

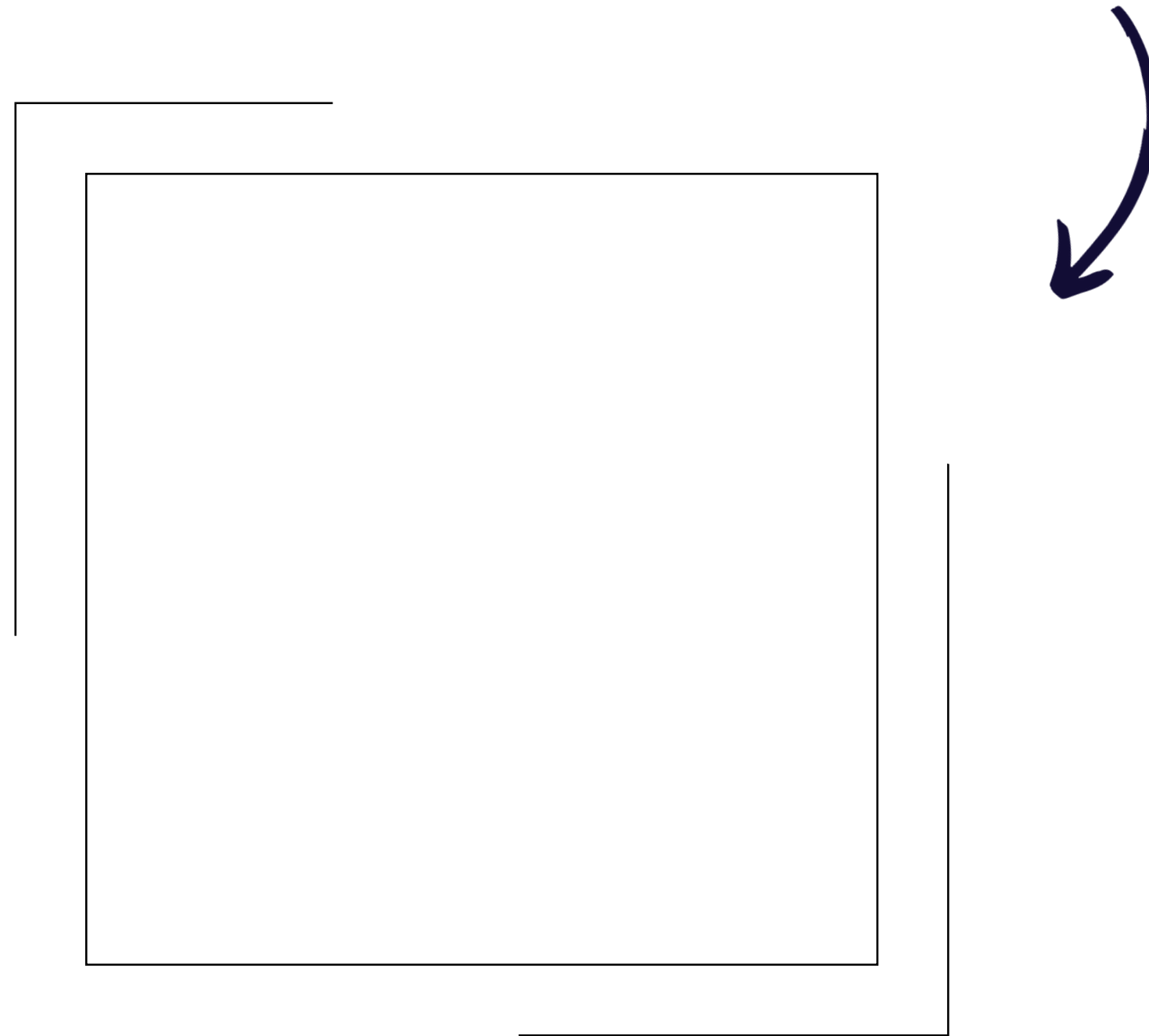
# Mental Health Awareness & Triage

Jason Marotzke, M. Ed.



**Scan here!**

# Resources



Jason Marotzke, M. Ed.

