

NY CARES UP

Strengthening Resiliency & Wellness for Uniformed Personnel

Tip Sheet

How to develop partnerships with your local behavioral health providers

1. **Assess your agency's need— What connections are you missing along the Behavioral Health Continuum of Care?** (See *Behavioral Health Continuum of Care attachment page 5*)
2. **Once you have assessed what additional connections you need to establish, contact your county's [Director of Community Services/Mental Health Commissioner](#) to introduce yourself, explain what types of connections your agency is looking to develop**
 - a. What services/resources does their office provide?
 - b. Can they assist in making other partnerships beyond their office's services?
3. **Talk with your EAP provider (if applicable)**
 - a. What services/resources are they able to provide your staff?
 - b. What services do they refer out for? What is their referral process?
4. **Talk with your Health Insurance Carrier(s)**
 - a. What types of services do they cover and what do they involve?
 - b. What are the costs of these services?
5. **Start to create your directory of behavioral health providers** (See *fillable form on page 2*)
 - a. Introduce yourself to the identified behavioral health provider, explain what you are looking for, and if they are willing, begin to develop a working partnership. (Example question: Do your clinicians have any cultural competence training working with uniformed personnel?)
 - b. Continue to touch base with this provider to address any identified issues.



Office of
Mental Health



Behavioral Health Provider Resource Directory

Behavioral Health Inpatient Providers

Mental Health	
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Substance Misuse	
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Community Services

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Community and Telehealth Mental Health Services

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Community and Telehealth Substance Misuse Providers

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Crisis Resources

Name: 988 Suicide & Crisis Lifeline	Number: 988
Website:	Other:
Name:	Number:
Website:	Other:
Name:	Number:
Website:	Other:

Director of Community Services/County Mental Health Commissioner

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

EAP Contact

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Postvention Support

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Peer to Peer Support

Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:
Name:	Number:
Website:	Resource Location:

Behavioral Health Continuum of Care— Definitions

<p>Employee Assistance Program (EAP)</p>	<p>EAP is a work-based intervention program designed to assist employees in resolving personal problems that may be adversely affecting the employee’s performance. EAPs traditionally have assisted workers with issues like alcohol or substance misuse; however, most now cover a broad range of issues such as child or elder care, relationship challenges, financial or legal problems, wellness matters and traumatic events like workplace violence. Programs are delivered at no cost to employees by stand-alone EAP vendors or providers who are part of comprehensive health insurance plans. Services are often delivered via phone, video-based counseling, online chatting, e-mail interactions or face-to-face.</p>
<p>Community and Telehealth Services: Mental Health and Substance Misuse</p>	<p>Therapy typically involves meeting with a licensed clinician on a weekly basis for individual therapy, family or couples therapy, group therapy, or a combination of services. Generally, services are provided at the therapist’s office, but the pandemic and technology have made teletherapy much more available. Teletherapy has become quite common and has shown to be as effective as face-to-face therapy for many issues and treatment concerns.</p>
<p>Crisis Resources</p>	<p>Crisis Resources are available for anyone in emotional distress needing an immediate response. There are various types of Crisis Resources, including:</p> <p>Mobile Crisis Team/988: A Mobile Crisis Team is a group of behavioral health professionals — such as social workers, peer specialists and family peer advocates — who can provide care and short-term management for people who are experiencing severe behavioral crisis. Services are primarily provided in people’s homes, as well as in schools for children experiencing crisis. <i>Contact your county’s Director of Community Services, to find out more information about your Local Mobile Crisis Team988— the new, three-digit number for the National Suicide Prevention Lifeline (NSPL). It is a free service with direct connection to caring support for anyone in mental health distress.</i></p> <p>Crisis Text Line: New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. Text GOT5 to 741741</p> <p>Comprehensive Psychiatric Emergency Program (CPEP): Is a hospital-based emergency psychiatric service, open 24 hours a day, seven days a week, to treat patients of all ages.</p>
<p>Behavioral Health Inpatient Services</p>	<p>Inpatient hospitalization is the level of care needed when mental health or substance abuse issues are severe and potentially life-threatening. It is also the level of care most often utilized for detox services when the risk of severe withdrawal is high. Inpatient care is available in any free-standing specialty hospital or a specialized unit within a larger medical facility. The goal of inpatient hospitalization is to stabilize the person’s medical or psychiatric symptoms so that they can step down safely to a lower level of care. As a result, inpatient hospitalization is relatively short compared to other levels of care.</p>
<p>Suicide and Overdose Postvention Support Services</p>	<p>Postvention involves a series of planned interventions, with those affected by a suicide, with the intention to:</p> <ul style="list-style-type: none"> • Facilitate the grieving or adjustment process • Stabilize the environment • Reduce the risk of negative behaviors • Limit the risk of further suicides through contagion <p>Suicide Postvention Support Contact: The American Foundation for Suicide Prevention Overdose Support Contact: NYS OASAS</p>
<p>Peer to Peer Support</p>	<p>Peer Support offers a level of acceptance, understanding, and validation not found in many other professional relationships (Mead & McNeil, 2006). By sharing their own lived experience and practical guidance, peer support workers help people to develop their own goals, create strategies for self-empowerment, and take concrete steps towards building fulfilling, self-determined lives for themselves.</p>