Mental & Behavioral Health Tool Kit

Helping San Antonio employers include mental health within their benefit structure

Acknowledgements

Business Case

These data provide a clear rationale for employers to include mental health initiatives within their benefit structure, both because of the opportunity that the workplace has to reach people who need mental and behavioral health services and the impact that mental and behavioral health interventions can have on an organization's culture and bottom line.

44.7 million

mental health condition

serious condition
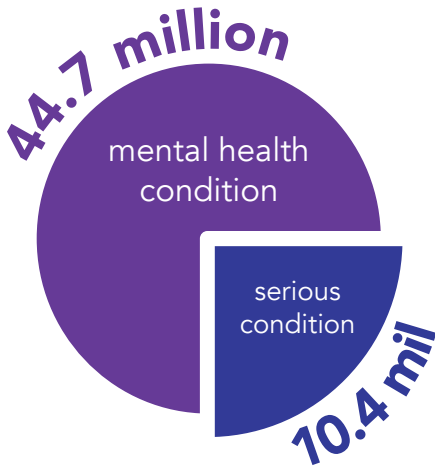
10.4 mil

RATE: Approximately 44.7 million adults aged 18 or older experience a mental health condition, with 10.4 million experiencing a serious mental health condition.[1] There is also significant co-occurrence of mental disorders and substance use disorders and significant co-occurrence of mental and substance use disorders with other chronic medical conditions.[1]

COST FOR EMPLOYERS: The Center for Prevention and Health estimates that mental illness and substance abuse issues cost employers between $79 and $105 billion each year. Reduced productivity, absenteeism, and increased healthcare costs are just a few of the ways mental illness cost employers money.

$79 - 105 BILLION

cost to employers

$225 billion
total cost of lost productivity

$150 billion
cost of presenteeism

$35 billion
cost of reduced performance

COST OF LOSS: The loss in productivity attributable to presenteeism has a real financial impact on U.S. companies and businesses. According to the same study, the total annual cost of lost U.S. productivity attributable to health-related conditions exceeds $225 billion, with the cost of presenteeism estimated at more than $150 billion, or two-thirds of the total. In a separate study, researchers estimate that employee depression alone costs U.S. companies $35 billion a year in reduced performance.

EFFECTS ON PRODUCTIVITY:

01:32

Hours per week
in reduced performance

For employers, the consequences of employee presenteeism are significant. Perhaps most important, presenteeism has a direct impact on overall productivity levels. According to the results of a widely-cited study based on a survey of nearly 30,000 U.S. workers, individual employees lose the equivalent of 1.32 hours per week in reduced performance due to personal or family health reasons. This presenteeism estimate is nearly double the average number of absenteeism hours (.67 hours per week) reported by the same group.
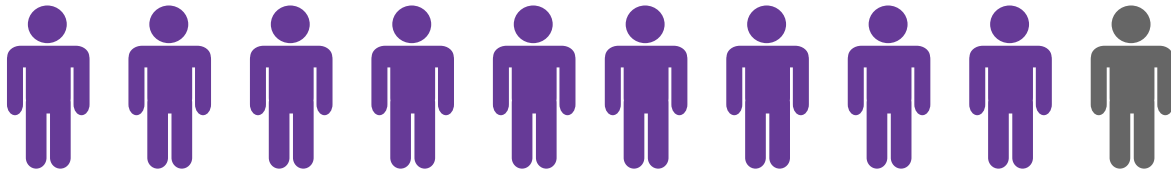
85% - 95% people who die by of suicide have a diagnosable mental health condition

DISABILITY & DEATH RISK: When left untreated, mental disorders carry a significant risk of disability and death. Research has shown that 85 to 95 percent of people who die by suicide have a diagnosable mental health condition at the time of their death.[2] According to CDC, in 2016, more than 44,965 Americans died by suicide, making suicide the 10th leading cause of death in the United States.[3] The majority of suicide deaths occur in the working age demographic with the highest suicide rate (19.72 per 100,000) among adults between 45 and 54 years of age.[3] In Texas, suicide is the 11th leading cause of death and the 4th leading cause of death for adults ages 35-44 and the 5th leading cause of death for adults ages 45-54.[3] Each year, suicide costs Texas approximately $3,500,000,000 of combined lifetime medical and work loss cost, or an average of $1,200,000 per suicide death.[3]