**<https://qrco.de/bfBMhX>**

# 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

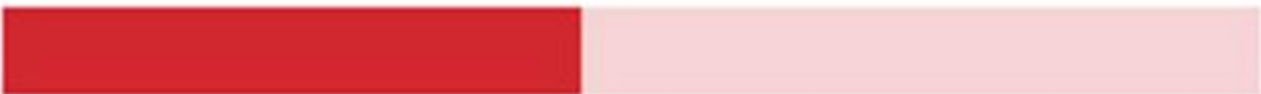


**27%** of all adults said that most days they are so stressed they can't function



% 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

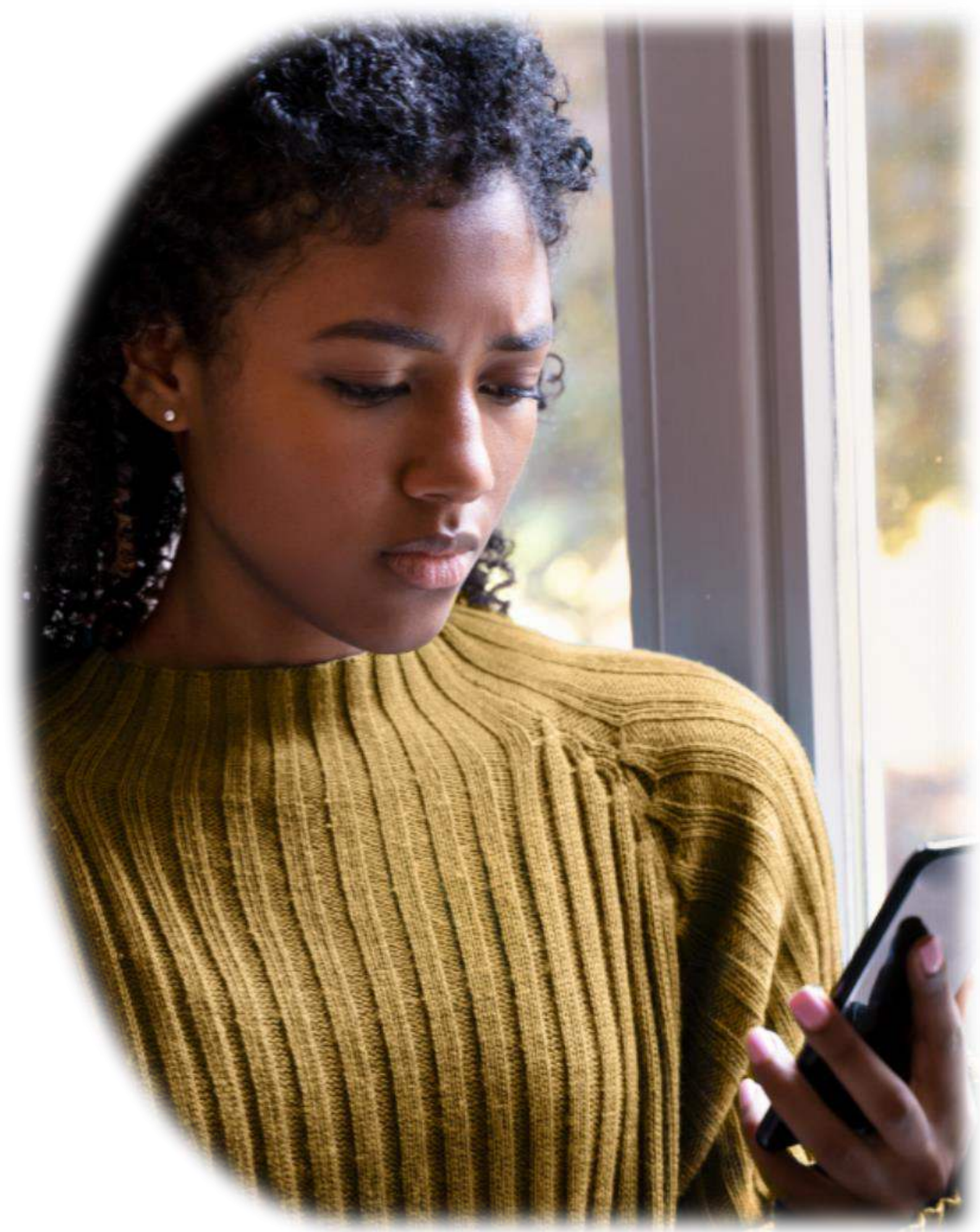
## Increase in:

- 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

**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)

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](#)



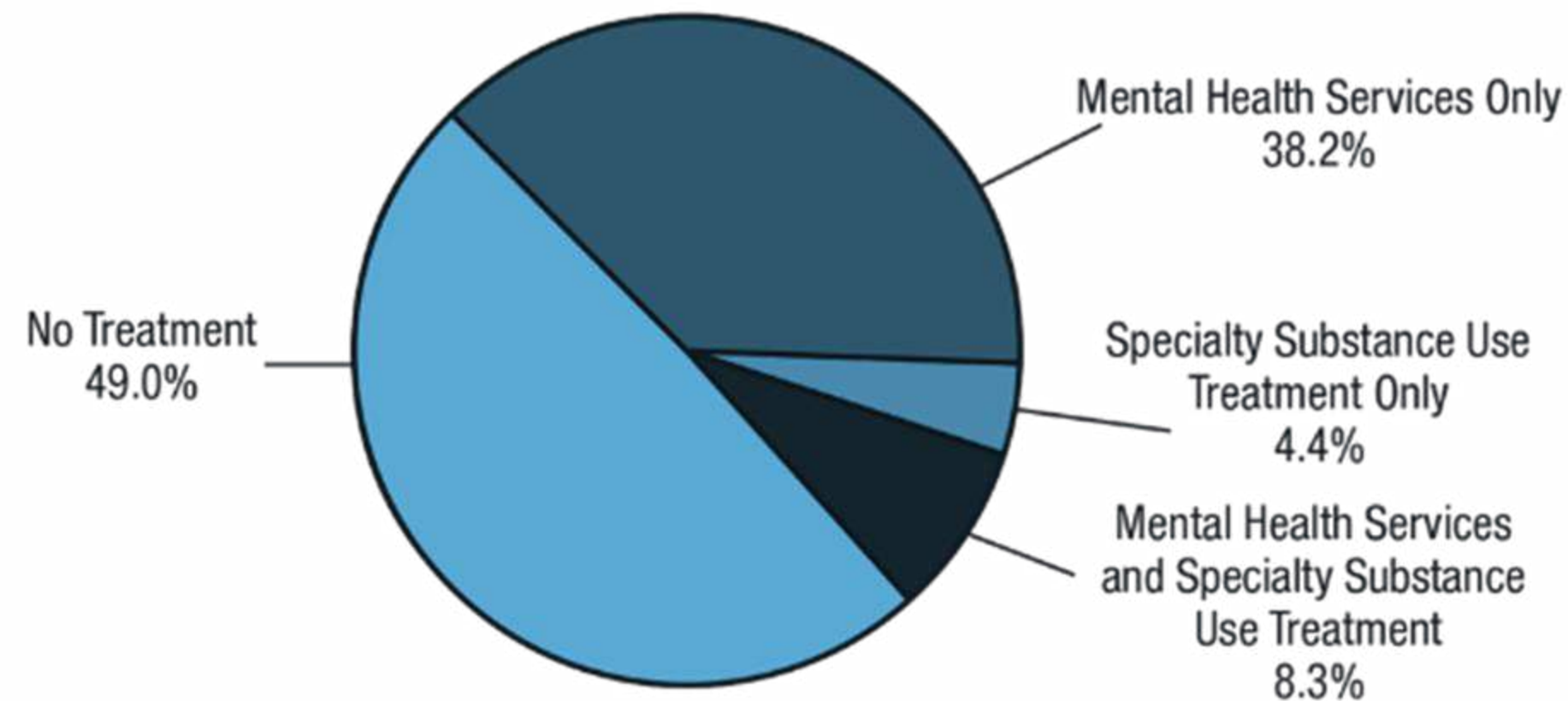
# Dual Diagnosis Statistics\*



- 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.



