Mental Health Care

Resource Navigation Guide

Oregon Office on Disability and Health

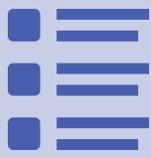# Funding Acknowledgements

Table of Contents

Mental health professionals help care for our emotional and social well-being. Mental health, which is often called behavioral health, has to do with how we think, feel, and act.

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Information in this guide

Many of the resources are recommended by community members across the state. OODH has not checked accessibility of many of these resources. It is important to confirm that resources in this guide meet your needs.

Why we wrote this guide

We created this guide to provide information about preventive healthcare resources that are accessible for people with intellectual and developmental disabilities (I/DD) and other disabilities in Oregon communities. The purpose is to ease the process of navigating resources. Many people may find the information useful. We think people with disabilities, their supports, and case managers will use this guide.

This guide focuses on ways to navigate preventive healthcare. It is not a full list of preventive care programs and services.

The guide highlights specific programs and services when practical, but statewide and local resources are always changing. The contact information or websites to navigate these programs and services also change often.

For updated features and contact information, users of this guide may need to conduct an internet search or consult with local resources. This is especially true when it comes to eligibility requirements for insurance coverage and healthcare professional availability.

The Linkage Project

The Linkage Project at the Oregon Office on Disability and Health created this guide. The Linkage Project connects adults with I/DD with unmet needs to preventive healthcare and health promotion in their community.

The Linkage Project staff have learned a lot about resource navigation as they have helped link adults with I/DD to preventive health services. They also learned about resources from surveys of people with disabilities and their families, case managers across Oregon, and other partners.

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Icon Legend

Using Visual Icons to Navigate Our Guide

This guide includes various icons to visually indicate different types of information.

Description

Short summary of program, activity, or service

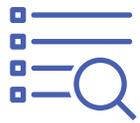### How to Find Resources

Directions to assist in finding local resources

Tips

Tips from the community about resources listed

Information to Get You Started

Introductory information on using resources listed

Phone Number

Phone number associated with resource listed

Website Link

Website link associated with resource listed

Spanish Language

Services available in Spanish

Links and QR Codes

Accessing Resources

This guide includes both links and QR codes to refer readers to resources.

Links

Throughout the guide, links are identifiable through the use of <u>underlined</u> text in **green**.

How to use links:

(1) **Hover over underlined text**

(2) **Left click on mouse**

(3) **Navigate to the new window that pops up**

(4) **Browse the resources available!**

Example of Links

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QR Codes

QR codes allow users to access websites by scanning a box with a smartphone or tablet

How to use QR Codes:

(1) **Open your phone camera: depending on your phone type, you may need to download a QR reader app**

(2) **Hold your device over a QR code so that it's clearly visible within your smartphone's screen**

(3) **Two things can happen when you correctly hold your smartphone over a QR code:**
- **Phone automatically scans code**
- **Some readers scan once a picture is taken**

(4) **Browse the resources available!**

Example of QR Code

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Key Icons & Words

Vocabulary and Icons Specific to Our Guide

This guide includes various icons to visually indicate different types of healthcare-related needs, as well as some frequently used words related to health insurance.

Tools

Worksheets, forms, and documents created to assist you in healthcare settings

Self-Advocacy

Indicates an opportunity to express your needs and/or accommodations

Insurance/Coordinated Care Organization (CCO)

Consider reaching out to your insurance company or CCO for help

Dictionary

The Oregon Health Authority (OHA) has created a dictionary of Oregon Health Plan's (OHP) frequently used words related to healthcare or insurance. Here are a few words we will use a lot in this guide, but you can find more definitions in the OHA dictionary.

Benefits

The services your healthcare plan pays for.

Network

The medical, mental health, dental, pharmacy, and equipment providers that have a contract with a CCO.

Oregon Health Authority (OHA)

The state agency that is in charge of OHP and other health services in Oregon.

Medicaid

A national program that helps with health care costs for people with low incomes. In Oregon, it is called the Oregon Health Plan.