2 out of 3 do not recieve treatment

LACK OF TREATMENT: Despite the prevalence of mental health conditions among adults, approximately two-thirds of people with symptoms of mental and substance use disorders do not receive treatment.[5] There are a number of reasons why employees do not seek treatment. Pervasive social stigma and lack of awareness of resources and their effectiveness are among the most common from keeping employees from seeking care.[1] Workers with mental health conditions often face work-related discrimination, such as limited independence, increase in supervision, jeopardized job-security, or restriction on their career advancement.

Comprehensive Workplace Mental & Behavioral Health Programming

Programs and activities directed toward employees should encourage help-seeking, support efforts to reduce stigma associated with help-seeking and mental health conditions, and enhance connectedness in the workplace and in the community.

Outlined below are workplace mental and behavioral health strategies, including benefit design recommendations, mental and behavioral health services and resources, workplace mental and behavioral health education and training, and mental health screening. Proactive approaches that decrease stigma and enhance help-seeking can lead to a mentally healthier workforce.

Best Benefit Design

• **First, consider the specific needs of your employee population** – tailor programs and approaches to your employee population and your company culture.

• **Mental and behavioral health benefits are considered "essential benefits" under the Affordable Care Act (ACA).** Be certain your plan complies with the Mental Health Parity and Addiction Equity Act, which requires employers that offer mental health and/or substance use disorders coverage to have parity between mental health/substance use disorder benefits and medical/surgical benefits with respect to financial requirements and treatment limitations.[7] For more information on the Mental Health Parity and Addiction Equity Act visit: https://www.cms.gov/cciio/programs-and-initiatives/other-insurance-protections/mhpaea_factsheet.html

• **Consider improving the design of your health insurance** - examine the specifics of your plan(s) design and align incentives to encourage and facilitate engagement and adherence to treatment plans in mental health programs and services.[6]

• **Consider low cost-sharing requirements** – no limits on in-network outpatient visits, which include med-management and counseling services; no limits on in-network inpatient admits/days; same design/financial arrangements for PPO and HMO health plans.

• **Consider no separate benefit caps**

• **Limit exclusions** on pharmaceutical formulary so that prescription medications for mental health are covered

• **Establish an Employee Assistance Program (EAP)** - Offer EAP to family and household members as well as the employee. Consider EAP benefits that include 8-10 visits per problem per year with unlimited telephone sessions; Connect your education and awareness efforts with specific information about how to access the EAP and reinforce confidentiality. For more information about EAPs visit: https://www.thebalancecareers.com/about-employee-assistance-programs-eap-1177842

• **Appoint** a confidential Contact for Managing Mental Health Communications

• **Set up an employee discount program** with area providers (work with area wellness vendors) – provide information about benefits, accommodations, and community resources.

• **Include a comprehensive wellness program** (nutrition and physical health can affect mental health)

• **Arrange for Mental Health Education and Resources Onsite** (consider including an onsite counselor or psychiatrist)

Best Ways to Promote Mental and Behavioral Health Benefits

Mission: To build a culture of wellbeing through pairing healthcare services with specific, targeted mental health efforts to address employee barriers to help-seeking and break the silence around the topic of mental health conditions.

Promote mental and behavioral health as part of an overall corporate wellness campaign. Invite mental health professionals from the community to come in and provide educational programming and free screenings while promoting existing insurance benefits and EAP. Educational topics can include:

o The brain & emotions
o Nutrition programs
   (such as gut health & emotional health)
o Stress management
o Emotional intelligence
o Sleep hygiene
o Understanding mental health disorders

o Effective communication
o Social support
o Breaking habits
o How to find a therapist
o Time management
o Work/life coordination
o Financial counseling/management

Provide online screening tools (see menu of programs) and encourage employees to connect with mental health services

Provide mental health and suicide prevention education programs to employee

Create policies that support emotional wellness and treatment (i.e. allow employees to attend weekly therapies during business hours); create guidelines for job accommodations, including time to participate in therapy and other mental health programs

Consider a Mental Health Information and Awareness Campaign

Provide employees with mental health tools to help understand mental health plans, coverage, and EAP

Train your managers on identifying mental health issues – train leaders on responding to behavioral performance issue in a constructive and timely way.