# 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
- Denial



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

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



# Stigma

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





# 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

- Open & productive conversations
- Flexibility, creativity and compromise
- Unifying and collaborative mentality
- Respect & empathy





# Create a Collaborative Culture

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



# 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**



# 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



# Suicide Prevention

- Tell someone
- Call 988
- Call 911
- Go to ER
- Error 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

- Consult 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)

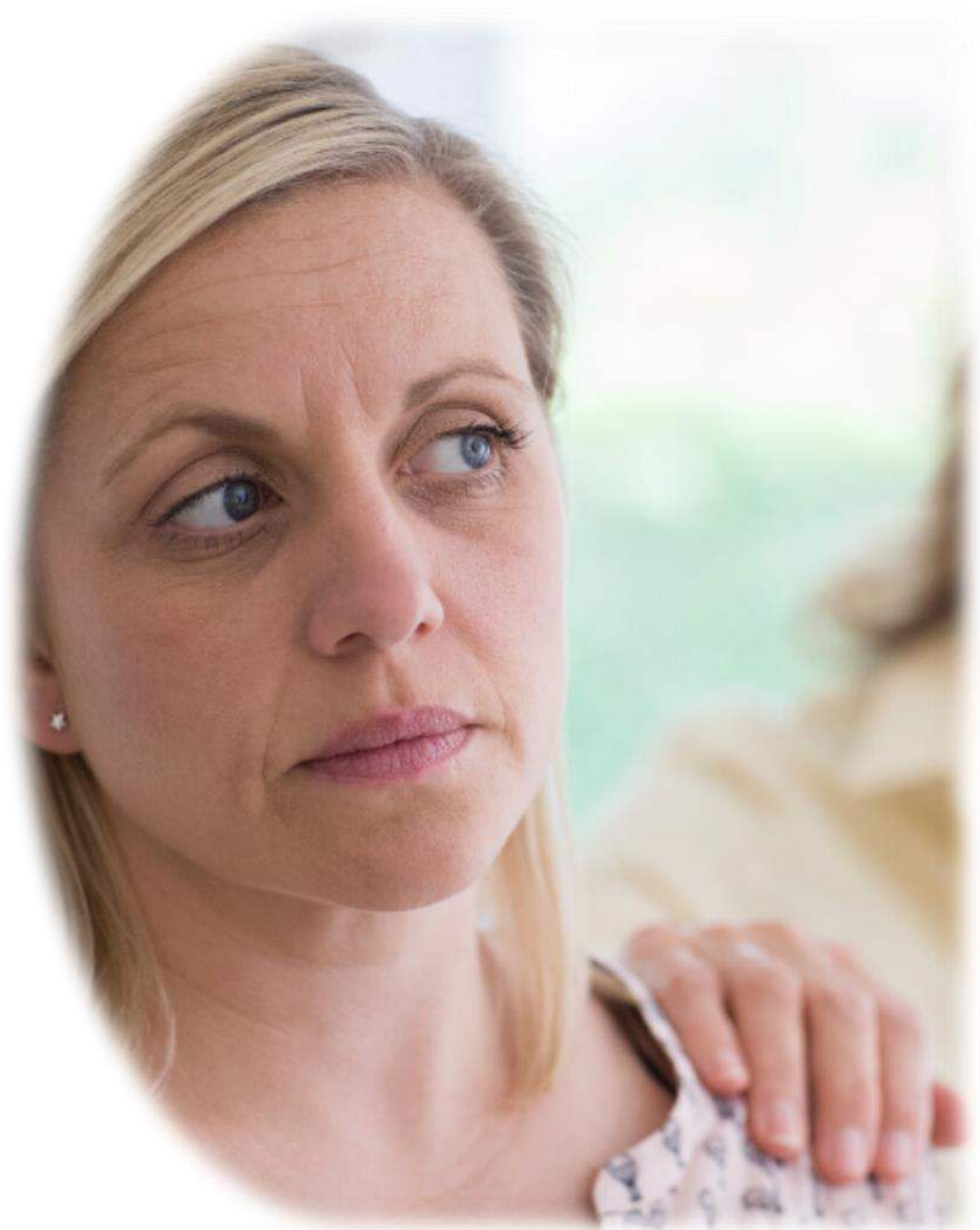
"I felt similarly when I went through XYZ. How can I help?" (Relating, Normalizing, Supportive)

"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?
- 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 EAP/in-house counsel
- Document (factual, objective, clear)





