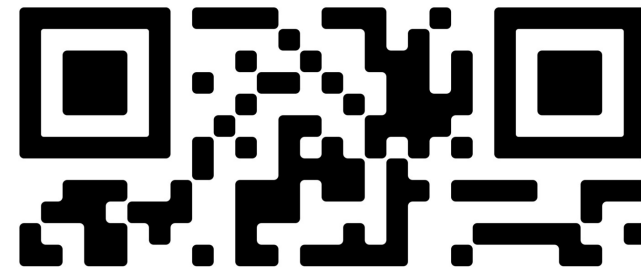


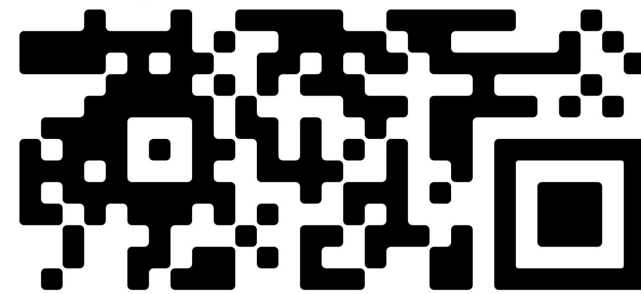
Mental Health Awareness & Triage



Resources



Joyce **Marter**



SCAN ME

<https://qrco.de/bf02E0>

Objectives

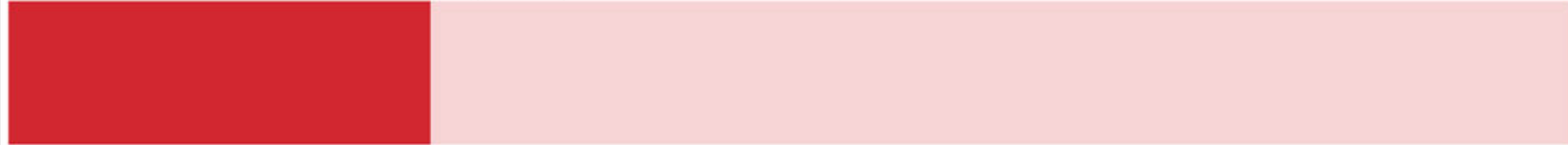
- Promote mental health awareness
- Understand workplace implications
- End stigma and stop the silence
- Learn the signs and symptoms of common mental health conditions
- Promote access to care
- Receive mental health resources



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



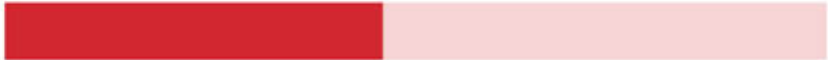
4% ages 65+



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



Mental Health by the Numbers

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

1 in 25 live with a serious mental health condition

42 million deal with an anxiety disorder

16 million deal with major depression

Over 6 million are managing bipolar disorder



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

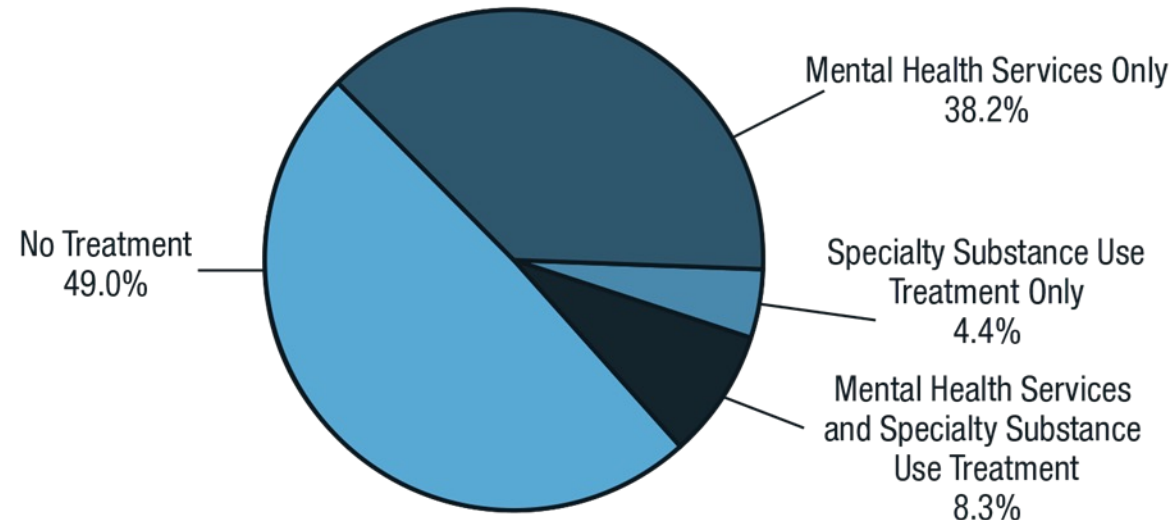
* According to the [National Institute on Drug Abuse](#)

