



Here to Help: Supporting Someone Struggling with Mental Health

Today's Facilitator

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- Clinical Trainer, Beacon Health Options since 2019
- Intake Specialist, Beacon Health Options 2018-2019
- Master of Mental Health Counseling (2016)
- Previous clinical experience with children, adolescents & adults in behavioral health & substance use settings



Safety Considerations

The information and techniques presented in this training are meant to educate and prepare you to help support people struggling with mental illness.

If you are concerned for your safety or the safety of someone else, the best support you can offer is calling a mental health professional or 911.



Learning Objectives

- Identify how to talk to someone struggling due to a behavioral health condition
- Describe types of providers & treatments available
- Apply conversation and assistance skills to real-life mental health scenarios
- Compile available online resources

Agenda

01

Recognizing & Overcoming
Barriers

02

Having a Conversation about Mental Health

03

Treatment & Support Options

04

Finding Professional Help

05

Online Resources

06

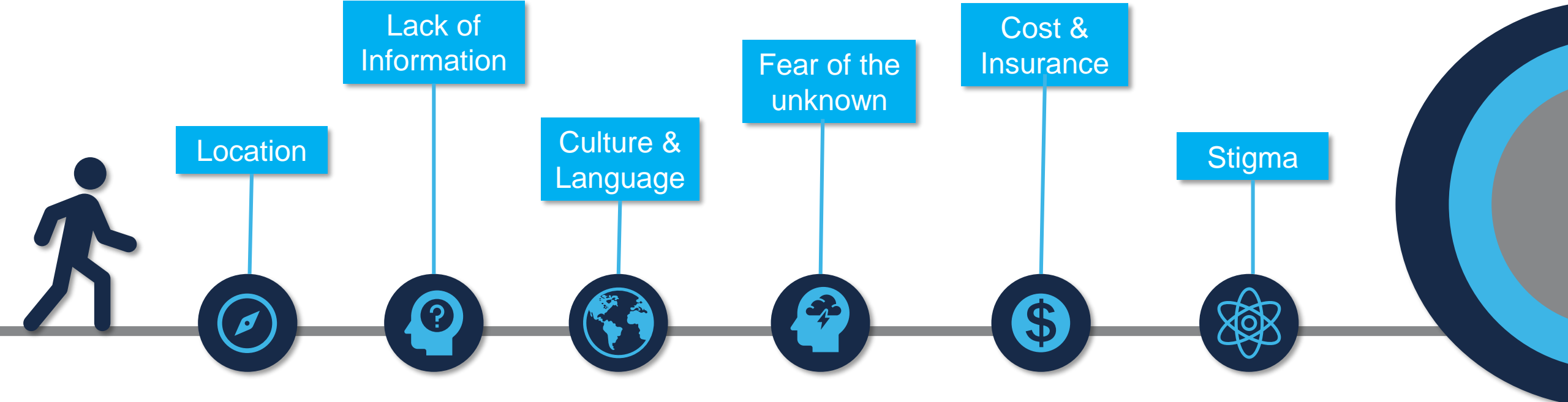
Practice Scenarios

Chapter

01

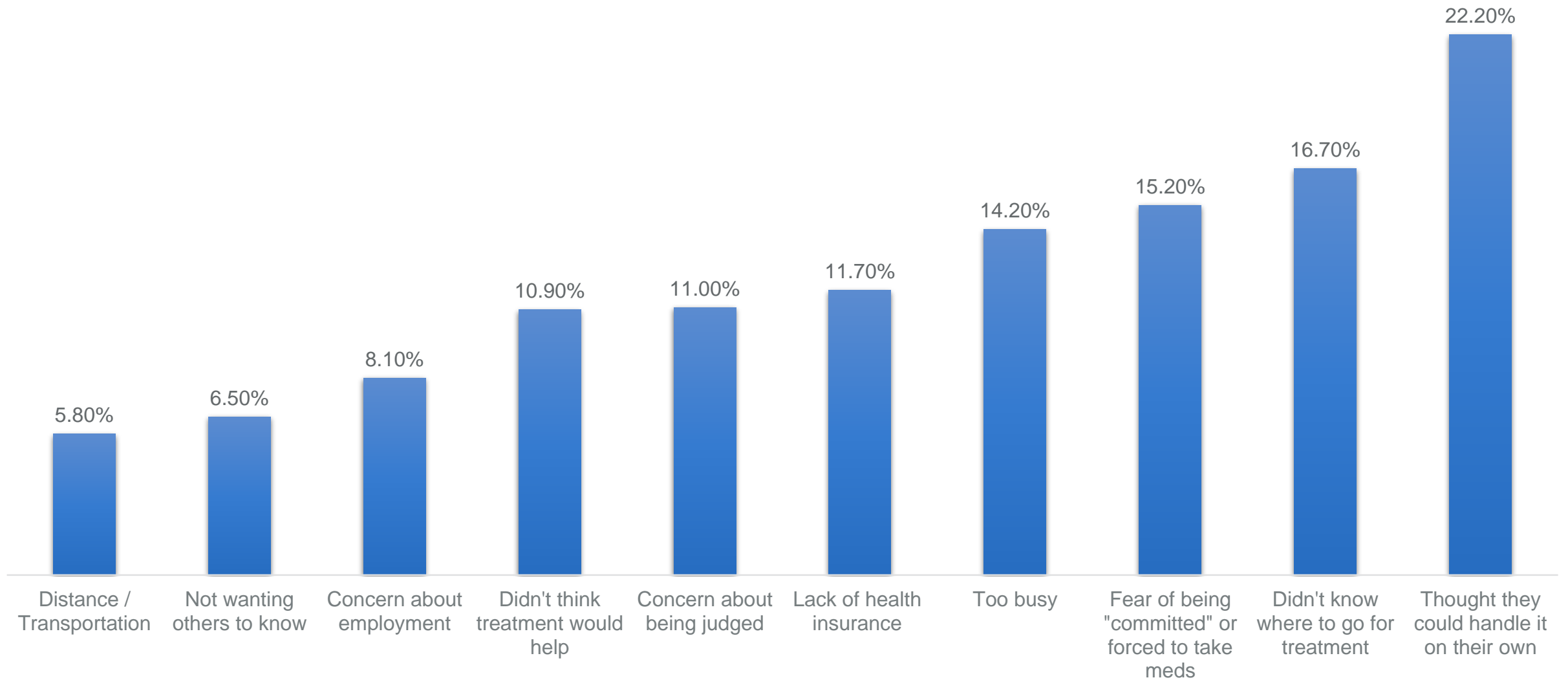
Recognizing & Overcoming Barriers

Barriers prevent people from getting help



Barriers to Treatment for US Adults with Major Depression (2014)

U.S. National Survey on Drug Use and Health; data collected 2008-2013



Early Intervention in Mental Health Reduces:



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Impact on physical health

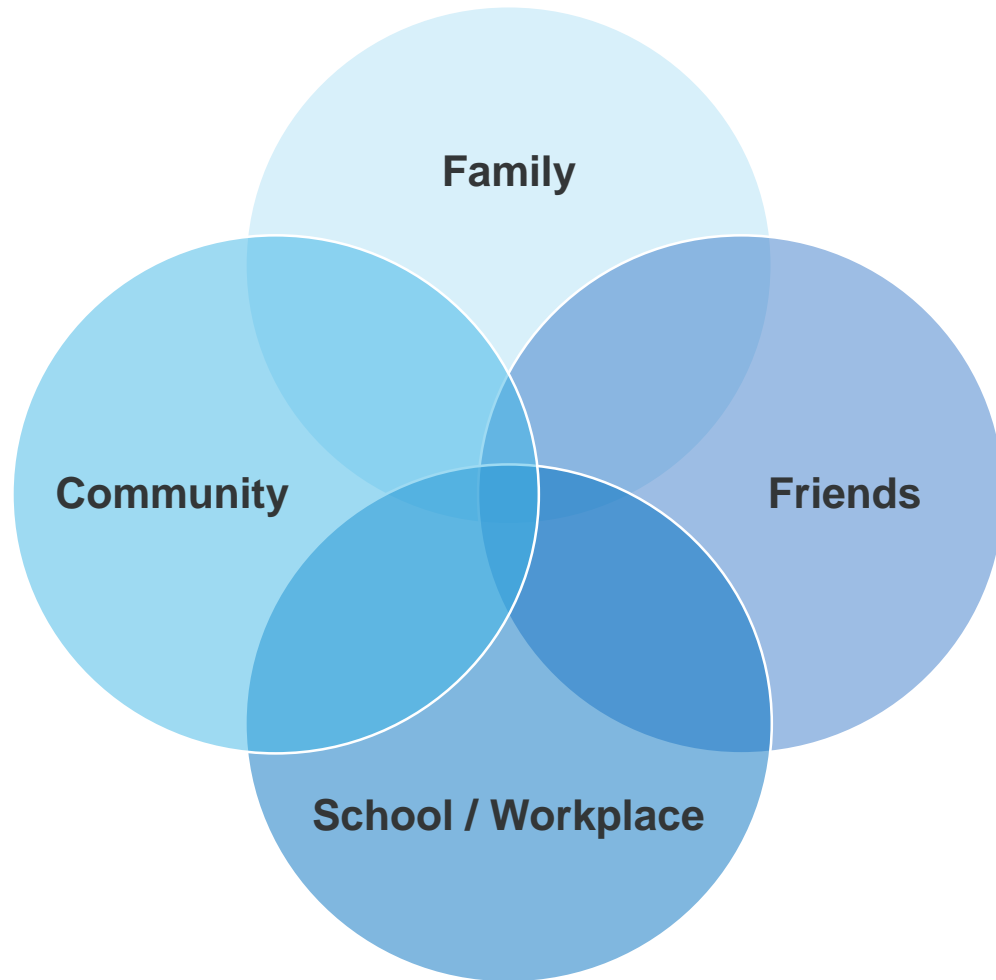
Impact on roles and relationships

Likelihood of relapse

Dosage of medications in the future

Likelihood of disengagement from treatment

Connectedness matters



Adults who experienced strong connections as youth were

48% - 66%

Less likely to:

Have mental health issues

Experience violence

Engage in risky sexual behaviors

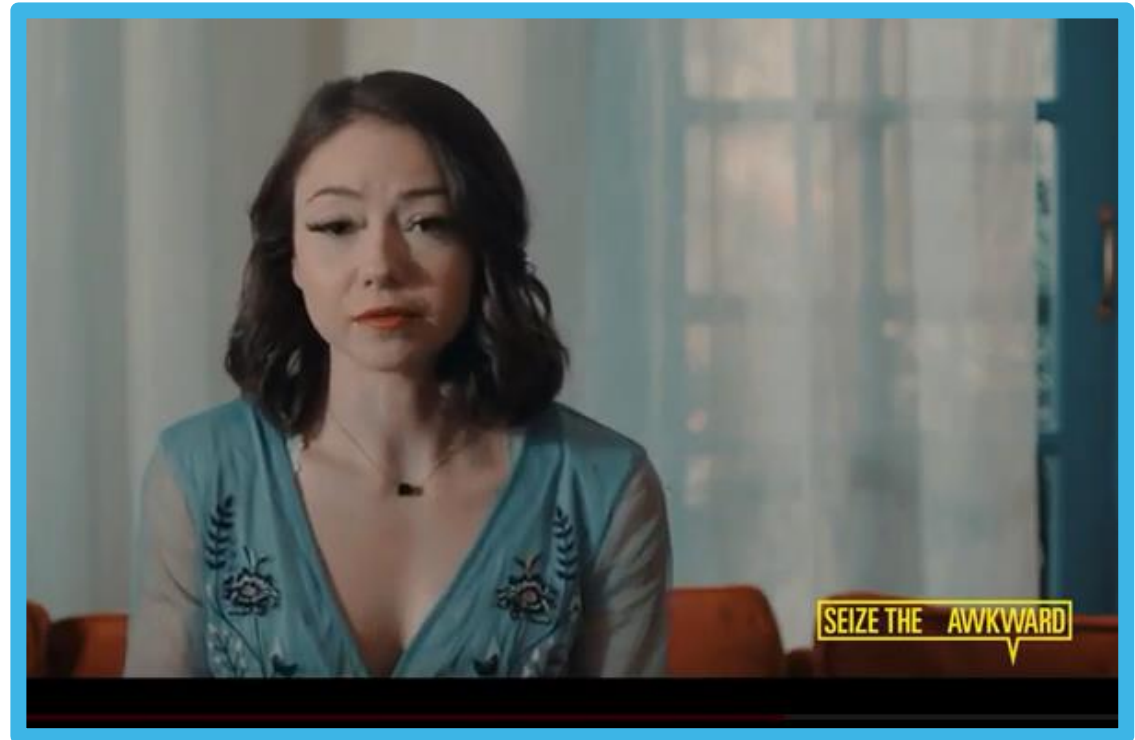
Use substances

From: [CDC.gov/healthyyouth](https://www.cdc.gov/healthyyouth)

Support helps overcome barriers

Video: Supporting Others

- Battle stigma
- Be an ally
- Offer support & hope
- Help research solutions
- Help connect to resources



NEVER GIVE UP ON
SOMEONE WITH A
MENTAL ILLNESS.
WHEN "I" IS REPLACED
BY "WE", ILLNESS
BECOMES WELLNESS.

-SHANNON L. ALDER



Common WARNING SIGNS of Mental Illness

Diagnosing mental illness isn't a straightforward science. We can't test for it the same way we can test blood sugar levels for diabetes. Each condition has its own set of unique symptoms, though symptoms often overlap. Common signs and/or symptoms can include:

- ! Feeling very sad or withdrawn for more than two weeks
- ! Trying to harm or end one's life or making plans to do so
- ! Severe, out-of-control, risk-taking behavior that causes harm to self or others
- ! Sudden overwhelming fear for no reason, sometimes with a racing heart, physical discomfort or difficulty breathing



- ! Seeing, hearing or believing things that aren't real*
- ! Excessive use of alcohol or drugs
- ! Drastic changes in mood, behavior, personality or sleeping habits
- ! Extreme difficulty concentrating or staying still
- ! Intense worries or fears that get in the way of daily activities

Chapter

02

Having a Conversation about Mental Health

How do you feel when approaching a difficult conversation topic?



“Steps” for giving support



Prepare Yourself

- Do your research
- Bring resources to share
- Choose a time & place
- Know your intent
- Lower your expectations
- Practice what to say



**“Hey, I was wondering if we
could talk?”**



Start the Conversation



- Be patient & flexible
- Make eye contact
- Open and relaxed body language
- Stay calm
- Talk slowly
- One question at a time
- Consider their age / developmental status

Empathize and Offer Support

- Let them know they aren't alone
- Listen more than you speak
- Ask open-ended questions
- Don't judge
- Acknowledge their experience
- Summarize what you hear



DO Say

I care
about you

You're not
alone

How can I
help you?

Is there
anything that
has helped
you before?

Help, Hope,
& Treatment
exist

I'm so glad
you're
able to talk
to me

Yes, that
makes
sense.

What else
do you
want me
to know?

**“I’m right here
with you.”**



DO NOT Say



Assess Risk of Harm



- Assess for any kind of danger:
 - Suicide
 - Homicide
 - Violence
 - Substance Use
- Be direct
- Use clear / specific language
- Say **“are you thinking of killing yourself?”**
- Don’t say **“you wouldn’t do anything to hurt yourself, would you?”**

Connect to Professional Help

- Assist in research
- Share resources you've found
- Make suggestions, not decisions
- Offer to help make the first call
- Offer to accompany them
- Call for help when necessary



Handling Resistance

Time

Patience

Give someone else a try

Challenge the stigma

Offer extra support

Respect their decision



Chapter

03

Mental Health Treatment & Support

Finding the Right Type of Care

- A variety of different Mental Health Professionals are available
- Care and support are available in different forms
- Psychotherapy is not the only option available
- Medication is not for everyone and is not the only solution
- The first provider might not be the “right one”- & that’s okay
- It can be difficult to find help in certain areas, but there are other options

Types of Mental Health Professionals



Psychiatrists (M.D. or D.O.)