# 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)

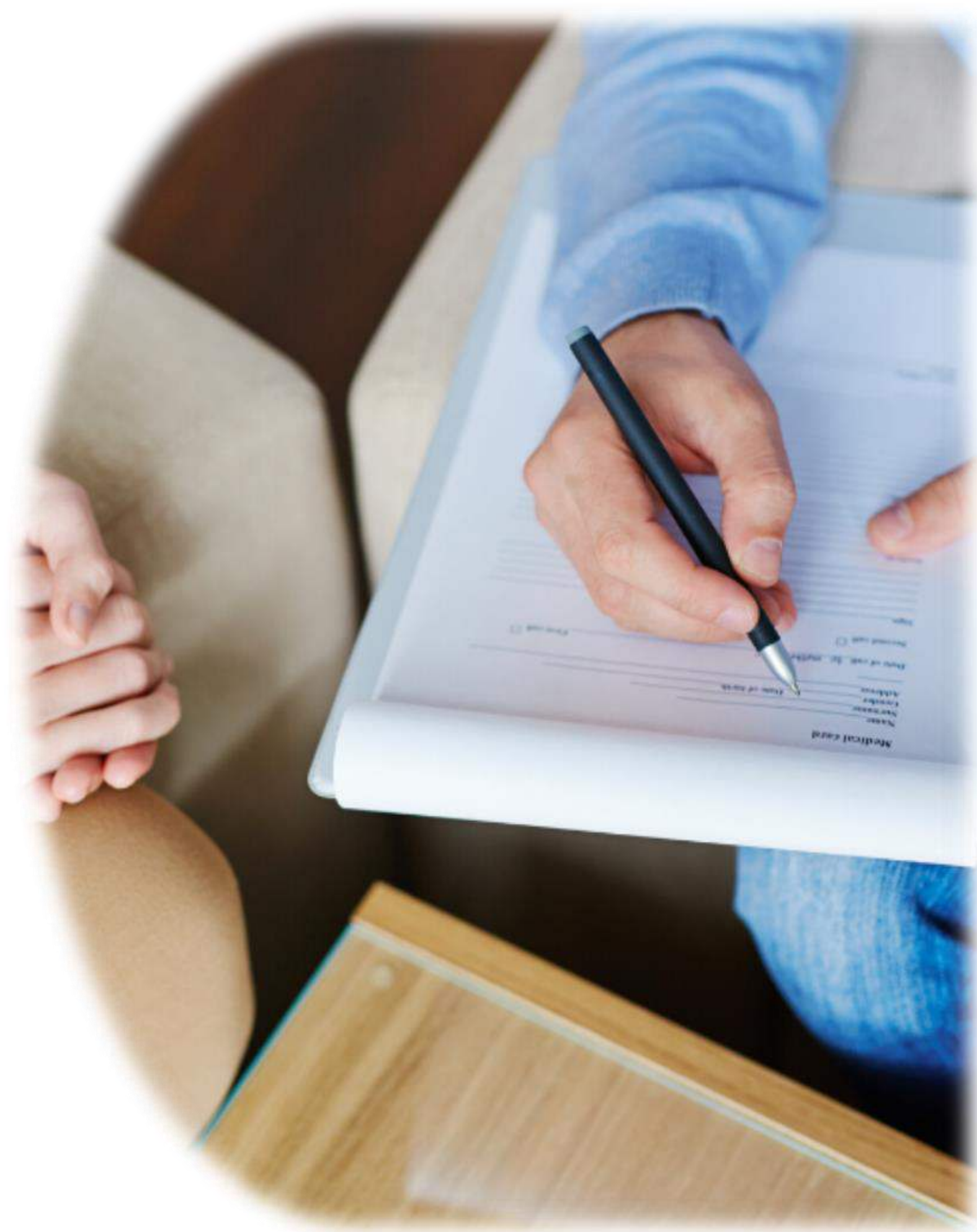
- Free sessions per issue, per year
- Immediate family members also eligible
- Counseling for stress, mental health, substance abuse, relationship issues, etc.
- Resources to alleviate stressors
- Childcare & Eldercare
- Legal & Financial
- Educational resources





# 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



# Mental Health Resources

- 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



# 12-Step Resources

- For a full list of groups and meetings, visit [d.12step.org](http://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](#).

