

# MENTAL HEALTH RESOURCE GUIDEBOOK





## Resources Available to All Full-Time and Part-Time Employees, Retirees, and Family Members:

- 911
- Crisis Hotlines
  - Suicide and Crisis Lifeline - 988
  - National Substance Use Treatment - 800-662-HELP (4357)
  - LifePath Systems - 877-422-5939 | [lifepathsystems.org](http://lifepathsystems.org)
- Employee Assistance Program (EAP) - 855-365-4754 | [guidanceresources.com](http://guidanceresources.com)
- Connect4Health Wellness Program - 972-941-7227 | [michellegi@plano.gov](mailto:michellegi@plano.gov)
- Make It Okay (Mental Health Resources) - [makeitok.org](http://makeitok.org)

## Resources Available to Employees / Retirees and Dependents Enrolled in the Medical Plan:

- Teladoc Therapy - 800-835-2362 | [teladoc.com/therapy](http://teladoc.com/therapy)
- WebTPA - 844-380-4552 | [webtpa.com](http://webtpa.com)

# CRISIS HOTLINES

If you or someone you know is facing a crisis, use these resources:

## Suicide and Crisis Lifeline

- Call **988**
- Previously known as the National Suicide Prevention Lifeline, this three-digit nationwide phone number connects directly to a national network of more than 200 crisis centers that help thousands of people overcome crisis situations 24/7.

## The National Substance Use Treatment Helpline

- Call **800-662-HELP (4357)**

## LifePath Systems

- Call **877-422-5939**
- Confidential support line staffed by trained behavioral health professionals. Available 24/7 for all adults and children living in Collin County.



**If this is an emergency or you think you may harm yourself, please call 911.**



### How to Access:

Contact one of the helplines above



### Available to:

All full-time and part-time employees, retirees, and family members



### Cost:

No cost



Access all your City of Plano benefits, ID cards, app links, and more through [cityofplano.mybenefitsapp.com](https://cityofplano.mybenefitsapp.com) anytime, anywhere.



# EMPLOYEE ASSISTANCE PROGRAM (EAP)

City of Plano employees / retirees, as well as their family members, have confidential access to the Employee Assistance Program (EAP) through ComPsych GuidanceResources. Each member can receive up to six free confidential visits per issue per year.

## DON'T KNOW WHERE TO START?

Your ComPsych GuidanceResources program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: **855-365-4754** | TDD: **800-697-0353**

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant, who will answer your questions and, if needed, refer you to a counselor or other resources.

Log on today at or visit [guidanceresources.com](https://guidanceresources.com) to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools. Web ID: ONEAMERICA6.



### How to Access:

Call **855-365-4754**, or visit [guidanceresources.com](https://guidanceresources.com)  
Web ID: ONEAMERICA6



### Available to:

All full-time and part-time employees, retirees, and family members



### Cost:

No cost  
Up to six free visits per issue per year



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## HERE ARE SOME WAYS THE EAP CAN HELP:

### Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

### Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

### Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

### Financial Resources

Our financial experts can assist with a wide range of issues.

Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

### Free Online Will Preparation

EstateGuidance® lets you quickly and easily create a will online.

- Specify your wishes for your property
- Provide funeral and burial instructions
- Choose a guardian for your children



# WEBTPA RESOURCES

## WHY IS MENTAL HEALTH IMPORTANT FOR OVERALL HEALTH?

Mental and physical health are equally important components of overall health. For example, depression increases the risk for many types of physical health problems, particularly long-lasting conditions like diabetes, heart disease, and stroke. Similarly, the presence of chronic conditions can increase the risk for mental illness. It's important to remember that a person's mental health can change over time, depending on many factors. When the demands placed on a person exceed their resources and coping abilities, their mental health could be impacted. For example, if someone is working long hours, caring for a relative, or experiencing economic hardship, they may experience poor mental health.

### How to find an in-network mental health professional

1. Login to your WebTPA account at [webtpa.com](http://webtpa.com)
2. Use the search bar to find a specific provider or type of provider (e.g. "mental health professional" or "therapist") OR select a category to "Find a Provider" or "Find a Facility."
3. Filter results to desired location or demographics.
4. Click on a provider to learn more!

### Access your benefits

You can download the WebTPA mobile app by visiting the Apple App store or Google Play. If you have created an online member portal account, you can use the same username and password to log in to your mobile app.

If you have not created a member portal account, you can register your account on the mobile app.