Provide employee family members with mental health education and services information

Menu of Recommended Programs & Resources

Mental and Behavioral Health Program Planning & Implementation Guides for the Workplace

World Health Organization (WHO) Mental Health Policies and Programmes in the Workplace: This guide consists of several interrelated user-friendly modules, designed to address a wide variety of needs and priorities in policy development and service planning. To download the guide, visit: http://www.who.int/mental_health/policy/services/13_policies%20programs%20in%20workplace_WEB_07.pdf

The National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard): Developed by the Mental Health Commission of Canada (MHCC), the Standard is a set of voluntary guidelines, tools and resources intended to guide organizations in promoting mental health and preventing psychological harm at work. For more information or to download a free copy of the Standard Implementation Guide, visit: https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard

National Action Alliance for Suicide Prevention: A Manager's Guide to Suicide Postvention in the Workplace: Provides actions steps for employers dealing with the aftermath of a suicide. To download the Guide visit: http://actionallianceforsuicideprevention.org/sites/actionallianceforsuicideprevention.org/files/Managers-Guidebook-To-Suicide-Postvention-Web.pdf

Center for Workplace Mental Health Case Studies: The Center for Workplace Mental Health connects with employers both large and small, across all industries, and provides a platform to share how they are addressing mental health within their own workforce. The Find a Case Study section provides an easy mechanism for employers to browse their library of 60+ case studies on the programs and initiatives that companies have implemented to see how they've transformed mental health care in their workplaces. For more information, visit: http://workplacementalhealth.org/Case-Studies

Mental Health Programs for the Workplace

ICU Program: The ICU Program is an anti-stigma campaign designed to foster workplace culture that supports emotional health. For more information visit: http://workplacementalhealth.org/

Right Direction: Right Direction is a creative educational initiative designed to reduce stigma, motivate employees and their families to seek help when needed, and provide employers with appropriate support tools and resources. http://rightdirectionforme.com/

Stamp Out Stigma: Stamp Out Stigma is an initiative spearheaded by the Association for Behavioral Health and Wellness (ABHW) to reduce the stigma surrounding mental illness and substance use disorders. http://stampoutstigma.com/support.html

Mental Health Screening Programs

#B4Stage4 Mental Health Screenings: Mental Health America's (MHA) screening program provides a collection of online, free, anonymous, confidential, and validated screening tools that can help individuals understand and learn about their mental health. For more information visit: http://mhascreening.org/

Interactive Screening Program (ISP): The Interactive Screening Program provides employees with a confidential online platform to support connection and engagement into EAP and mental health services available through their employer. ISP provides an online screening for depression and other mental health conditions. For more information visit: https://afsp.org/isp

Workplace Response: Workplace Response is a mental health online screening program developed by Screening for Mental Health. For more information visit: http://www.mentalhealthscreening.org/

Mental Health Services Information

Employee Assistance Professionals Association (EAPA): Provides information on selecting and evaluating EAP services for the workplace. Online directory of EAPs. For more information visit: http://www.eapassn.org/

R3 Continuum (R3): R3 offers a continuum of solutions to assist organizations with every phase in the business planning, absence management, and return to work cycle. R3's services help to ensure that organizations are ready for major disruptive events, are able to respond successfully to these events (including workplace or threat of violence incidents), and are equipped to accelerate employee recovery and return to work outcomes. For more information visit: https://r3continuum.com/

Mental Health & Suicide Prevention Training Programs

Mental Health First Aid: Learn to identify, understand and respond to signs of mental health conditions and substance use disorders. For more information visit: https://www.mentalhealthfirstaid.org/ or https://afsp.org/our-work/education/mental-health-first-aid-training/