# 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

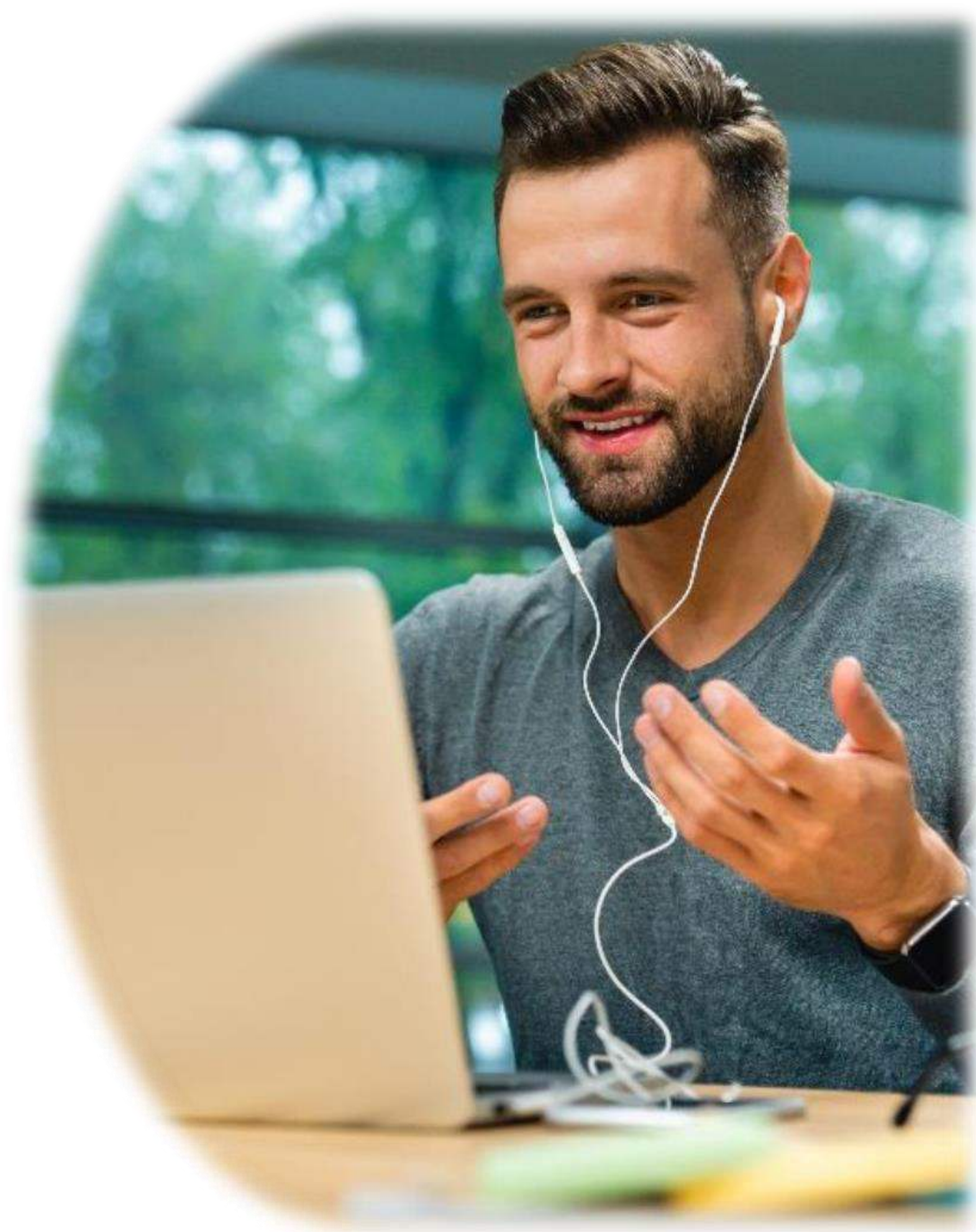
- Critical Incident Stress Debriefings
- Workplace Wellness Events
- Educational Training
- Employee Resource Group (ERG) Programs
- Accountability Groups
- Drug-Free Workplace Programming





# Free Self Test Tools

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

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





**Thank you!**

**Jason@Joyce-Marter.com**

**Resources**  
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