[WebTPA.com](http://WebTPA.com)



#### How to Access:

Call **844-380-4552**, download the app or visit [webtpa.com](http://webtpa.com), create an account, then click the **Find a Provider** tab



#### Available to:

All employees/retirees and dependents enrolled in the medical plan



#### Cost:

\$25 copay Outpatient Individual Therapy  
\$20 copay Outpatient Group Therapy  
Deductible + 20% Inpatient Hospitalization



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# MENTAL HEALTH BASICS

## WHAT IS MENTAL HEALTH?

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

Although the terms are often used interchangeably, poor mental health and mental illness are not the same. A person can experience poor mental health and not be diagnosed with a mental illness. Likewise, a person diagnosed with a mental illness can experience periods of physical, mental, and social well-being.

### How common are mental illnesses?

Mental illnesses are among the most common health conditions in the United States.

- More than 50% will be diagnosed with a mental illness or disorder at some point in their lifetime.
- 1 in 5 Americans will experience a mental illness in a given year.
- 1 in 5 children, either currently or at some point during their life, have had a seriously debilitating mental illness.
- 1 in 25 Americans lives with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression.

## ADOLESCENT MENTAL HEALTH

Adolescence is a time for young people to have a healthy start in life. The number of adolescents reporting poor mental health is increasing. Building strong bonds and connecting to youth can protect their mental health. Schools and parents can create these protective relationships with students and help them grow into healthy adulthood.

### Why Is This a Big Deal?

Poor mental health in adolescence is more than feeling blue. It can impact many areas of a teen's life. Youth with poor mental health may struggle with school and grades, decision making, and their health.

Mental health problems in youth often go hand-in-hand with other health and behavioral risks like increased risk of drug use, experiencing violence, and higher risk sexual behaviors than can lead to HIV, STDs, and unintended pregnancy. Because many health behaviors and habits are established in adolescence that will carry over into adult years, it is very important to help youth develop good behavioral health.

### What Parents and Families Can Do:

- Communicate openly about your child's values.
- Supervise your child to facilitate healthy decision-making.
- Spend time with your child enjoying shared activities.
- Become engaged in school activities and help with homework.
- Volunteer at your child's school.
- Communicate regularly with teachers and administrators.

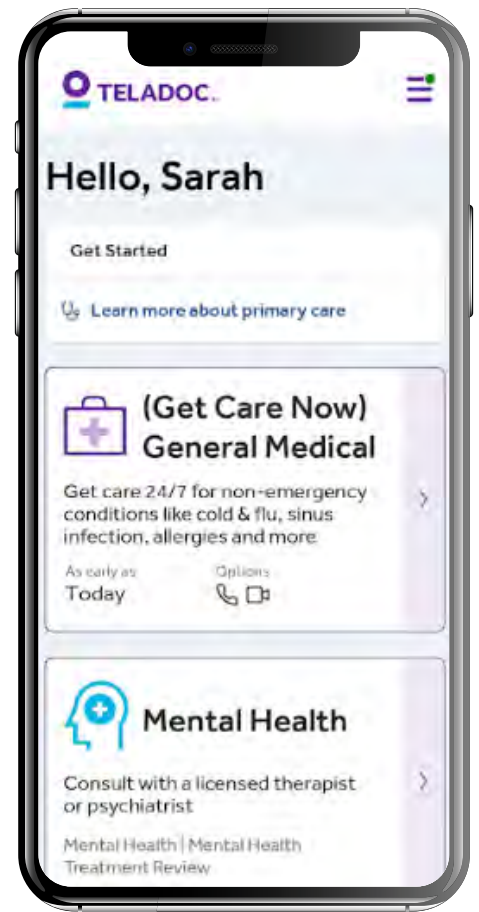
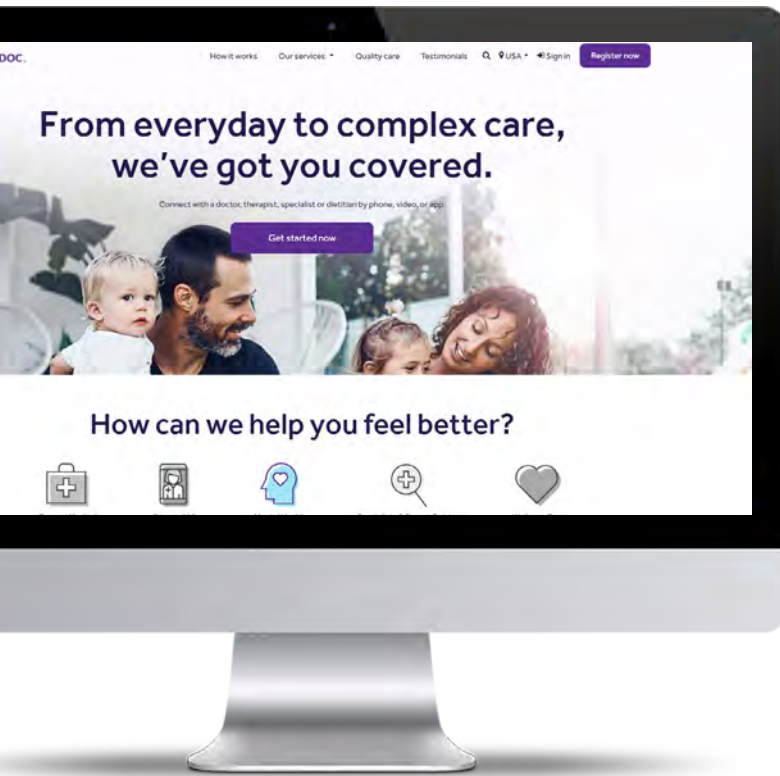