For additional help navigating in your community:

🌐
[Centers for Independent Living](#)

🌐
[Find your local Arc chapter](#)

🌐
[Autism Society of Oregon](#)

🌐
[Brokerages across Oregon](#)

🌐
[Community Developmental Disability Programs](#)

🌐
[Oregon Family-to-Family Health Information Center](#)

🌐 [Oregon Consortium of Family Networks](#)

💬 HOLA! Resources available in Spanish

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For additional help navigating in your community:

[QR code] 🌐 [Oregon Office of Tribal Affairs](#)

[QR code] 🌐 [211 Info](#)   📞 2-1-1

💬 HOLA! Resources in Spanish & other languages
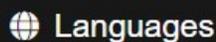
Navigating Language Access

OHA & OHP materials, resources and services are **available in many languages** and styles.

- For more information, visit their [language access website](#) 🌐 [QR code]

Website Navigation Tips for Language Translation

- Many health system websites have an option to translate information.
  - Most OHSU webpages can be translated.
- For example, to translate an **OHA website**, find the language icon (a globe image with Languages written in black box) in the top right corner.

🌐 Languages

This navigation guide is available in English with the hope to expand to other languages in the future. The Linkage Project is currently offered in English and Spanish. We understand this limits access. We will seek additional resources and community support to offer more languages in the future.

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Mental Health Care

(i) Description:

Mental health professionals **help care for our emotional and social well-being.** Mental health, which is often called behavioral health, has to do with how we think, feel, and act. It affects how we handle stress, relate to others, and make choices. Good mental health can help us meet life's responsibilities and find happiness and meaning. Poor mental health can have negative effects on our physical health, how we feel about ourselves, and how we interact with others.

This section primarily focuses on

- 💡 **Tips**
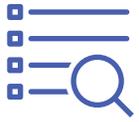- 🔍☰ **Information to Get You Started**
- 🔍 **How to find resources**

Explore [OODH for other Navigation Guides](#)

including our Preventive Health Care, Primary Care, and

Oral Health Care Guides

Mental Health Care

Information to Get You Started

When to get mental health care

It is **important to get help** from your primary care professional or a mental health professional **if you feel anxious or depressed a lot**. You should also get help if any other feelings, thoughts, or things you are doing are preventing you from living your life the way you want to. If you are unsure if you could use help, it is a good idea to ask your primary care professional or other professional in your network. We all need help sometimes!

Anxiety and Depression

- **Anxiety** is when you feel **worried or afraid most of the time** and it doesn't go away. It is when you feel so nervous or upset that it is hard to live your everyday life.

- **Depression** is more than just feeling sad sometimes or having a bad day. It is when you have **sad feelings that last for a long time and make it hard to live your everyday life**. You may have depression if you:
  - Do not want to do lots of things that used to be fun
  - Have trouble sleeping or sleep too much
  - Eat more or less than usual or do not want to eat at all
  - Feel bad about yourself, like you are not a good person
  - Think about hurting yourself

911 Call 9-1-1 for life-threatening medical emergencies, crimes in progress, and fires.

988 - Lines for Life
Free, confidential support 24/7 by phone, text, or chat for mental health support.

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Where to get mental health care

- You can **get help from your primary care professional**. They have training in mental health, and how it relates to your overall well-being.

- Your primary care professional can also give you a **referral to a therapist or specialty mental health professional**.

- You can get help from a therapist. **A therapist is a licensed mental health professional** you can trust. They will talk to you about your thoughts and feelings and help you figure things out.

- You can talk with individuals or networks you trust about the care you need. It could be helpful to use your group home or case management connection to **ask for recommendations.**

- **Your CCO or insurance company** may be able to search for mental health professionals that offer things that are important to you.

Asking your other healthcare professionals or support system for recommendations could help you find a mental health professional who is experienced in working with people with I/DD.

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Tips:

Scheduling your appointment

- Call the mental health professionals on your list and get all your questions answered.

- Ask to be put on the **cancellation list** for a sooner appointment.

- Many mental health professionals offer a free, short phone call or appointment, called a **consultation, to talk about what your goals are and see if it seems like a good fit.**

- Make sure you feel **comfortable with the level of accommodation** and accessibility they provide.

