden slats of a bed frame and a window with blinds.
- Hypervigilance
  - Avoidance behaviors
  - Startle response
  - Sleep disturbance
  - Self-destructive behaviors
  - Money anxiety
  - Appetite disturbances
  - Somatic complaints
  - Rumination
  - Obsessive-compulsive behaviors
  - Analysis paralysis
  - Suicidal thoughts & feelings



# Recognize Financial Abuse

- More common in financially dependent relationships
- Can occur between:
  - Partners
  - Employer/employee
  - Elder/caretaker
  - Parent/child
  - Friendships





# Mental Health First Aid Action Plan

- **A**ssess for mental health issues, risk of suicide or harm
- **L**isten non-judgmentally
- **G**ive reassurance and information
- **E**ncourage appropriate professional help
- **E**ncourage self-help and other support strategies



# Before Addressing Mental Health Concerns with Applicants

- Consult LAP if time permits
- Ground yourself through deep breathing
- Be present—shut off distractions
- Create a safe and confidential space
- Plan for adequate time
- Be mindful of your facial expressions, body language and tone



# Suggestions for Leaders

- Take care of your own mental health
- Practice self-care
- Be aware of your emotional process (EQ)
- Maintain good boundaries with detachment
- Access support (counseling, coaching, consultation, mentoring, etc.)





# Practice Compassion

- Don't assume you know what others are feeling
- Ask how they are doing
- Listen actively
- Don't minimize or argue with feelings
- Avoid judgment
- Ask for what they need





# Empathic vs Non-Empathic Responses

"It is completely understandable that you are upset. (Validating)

"Don't let it get you that upset. You shouldn't feel that way." (Invalidating)

"That must have been really disappointing. I imagine you feel very frustrated."  
(Empathic, recognizing feelings.)

"It's not that big of a deal. Let's get back to business." (Minimizing, Under-responsive)

"I felt similarly when I went through XYZ. How can I help?" (Relating, Normalizing, Supportive)

"I wouldn't care if that happened to me. You are too sensitive. Buck up." (Critical)

# Reminder to Pay Attention to Language

- Ask, “What happened?” or “How are you feeling?” instead of “What’s wrong with you?”
- Say, “It’s understandable you feel overwhelmed” instead of, “You shouldn’t feel that way.”



# Possible Questions to Ask to Assess Risk of Suicide

- Are you having thoughts about hurting yourself or somebody else?
- Are you having thoughts of killing yourself or somebody else?
- Do you have a plan? If so, what is it?
- Have you decided when you would do it?
- Have you collected the items you would need to carry out your plan?
- Have you been using alcohol or other drugs?
- Have you made a suicide attempt in the past?



# Review: Steps to Address Employee Mental Health Issues

- Act swiftly, don't delay or minimize, enable or go into denial
- Express care & concern, not criticism
- Practice active listening & empathy
- Focus on specific behaviors, not character or personality
- Avoid labeling or diagnosing
- Get consultation & support from LAP
- Document (factual, objective, clear)
- Respect confidentiality





# In Case of Imminent Risk

- Contact a family member
- Send employee to local ER
- Call 911
- Duty to warn if there is homicidal ideation
- Err on the side of caution





# Define Your Role

## What are your responsibilities?

- Education
- Resources
- Intervention
- Know and update Policies & Procedures

## What are not your responsibilities?

- To diagnose or determine their degree of suffering /impairment
- To be a therapist
- Treatment outcome

- Text HOME to 741741 to connect with a [Crisis Counselor](#)
- [Community Mental Health Center Finder](#)
- [The Adam Project](#)
- [The Trevor Project](#) for Young LGBTQ Lives
- [NAMI HelpLine](#): 1-800-950-NAMI (6264) Text: 62640 Chat: [nami.org/help](https://nami.org/help)
- [Mental Health America](#)
- [National Institute of Mental Health](#)
- [Hope for the Day](#)
- [Depression and Bipolar Support Alliance](#)
- [Substance Abuse and Mental Health Services Administration \(SAMSA\) Helpline](#)
- [National Suicide Prevention Lifeline](#): **CALL 988**»Hours: Available 24 hours» Languages: English, Spanish

# Mental Health Resources



# Understanding Mental Health Providers

- **Psychiatrists (MD)** provide medication and sometimes therapy.
- **Psychologists (PhD, PsyD)** provide therapy and sometimes testing.
- **Therapists (LCPC, LCSW, LMFT)** provide therapy.





# Common Psychotropic Mediations

- Antidepressants
- Benzodiazepines\*
- Sleep aids\*
- Mood Stabilizers
- Anti-Psychotics
- Stimulants\*

\*Risk of misuse and dependency



# Free Self Test Tools

- [psychologytoday.com/us/tests](https://psychologytoday.com/us/tests)
- [psychcentral.com/quizzes/](https://psychcentral.com/quizzes/)





**“GRAND PRIZE WINNER”**  
2023 Next Generation Indie Book Awards

**“BEST IN SELF-HELP”**  
2023 Next Generation Indie Book Awards

**“GOLD MEDAL WINNER”**  
Readers' Favorite Book Reviews and Awards  
Independent Publisher Book Awards  
Global Book Awards

**“DYSINGER AWARD FOR OUTSTANDING PUBLICATION IN COUNSELING”**  
Illinois Counseling Association

**“CATEGORY FINALIST”**  
The Eric Hoffer Book Awards!

**“RUNNER-UP IN NON-FICTION”**  
San Francisco Book Festival

**“HONORABLE MENTION - GENERAL NONFICTION”**  
Southern California Book Festival  
Hollywood Book Festival  
New York Book Festival  
London Book Awards  
Los Angeles Book Festival  
Paris Book Awards





# Thank You!

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