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



Cost of Behavioral Health Issues on the Workplace

- Addiction costs workplaces \$500 billion a year in absenteeism, turnover, healthcare costs, low productivity, etc.



What do Behavioral Health Problems cost your organization?

- The National Safety Council's [Substance Use Cost Calculator](#) provides information about the cost of substance use to employers based on number of employees, industry, and state.
- One Mind at Work's [Depression Cost Calculator](#) determines the financial impact of serious depression on the employers.

Barriers to Care

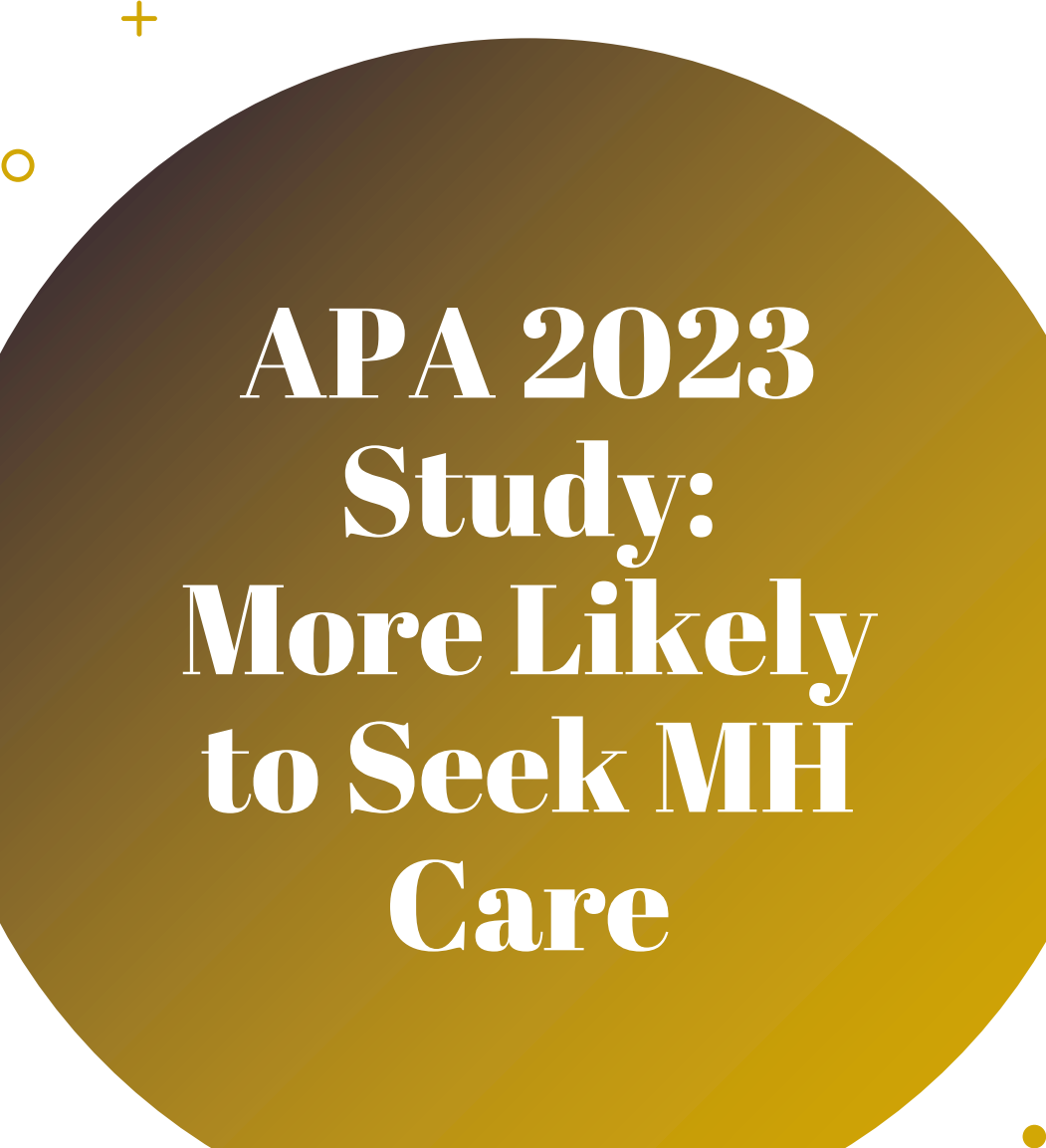
- Cost
- Time
- Lack of mental health awareness
- Not knowing where to go for help
- Stigma