Applied Suicide Intervention Skill Training (ASIST): In-person/2-day workshop to train gatekeepers who want to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide. For more information visit: https://www.livingworks.net/programs/asist/

safeTALK: In-person, three-hour training that prepares individuals to identify persons with thoughts of suicide and connect them to suicide first aid resources. For more information visit: https://www.livingworks.net/programs/safetalk/

National Mental Health & Suicide Organizations

American Foundation for Suicide Prevention: Established in 1987, the American Foundation for Suicide Prevention (AFSP) is a voluntary health organization that gives those affected by suicide a nationwide community empowered by research, education and advocacy to take action against this leading cause of death. AFSP is dedicated to saving lives and bringing hope to those affected by suicide. AFSP creates a culture that's smart about mental health by engaging in the following core strategies: Funding scientific research; Educating the public about mental health and suicide prevention; Advocating for public policies in mental health and suicide prevention; Supporting survivors of suicide loss and those affected by suicide in our mission. For more information visit https://afsp.org

American Psychiatric Association (APA) Foundation Center for Workplace Mental Health: Provides tools and recommendations for employers, information for managers and co-workers, and resources for developing workplace wellness programs. For more information visit: https://workplacementalhealth.org

National Action Alliance for Suicide Prevention: The National Action Alliance for Suicide Prevention is the public-private partnership advancing the National Strategy for Suicide Prevention. The goal of the Workplace Task Force is to deliver a compelling business case that offers solutions, provides support for employers, and motivates them from inaction to the implementation of a comprehensive, public health approach to suicide prevention, intervention, and postvention in the workplace. For more information visit: http://actionallianceforsuicideprevention.org/workplace-task-force

National Alliance on Mental Illness (NAMI): NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. What started as a small group of families gathered around a kitchen table in 1979 has blossomed into the nation's leading voice on mental health. Today, NAMI is an association of hundreds of local affiliates, state organizations and volunteers who work in communities to raise awareness and provide support and education that was not previously available to those in need. For more information visit https://nami-sat.org

Local Mental Health & Suicide Organizations

Bexar County Resource Guide: The Bexar County Resource Guide provides information about local hotlines and helplines, mental health and substance abuse services, legal assistance, and much more. For more information or to download the guide, visit: https://igb6d3f9gho46s8nm2n5dvce-wpengine.netdna-ssl.com/wp-content/uploads/sites/28/2014/11/Resource-Guide-for-Bexar-County.english-1.pdf

City of San Antonio Employee Wellness Program: The Employee Wellness Program offers a variety of programs and services to help make the healthy choice the easy choice. For questions about the Employee Wellness Program, call 210-207-WELL (9355) or email wellness@sanantonio.gov. For more information, visit: https://www.sanantonio.gov/EmployeeInformation/Wellness

Clarity Child Guidance Center: Located in San Antonio, Texas, Clarity offers mental health services to children ages 3 to 17, including diagnostic evaluations, inpatient and outpatient recommendations, and individual and family therapy. For more information, visit: https://www.claritycgc.org/

The Center for Health Care Services (CHCS): The Center for Health Care Services provides resources and services to help improve the lives of people with mental health disorders, substance use challenges and intellectual and developmental disabilities. For more information visit: https://chcsbc.org

Mental Health U (MHU) App: Recommended by CHCS, MHU is designed to teach people to recognize the signs of mental illness and provide resource links to treatment. The app provides information on how to get help, and how to connect your friend or loved one to the resources they need. For more information or to download the app, visit: https://chcsbc.org/mental-health-app/

The Health Collaborative (THC): The Health Collaborative is Bexar County's community health leadership program with the mission to improve the health status of the community through collaborative means. THC has developed into a powerful network of citizens, community organizations and businesses. The result is a more robust, less duplicative, more synergistic approach to solving critical community health needs, while efficiently utilizing resources. For more information visit: http://healthcollaborative.net/. To download the THC app, Community Health Bridge, visit: http://healthcollaborative.net/programs/