Psychiatric Nurse Practitioners

Psychologists (Ph.D. or Psy.D.)

Licensed Mental Health Counselors or Professional Counselors (LHMC or LPC)

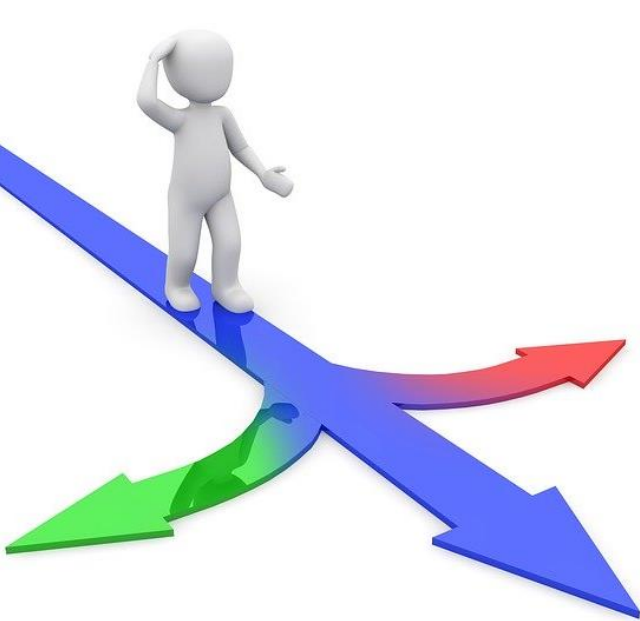
Licensed Clinical Social Workers (LCSW)

Licensed Marriage & Family Therapists (LMFT)

Certified Pastoral Counselors

Licensed Alcohol and Drug Counselor (LADC, CASAC, CSAC, CDC)

Different Types of Mental Health Service Options



Support Groups &
Peer Support

Case
Management

Psychotherapy
& Counseling

Medication
Management

Partial
Hospitalization
& Intensive
Outpatient

Hospitalization &
Residential

Support Groups & Peer Support

- Small Group or 1:1 meetings
- Members have a shared diagnosis or experience
- Support Groups are sometimes led by a professional
- Groups and programs exist for lots of different mental health issues



Case Management



- Assessment, Planning & Implementation of treatment strategies
- Assists member in overcoming barriers to treatment and overall wellbeing
- Can be utilized at different intensities
- Beacon Health Options offers Case Management to all members

Psychotherapy & Counseling

- Talk-based treatment can be 1:1, couples, family or group
- Therapist facilitates exploration of thoughts, feelings & behaviors
- Frequency & Duration varies per person
- There are many different types of therapy



Medication Management



- Can help manage the symptoms of some mental illnesses
- Psychiatric Medications aren't for everyone, & each person's biology is different
- Multiple classes of medication exist for different conditions
- Medication is most effective when combined with psychotherapy

Higher Levels of Care

- Intensive Outpatient
 - 10-20 hours per week
- Partial Hospitalization
 - 30-40 hours per week
- Acute Inpatient Hospitalization
 - 24 hour care
- Residential Treatment
 - 24 hour care



Finding Mental Health Services

Using Insurance

- Contact insurance company for in-network providers/ facilities list
- Insurance can also offer referral assistance & case management options
- Online provider/ facility searches
- Call SAMHSA

Without Insurance

- “Out of pocket”
- “Sliding scale”
- College counseling services
- Contact NAMI to assist you in finding local services
- A hospital cannot turn you away in an emergency for lack of insurance

Tips for Immediate Help

- If there is no emergency, start with a professional assessment
- Primary care and support groups can be great ways to get support while waiting for further treatment
- Call 911 or go to the ER for immediate assistance