Stigma

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





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

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

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



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

SEE PEOPLE MATTER, WORDS MATTER
ON LANDING PAGE



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

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





Create a Collaborative Culture

- Inclusion
- Belonging
- Interconnection
- Mentoring
- Support
- Resources
- Personal connection

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

SEE SIGNS AND SYMPTOMS ON LANDING PAGE

Common Mental Health Conditions

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



Serious & Persistent Mental Health Conditions

- PTSD and C-PTSD
- Bipolar I and II
- Major Depressive Disorder
- Substance Dependence
- Personality Disorders
- Schizophrenia Spectrum
- Psychotic 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 10th 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

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?



Suicide Prevention

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



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



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 EAP 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



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)

Possible Questions to Ask to Assess Risk of Suicide

- Are you having thoughts about hurting yourself or somebody else?
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- 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 EAP
- Document (factual, objective, clear)
- Respect confidentiality



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



Employee Assistance Programs (EAP)

- Free sessions per issue, per year
- Immediate family members also eligible
- Counseling for stress, mental health, substance abuse, relationship issues, etc.
- Resources to alleviate stressors
- Childcare & Eldercare
- Legal & Financial
- Educational resources



EAP Will Assess Level of Care

- In-Patient / Detox
- Residential
- Partial Hospitalization / Day Treatment
- Intensive Outpatient Treatment
- Outpatient Treatment
 - Counseling: Therapist Directories like [Psychology Today](#)
 - Support Groups
 - [Medication Assisted Therapy \(MAT\)](#)
 - Telehealth services



- 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
- [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

- For a full list of groups and meetings, visit d.12step.org
- For acute substance use and addictive disorders it is recommended to:
 - Attend 90 meetings in 90 days
 - Have a sponsor
 - Work the steps
 - Attend fellowship
- 12-steps groups are best combined with counseling & therapy
- For 12 step alternatives, [click here](#).

12-Step 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.



Other EAP Workplace Services

- Critical Incident Stress Debriefings
- Workplace Wellness Events
- Educational Training
- Employee Resource Group (ERG) Programs
- Accountability Groups
- Drug-Free Workplace Programming



Wellness Workplace Trainings

- Mental Health Awareness
- Mental Health Triage
- Time Management
- How to Promote Positive MH & Resilience
- Mindfulness in the Workplace
- Mental Wealth: Promoting Mental & Financial Health
- Effective Communication & Conflict Resolution
- Effective Work-Life Integration
- Custom Presentations
- (Recordings available for various time zones)



Free Self Test Tools

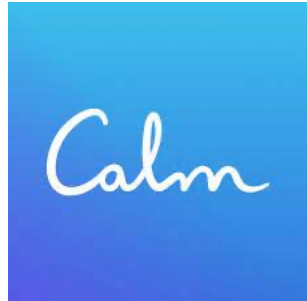
- psychologytoday.com/us/tests
- psychcentral.com/quizzes/



Wellness Benefits:



Mindfulness Benefits:



ginger



headspace | ginger

Headspace Health

Joining forces to create the world's most accessible, comprehensive digital mental health platform

COMPREHENSIVE CARE	GLOBAL REACH
✓ Mindfulness & meditation tools rooted in science	2700 enterprises and health plan partners
✓ Coaching, therapy, and psychiatry made accessible with technology	100 million lives touched
✓ Personalized brand experiences that people love	190+ countries around the world

Two stylized, smiling sun icons, one orange and one yellow, positioned at the bottom of the slide.



“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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