# TELADOC THERAPY

TALK TO A THERAPIST OR PSYCHIATRIST SEVEN DAYS A WEEK FROM WHEREVER YOU ARE.

Teladoc Therapy can treat:

- Anxiety
- Depression
- Not feeling like yourself
- Marital issues
- Stress
- And more



## How to Access:

To get started, download the app or visit [teladoc.com/therapy](https://teladoc.com/therapy), create an account, fill out a mental health questionnaire, then start therapy



## Available to:

All employees/retirees and dependents enrolled in the medical plan



## Cost:

\$5 copay



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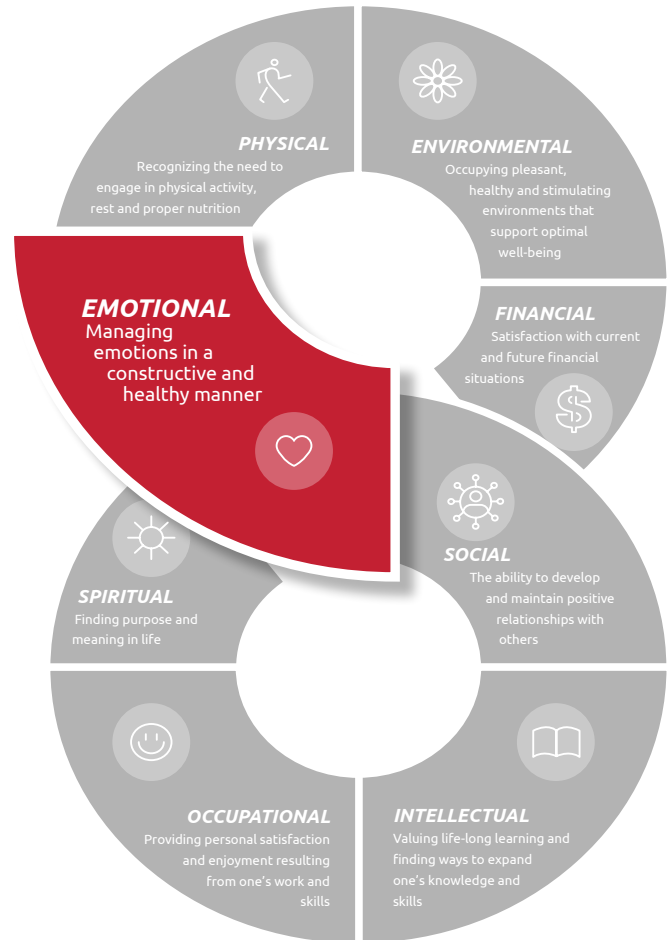
# CONNECT4HEALTH WELLNESS PROGRAM

The City of Plano is committed to cultivating a culture that promotes wellness through healthy habits and lifestyle behaviors that enhance the quality of life for our employees/retirees and their families. Wellness is a lifestyle and emphasizes the balance of the mind, body and spirit. Connect4Health focuses on a holistic approach, integrating the eight dimensions of wellness. Our goal is to provide a comprehensive well-being program that fosters a safe and healthy work environment to support a productive workforce.

## Programs Include:

- Stress Management and Resilience Programs (Webinars and Virtual Meditation Series)
- Tobacco Cessation Counseling (Telephonic and Onsite)
- Weight Management Program
- Wellness, Safety and Engagement Committee
- and more!

