



nami

Ohio

National Alliance on Mental Illness

The State's Voice on Mental Illness



HELPLINE GUIDE



ABOUT THE HELPLINE GUIDE

The NAMI Ohio Helpline receives a variety of calls. Not all are specific to a mental health issue and sometimes Helpline callers are not clear about why they are calling.

You may have some who were given NAMI's number but do not know exactly how our organization can help.

Sometimes they do not know where to start so your first task is to provide them some space to express their need/situation and ask some questions that can help clarify how you might be able to offer assistance.

IMPORTANT - 24/7 SUPPORT AVAILABLE

The Ohio Department of Mental Health and Addiction Services established the Ohio CareLine, a toll-free emotional support call service.

Behavioral health professionals staff the CareLine 24 hours a day, 7 days/week.

They offer confidential support in times of personal or family crisis when individuals may be struggling to cope with challenges in their lives.

Callers will receive assistance and connection to local providers.

Call 1-800-720-9616 to connect

The line is for those with emotional distress concerns.

IMPORTANT ATTITUDINAL FACTORS IN ASSISTING HELPLINE CALLERS



- First, establish rapport. Tell the caller your first name and ask how you can help.
- Be an active listener. This means you are really listening to and understanding what the caller is saying. You ask open-ended questions. You take notes as you talk as a way to gather information. You repress empathy and recognize the emotions they are experiencing. You do not over promise.
- Questioning: ask open-ended questions to clarify what has already been said
- Try not to interrupt until they have shared the basis for their call.
- Define the problem – if it is specific.
- Acceptance of individuals who call that are different from yourself. Have a non-judgmental response.
- Be balanced and realistic about what you can and cannot do. You cannot alone ‘save’ someone or solve all their problems. You can point them in the right direction. You can listen and be kind and supportive.
- Be honest with yourself about the types of calls and issues that you may be uncomfortable addressing and think about how you can remain neutral and helpful when dealing with a call that is specific to that topic.
- Assess the situation and ask for clarification from the caller if necessary.
- Explore options.
- Gather contact information for follow up or simply for documentation.

COMMON HELP LINE QUESTIONS AND RESOURCE SUGGESTIONS

CRISIS SITUATIONS:

ADVISE CALLERS TO DO THE FOLLOWING WHEN REACHING OUT FOR HELP:

1. Remain calm
2. Explain that your loved one is having a mental health crisis and is not a criminal
3. Ask for a Crisis Intervention Team (CIT) officer, if available

Emergency responders will ask:

- Your name
- The person's name, age, description
- The person's current location
- Whether the person has access to a weapon

Information that may need to be communicated:

- Mental health history
- diagnosis(es)
- Medications, current/discontinued
- Suicide attempts, current threats
- Prior violence, current threats
- Drug use
- Contributing factors (i.e. current stressors)
- What has helped in the past
- Any delusions, hallucinations, loss of touch with reality
- Threats of homicide
- Weapons available

CIT OFFICERS:

Crisis Intervention Team (CIT) programs across the country help direct persons with mental illness into treatment instead of inappropriate incarceration. These officers are trained in techniques for de-escalating crises. Officers learn to integrate their police training with some different approaches to a person they believe to have a mental disorder.

COMMON HELP LINE QUESTIONS AND RESOURCE SUGGESTIONS

HOUSING:

How to identify housing for people, this includes: group homes, ACF's, apartments.

Housing resources include:

- Ohio Adult Care Facility Association:
 - www.ohioadultcarefacilitiesassociation.org
- OACFA Housing Locator:
 - www.oacfalocator.org
- SUD Recovery Housing:
 - <https://find.ohiorecoveryhousing.org/>
- General Housing:
 - www.ohiohousinglocator.org/
- Residential State Supplement:
 - <https://mha.ohio.gov/Families-Children-and-Adults/For-Adults/Housing-Assistance/Residential-State-Supplement>

SUPPORT GROUPS:

- NAMI Support Groups (*those living with mental illness, family members & caregivers*)
 - <https://namiohio.org/programs/>
- Find local NAMI Affiliate
 - <https://namiohio.org/local-chapters>
- Mental Health America Ohio
 - <https://mhaohio.org/get-help/support-groups/>
- SAMHSA National Helpline
 - <https://samhsa.gov/find-help/national-helpline>
- Narcotics Anonymous
 - www.na.org
- Alcoholics Anonymous
 - www.aa.org/pages/en_us/find-local-aa

TREATMENT

Ohio Medicaid Managed Care Plans (MCOs)

For individuals covered with Medicaid, each managed care plan has a number for phone contact as well as a website that has provider information. At the present time, there are five plan that individuals can obtain coverage through. Those plans are listed here.

Buckeye Health Plan
1-866-246-4358
www.buckeyehealthplan.com

CareSource
1-800-488-0134
www.caresource.com

Care Advocacy Team
1-800-488-0134

Molina Healthcare
1-800-642-4168
www.molinahealthcare.com

Paramount Advantage
1-800-462-3589
www.paramounthealthcare.com

United Healthcare Community Plan
1-800-895-2017
www.uhcommunityplan.com

Because access to mental health treatment is often driven by the health insurance provider or payer source, it is helpful to ask the caller if they have insurance coverage.

This includes Medicaid as well as employer or retirement insurance programs.