Finding a good health care experience for you

- Finding a mental health professional that fits your needs can be challenging. **Knowing more about the kinds of therapies available can help you choose what you need most right now**. There are many types of mental health professionals and finding the right one is easier when you understand the different areas they specialize in.

National Alliance on Mental Illness (NAMI) Types of Professionals

ⓘ A list of **different types of mental health professionals.**

🌐 [Types of Mental Health Professionals](#)

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Tips:

Finding a good health care experience for you

- **Finding a mental health professional you trust and feel comfortable with is important!** It is **okay to switch** mental health professionals or clinics at any time if you are not happy with the care you are receiving. It may take a few tries, you may have to wait for another appointment, and you may have to travel to get care that works for you.

- **Your therapy needs can change over time.** You might need to change mental health professionals if the fit or type of therapy you need changes.

- It is important to **feel as comfortable as you can** in your therapy appointment. **Consider bringing support or comfort items to your appointment**, like a water bottle, fidget, weighted item, or notebook.

It can be helpful to ask questions about the mental health professional's methods and experience during a consultation or your first appointment.

It's also a great opportunity to share your goals and accommodation needs.

Mental Health Care

Insurance/CCOs

OHP Members are assigned to a Coordinated Care Organization, and you will need to know your CCO to find a mental health care professional in your CCO network.

Oregon Health Plan - Coordinated Care Organizations (CCO)

OHP members can call Client Services for information about CCOs, including which CCO you belong to: (1) 800-273-0557

Use this OHP website to learn more about CCOs in general.

OHP CCOs

If you are not in a CCO, contact OHP Care Coordination: (1) 800-562-4620.

Or contact your local Community Mental Health Program.

- **Use your CCO's website to search the Provider Directory for mental health/behavioral health care professionals** in your CCO's network. Or call your CCO's customer service line to ask for help with finding available mental health professionals.

- If you are in a CCO, you can also ask for Care Coordination to get help finding mental health care that works well with other types of care you need.

- If you find a mental health professional, it is a good idea to **double-check with your CCO or insurance to confirm that they are in-network.**

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🔍 **How to find resources:**

Psychology Today

ⓘ Some websites have resource **directories of mental health professionals that allow filtering for preferences**, including by insurance coverage, location, and type of therapist. Psychology Today is one example.

ⓘ When navigating Psychology Today's filter system you can select many different factors, including "specialties" which lists many different intellectual and developmental disabilities.

ⓘ You can also use the filter system to find mental health professionals based on demographic categories. For example, you can filter to find Hispanic and Latinx Therapists in Oregon.

🌐 Psychology Today

Substance Abuse and Mental Health Services Administration

ⓘ The Substance Abuse and Mental Health Services Administration (SAMHSA) offers many helplines and databases to get mental health and related care

🌐 SAMHSA Resources

Mental Health Care

Tools

[Support person fact sheets](#) can help people supporting you to have a good mental health care experience. This fact sheet is especially relevant to mental health care:

- Fact Sheet 8: Supporting mental health concerns

How to find resources:

OODH Mental Health Provider Training Program

(i) You can recommend this website to the mental health professionals you are working with. It has two virtual, on demand trainings that feature experiences of people with IDD who have used mental health care and mental health care providers who have worked with people with IDD in therapy.

(i) In addition to the trainings, there are resource lists that have more information about mental health generally and some tools for people with IDD. It may help to share these with a mental health provider or support person.

🌐 [OODH Mental Health Provider Training Program](#)

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Oregon Office on Disability and Health Linkage Project

The Linkage Project can connect you with preventive healthcare and health programs in your community!

Eligibility for the Linkage Project:
- Adult 18 years or older
- Have an intellectual/developmental disability
- Live in Oregon
- Meet via phone or Zoom in English or Spanish

Free

Sign up on the Linkage Project website now!

Feedback and Recommendations

Do you have feedback about this guide?

We want to hear from you about the guide!
Please complete this survey to give feedback about the guide, the accessibility of the guide, or ideas for other resources that should be included.

Feedback Survey