Laurel Ridge Treatment Center: Located in North Central San Antonio, Texas, the Laurel Ridge Treatment Center provides specialized behavioral health care and addiction treatment. In partnership with the National Action Alliance for Suicide Prevention the Laurel Ridge Treatment Center is working to strengthen the country's clinical capacity to provide innovative suicide prevention and care. The partnership significantly advances one of the central priorities of the Action Alliance – to transform health systems and reduce suicides – and marks Laurel Ridge Treatment Center's commitment to being at the leading edge of the transformation. For more information visit: https://laurelridgetc.com/

Natural Grocers' Nutritional Health Coaches: Nutritional Health Coaches teach science based nutrition classes about healthy mood both at their San Antonio locations and at your workplace free of charge. Categories include nutritional support for healthy attention, memory, and mood. For more information about classes or to request a guest speaker visit: https://www.naturalgrocers.com/contact/request_an_nhc_speaker

Nix Behavioral Health Center: Nix Health specializes in providing mental and behavioral health services in San Antonio and throughout the surrounding areas. They offer a variety of inpatient and outpatient programs, along with psychiatric emergency services for children, adolescents, and adults at three facilities in Bexar County. For more information visit: https://www.nixhealth.com/Services/Behavioral-Mental-Health.aspx

NAMI San Antonio: NAMI-SAT is committed to improving the quality of life for all people affected by mental illness by providing support, education, referral sources and legislative advocacy. For more information, visit: https://nami-sat.org/

San Antonio Behavioral Healthcare Hospital (SABHH): Located near the South Texas Medical Center, SABHH is a 198-bed, acute care psychiatric and substance abuse treatment facility specializing in comprehensive, individualized behavioral health programs and mental health services. For more information visit: http://www.sanantoniobehavioral.com/

San Antonio State Hospital: The San Antonio State Hospital is an in-patient psychiatric hospital with complete psychiatric and rehabilitative services for children, adolescents, and adults. For more information, visit: https://hhs.texas.gov/services/mental-health-substance-use/state-hospitals/san-antonio-state-hospital

UT Health San Antonio Department of Psychiatry: Since the 1960s, the Department of Psychiatry at UT Health San Antonio has been working to treat mental disorders, understand their origins, and develop new interventions. For more information, visit: https://psychiatry.uthscsa.edu/

National Crisis Hotlines

National Suicide Prevention Lifeline: Suicide prevention hotline, website and chat. Confidential, toll-free hotline: 1-800-273-8255. For more information visit: https://suicidepreventionlifeline.org

Veterans Crisis Line and Crisis Chat: Suicide prevention hotline, website and chat. Confidential, toll-free hotline for veterans, military service members, and their family members. 1-800-273-8255 (press 1). For more information visit: https://veteranscrisisline.net

Crisis Text Line: 24/7 confidential crisis text services. Text "TALK" to 741741. For more information visit: https://crisistextline.org

Mental and Behavioral Health Tool Kit - Quick Links

Stigma Reduction Initiatives

- ICU Program: http://workplacementalhealth.org/
- Right Direction: http://rightdirectionforme.com/
- Stamp Out Stigma: http://stampoutstigma.com/support.html

Education & Training Programs

- Mental Health First Aid: https://www.mentalhealthfirstaid.org/
- Applied Suicide Intervention Skill Training (ASIST): https://www.livingworks.net/programs/asist/
- safeTALK: https://www.livingworks.net/programs/safetalk/

Screening Programs

- #B4Stage4 Mental Health Screenings: http://mhascreening.org/
- Interactive Screening Program (ISP): https://afsp.org/isp
- Workplace Response: http://www.mentalhealthscreening.org/

Crisis Resources – National Crisis Hotlines

- National Suicide Prevention Lifeline 1-800-273-TALK (8255)
  https://suicidepreventionlifeline.org

- Veterans Crisis Line and Crisis Chat 1-800-273-TALK (8255),
  press 1 https://veteranscrisisline.net

- Crisis Text Line
  Text "TALK" to 741741 https://crisistextline.org

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