If they have coverage, suggest that they look for a phone number on their card that says: behavioral health or mental health. This will help them learn what providers are in their plan. This might lead them to individual therapists, psychiatrists, psychologists or provider agencies.

For those with no health insurance, identifying their local ADAMH or CMHR Board is the next step to see if there is a sliding fee scale available or assistance for indigent individuals.

HOW TO IDENTIFY MENTAL HEALTH TREATMENT IN THE COMMUNITY:

Ohio Association of County Behavioral Health Authorities

- www.oacbha.org/mappage.php

The Ohio Council of Behavioral Health & Family Services Providers

- www.theohiocouncil.org/
 - Ohio Council Member list:
<https://obc.memberclicks.net/assets/OC%20Member%20List%208-19-2020.pdf>

TREATMENT FOR CHILDREN & YOUTH

In general, access to treatment for youth is similar to the information provided above for adults. That means, their insurance or payer source drives some of that access. In addition, many communities also have specific funds for support and other programming for children and youth. Often, this is through the local Family and Children First Council.

It is important to note that many times, families will ask about residential placement options for children and/or youth. While Medicaid and private insurance may cover part of this cost, admission is based on a variety of factors.

Most residential facilities require a referral from a county children's services board, juvenile court or mental health provider. Once received, the facility will review the referral and conduct a phone screening. Most, even during COVID, will require a face to face with the youth as well.

Even if Medicaid covers the cost for the mental health services received, there is a per-diem cost that can run from \$125 a day to \$350 a day depending upon the facility and the level of care. Insurance will not cover that cost, it is up to the system of care or the parents.

RESOURCES FOR CHILDREN & YOUTH:

- Ohio Family and Children First provides county by county resources and supports.
 - <https://mha.ohio.gov/Families-Children-and-Adults/For-Children>
- The Ohio Children's Hospital Association has links to Children's Hospitals around the state. Many of these hospitals have psychiatric units for children and/or youth.
 - <https://www.ohiochildrenshospitals.org/>

THE FOLLOWING INFORMATION WAS PROVIDED BY CHILDREN/YOUTH MENTAL HEALTH PROVIDERS IN REGARDS TO ADMISSION CRITERIA AND OTHER FACTORS

What type of information do you request from referral sources prior to admission to determine if the child/youth moves on to the next phase of screening?

- Clinical documentation- Diagnostic Assessments; Psychological Reports, Individual Care Contract Agreement
- Information on incidents of aggression.
- IQ and information on functioning level

Requirements for face-to-face meetings with the child/youth?

- Many facilities require a face to face meeting with every youth accepted.
- During COVID, may hold a meeting over Zoom or other platform

What other factors do you consider when contemplating a youth for admission?

- Diagnosis, age, history of aggression/violence, etc.
- History of fire setting (specifically have they set fires with intent to harm others)
- Level of self-injurious behavior.
- Goodness of fit between the youth being referred and the present youth in the program is of the utmost importance.

ADDITIONAL RESOURCES

National Crisis Lines

- National Suicide Prevention Lifeline: (800) 273- 8255
- National Crisis Text Line: Text "4hope" to 741 741

Ohio County Crisis Lines

- <https://namiohio.org/wp-content/uploads/2020/11/Community-Help-and-Crisis-Lines-Updated.pdf>

NAMI Ohio Affiliates

- <https://namiohio.org/local-chapters/>

Local ADAMH Boards

- www.oacbha.org/mappage.php

Ohio Department of Mental Health & Addiction Services (MHAS)

- <https://mha.ohio.gov>
- Ohio MHAS Client Rights & Bridge Line
 - <https://mha.ohio.gov/Families-Children-and-Adults/Get-Help/Client-Rights>
- 24/7 Ohio Careline
 - 1-800-720-9616

Mental Health America Ohio Affiliates

- <https://mhaohio.org/>
- <http://mhalc.org/>
- <https://www.mhankyswoh.org/>

Disability Rights Ohio

- 614-466-7264
- 1-800-828-9181 - option 2 to leave a message
- www.disabilityrightsohio.org/
- Employment Discrimination
 - www.disabilityrightsohio.org/employment-mental-disabilities-ada

ADDITIONAL RESOURCES

Criminal Justice Issues

- Ohio Attorney General Task Force
 - www.ohioattorneygeneral.gov/Individuals-and-Families/Victims/Task-Force-on-Criminal-Justice-and-Mental-Illness
- NEOMED Ohio Criminal Justice Coordinating Center for Excellence:
 - <https://www.neomed.edu/cjccoe/about/>
- Ohio MHAS Community Linkage program that works with adult offenders and juvenile offenders.
 - <https://mha.ohio.gov/Schools-and-Communities/Criminal-Justice/Re-entry-Programs/Community-Linkage>
 - Contact: Jennifer Roach: 614-466-1325

Veterans

- Vets4Warriors
 - <https://www.vets4warriors.com/>
 - (855) 838-8255

Domestic & Sexual Violence

- Ohio Domestic Violence Network
 - <https://www.odvn.org/>
 - (800) 934-9840

LGBTQIA+

- LGBT National Hotline: (888) 843-4564
- LGBT Youth Talkline: (800) 246-7743
- LGBT National Senior Hotline: (888) 234-7243



DOWNLOAD

RESOURCES ORGANIZED BY NAMI OHIO AFFILIATE AREA



<https://namiohio.org/wp-content/uploads/2020/12/Hotline-Resources-by-Affiliate-Area.xlsx>