## 8 DIMENSIONS OF WELLNESS



### How to Access:

Contact the City of Plano Wellness Coordinator Michelle Gifford

[michellegi@plano.gov](mailto:michellegi@plano.gov)  
972-941-7227



### Available to:

All full-time and part-time employees, retirees, and family members



### Cost:

No cost



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# MAKE IT OK

## MAKE IT OK

Need additional mental health resources? One in five adults in the US experience mental illness in a given year.

“Make It OK” is a campaign to reduce the stigma of mental illnesses. We all have a commitment to change the hearts and minds about the mis-perceptions of mental illnesses by opening conversations and education on the topic. It’s time to spread the word, stop the silence and Make It OK. If you’re looking for more information on how to support your or other’s mental health, you can visit [makeitok.org](http://makeitok.org) for additional resources. It’s time to start talking about mental illness.....Start here.

## MOBILE BENEFITS

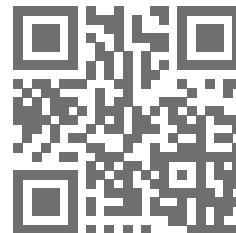
### CITY OF PLANO MYBENEFITSAPP

Find all your benefits available through City of Plano, ID cards, apps, and phone numbers through the [cityofplano.mybenefitsapp.com](http://cityofplano.mybenefitsapp.com). Save the app to your phone by following the directions below.

Click on the Employee Assistance Program or Health Advocacy (for Telemedicine) tile for additional resources and tools to care for yourself and your family.



Scan the QR code to access City of Plano’s MyBenefitsApp. To use the QR code, focus your iPhone or Android camera on the QR code.



# TYPES OF MENTAL HEALTH PROFESSIONALS

Which mental health professional is right for me? There are many types of mental health professionals. Finding the right one for you may require some research. Below is a listing of types of mental health treatment professionals to help you understand the differences between the services they provide.

**The following mental health professionals can provide psychological assessments and therapy; however, cannot generally prescribe medications (although some states will allow it):**

**Clinical Psychologist:** A psychologist with a doctoral degree in psychology from an accredited/designated program in psychology. Psychologists are trained to make diagnoses and provide individual and group therapy.

**School Psychologist:** A psychologist with an advanced degree in psychology from an accredited/designated program in School Psychology. School Psychologists are trained to make diagnoses, provide individual and group therapy, and work with school staff to maximize efficiency in the school's setting.

**The following mental health professionals can provide counseling and with proper training, assessments; however, cannot prescribe medication:**

**Clinical Social Worker:** A counselor with a master's degree in social work from an accredited graduate program. Trained to make diagnoses, provide individual and group counseling, and provide case management and advocacy; usually found in the hospital setting.

**Licensed Professional Counselor:** A counselor with a master's degree in psychology, counseling or a related field. Trained to diagnose and provide individual and group counseling.

**Mental Health Counselor:** A counselor with a master's degree and several years of supervised clinical work experience. Trained to diagnose and provide individual and group counseling.

**Certified Alcohol and Drug Abuse Counselor:** A counselor with specific clinical training in alcohol and drug abuse. Trained to diagnose and provide individual and group counseling.

**Nurse Psychotherapist:** A registered nurse who is trained in the practice of psychiatric and mental health nursing. Trained to diagnose and provide individual and group counseling.

**Marital and Family Therapist:** A counselor with a master's degree, with special education and training in marital and family therapy. Trained to diagnose and provide individual and group counseling.

**Pastoral Counselor:** A clergy with training in clinical pastoral education. Trained to diagnose and provide individual and group counseling.

**Peer Specialist:** A counselor with lived experience with mental health or substance use conditions. Assists clients with recovery by recognizing and developing strengths, and setting goals. Many peer support programs require several hours of training.

**Other Therapists:** A therapist with an advanced degree trained in specialized forms of therapy. Examples include art therapist, music therapist.

**The following mental health professionals can prescribe medication; however, they may not provide therapy:**

**Psychiatrist:** A medical doctor with special training in the diagnosis and treatment of mental and emotional illnesses. A psychiatrist can prescribe medication, but they often do not counsel patients.

**Child/Adolescent Psychiatrist:** A medical doctor with special training in the diagnosis and treatment of emotional and behavioral problems in children. Child and Adolescent psychiatrists can also prescribe medication; however, they may not provide psychotherapy.

**Psychiatric or Mental Health Nurse Practitioner:** A registered nurse practitioner with a graduate degree and specialized training in the diagnosis and treatment of mental and emotional illness. Additionally, your Primary Care Physician, Physician's Assistant or Nurse Practitioner (depending on your state) are often qualified to provide medication.