**The National Suicide Prevention Lifeline
is available 24/7 at 1-800-273-8255**

Online Resources



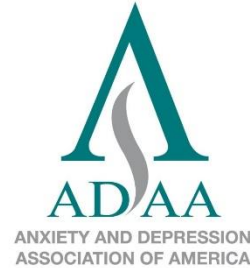
WWW.NAMI.ORG

- Fact sheets
- Ask The Expert Blog
- Programs
- Support Helpline



WWW.SAMHSA.GOV

- Links to information
- Treatment locator tool
- Helpline w/ referral



WWW.ADAA.ORG

- Info on Anxiety, Depression & related mental illnesses
- Screening Tools
- 'Find a therapist' tool



WWW.MHANATIONAL.ORG

- Information on diagnoses
- Information on treatment options
- Screening Tools
- DIY tools
- Podcast



WWW.SEIZETHEAWKWARD.ORG

- Conversation Starter tool
- Informational text & video

Chapter

04

Practice: Support Scenarios

Scenario 1

- 56 year old female
- Working professional, married, 2 young-adult children
- Concerns include: aging, retirement, & empty nest syndrome
- Feeling anxious & worried about the future.
- Mild insomnia
- No danger of harm reported

How can you help?



Mikaela

How can you help?

Offer support & understanding

Offer information on anxiety, depression, and life transitions – this can include websites, articles, books...

Online self-assessments for anxiety & depression

Assess risk of danger- ask directly

Refer for individual therapy- call her behavioral health insurance plan or utilizing their website to assist



Mikaela

Scenario 2



Luke

- 19 year old male
- College sophomore, single, no children
- Isolating socially
- Upset because he failed an exam and is afraid to tell his mother; hasn't answered her calls in weeks.
- Reports missing classes this week because he was "too tired" to attend
- Does not report any danger of harm

How can you help?



Luke

How can you help?

Offer support & understanding

Offer information on college student wellness

Help find social opportunities on campus

Assess risk of danger- ask directly

Help refer to counseling via college counseling services

Scenario 3



Dylan

- 30 year old gender-neutral person
- Partnered, working professional, no children
- Their partner is upset due to their increased alcohol use
- Drinking nightly, sick most mornings, missing work due to hangovers
- History of depression and saw a therapist as a teenager
- They admit suicidal thoughts

How can you help?

How can you help?



Dylan

Offer support & understanding

Use an online substance use assessment

Based on assessment results, Dylan may need detoxification services

Assess for risk of suicide: plan, intent, means

Offer the National Suicide Prevention Hotline number (1-800-273-8255)

Scenario 4

- 79 year old male
- Widowed, 2 adult children
- Feels he has “no reason to live”, considering suicide
- Limited social support:
 - wife passed away,
 - his brother died by suicide years ago
 - adult children do not live locally
- Legally keeps a gun in his home

How can you help?



Roger

How can you help?

Roger is in danger

Call emergency services

Offer support & understanding

Don't leave Roger alone

Stay calm / practice de-escalation



Chapter

05

In Summary

Key Takeaways



Talking to someone about their mental health can be awkward and difficult: but it's VERY important



There are “helpful” and “unhelpful” ways to say things, but the BEST thing to say is SOMETHING



Knowledge is power: online resources, trainings, information



Meet the person where they are mentally



There are multiple types of mental health services



Safety first: when in doubt, call for help

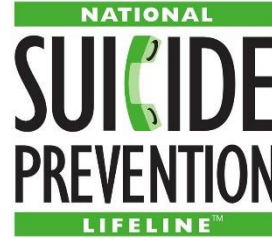
Resources / Contacts



WWW.NAMI.ORG

Call **800-950-NAMI**

Or text "NAMI" to **741741**



Call **1-800-273-TALK**

Or go to

<https://suicidepreventionlifeline.org/chat/>



WWW.SAMHSA.GOV

Call **1-800-662-HELP**



<https://www.beaconhealthoptions.com/members/member-health-tools/>



Thank You!

**Any Questions? Feel free to email:
ClinicalTrainingDepartment@Beaconhealthoptions.com**

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