Mental Health 101 Health Promoter Training
Thursday, January 22nd, 2015
1335 Piccard Drive, Upper Level Conference Room
Rockville, MD 20850
6:00pm-8:00pm

AGENDA

❖ Welcome & Dinner (10 min)

❖ Mental Health 101 Presentation (60 min)
  o Presented by Eugene Morris from the Montgomery County Department of Health and Human Services Access to Behavioral Health

❖ Case Scenario Activity (20 min)

❖ Handouts (10 min)
  o AAHI Mental Health Photonovel
  o MCDHHS Mental Health & Crisis Services Packet
  o “More Than Just the Blues”

❖ Q & A (5 min)

❖ Wrap-up
Responding to Mental Health Needs in Our Communities:
Workshop for Health Promoters
January 22, 2015

Eugene S. Morris, LCSW-C
Access to BH Services (MC HHS)
eugene.morris@montgomerycountymd.gov 240.777.1770
Tonight

- What is “Mental Health”?
- Cultural and Family Questions in Responding to MH problems
- Brief Description of MH problems
- HHS BHCS and community resources
I. “Mental Health” / “Mental Illness”

- Problems in Living: resources, health, crisis, relationships, behavioral health, others?
- Behavioral Health:
  - Emotions, thought, psychology: distress/roles
  - Addictions, mental health, crisis, victimization
- Mental Health: state of well-being in which realize abilities, can cope with normal stresses, work productively, and make a contribution to community
  - Associated with physical health
- Mental Illness: health conditions characterized by alterations in thinking, mood, or behavior (or combination)
"I think the dosage needs adjusting. I’m not nearly as happy as the people in the ads."
“Mental Health” vs “Mental Illness”

- Language of “disease”: body/mind
- All human behavior is on a continuum (and there is a continuum of severity of “MI”)
- Most (all?) human behavior has multiple causes or influences
- Not everyone needs tx!— Role of family, community, and providers/helpers currently serving
Mental Health Problems

- Stress
- Anxiety
- Depression
- Victimization and Crisis
- Addictions/Substance Abuse
- Schizophrenia and Bipolar Disorder (Manic-Depression)
Gender, Ethnic, Racial etc. Disparities

- Anxiety: higher rates among women and in developed countries
- Depression: higher rates among women and whites; very high SE Asian immigrants
- Suicide: Higher rates among African-Americans than others; Black men 4x more than black women; Asian-American girls highest
- Usage of Services: AA report higher stress but receive fewer services, similar Latino and Asian
Working with Culture

- All people come in families and cultures
- Protective factors and barriers
- Most human behavior has multiple influences
- Real “cultural competence”:
  - Descriptions are different in different “cultures”
  - Different behaviors are not necessarily healthy or unhealthy/right or wrong
  - Appropriate moral and religious perspectives (vs. we’ve always done it this way)
  - Family and culture is often a strength, ally
Stress
Stress

- Mobilization becomes unhelpful: “Dis-stress” experienced as depression and/or anxiety
- Irritability, overwhelmed, fatigued, sleep, unhealthy coping
- One major incident vs. pressure of life concerns or multiple events
- Often very responsive to problem-solving, concrete help, brief therapy
Anxiety
Anxiety

- Symptoms:
  - Excessive and unrealistic worry about everyday tasks or events, or
  - May be specific to certain objects or rituals
- Generalized anxiety, social phobias, obsessive-compulsive
- “Treatment”: medication, counseling (exposure), support
Depression
Depression

- Symptoms:
  - Depressed or sad mood,
  - diminished interest in activities which used to be pleasurable,
  - weight gain or loss, psychomotor agitation or retardation, fatigue,
  - inappropriate guilt, difficulties concentrating, even recurrent thoughts of death
- Health problems: smoking, alcohol, inactivity
- “Treatment”: medication, counseling, activity, support
Victimization and Crisis

- Domestic Violence (Partner Abuse) (1/4 American Women)
- Child Abuse
- Sexual Assault or Rape (1/5 including child)
- Other Crime
- Overlap with Crisis War, Disaster, etc.
- “Trauma”
Substance Abuse

- Abuse/Dependence/Addictions
- Inappropriate, problematic use, or dependence on substances that alter consciousness: alcohol, marijuana, legal or illegal prescription drugs, or other substances
- Probably most widespread problem after anxiety, depression
- Self-help (AA) and professional services
Schizophrenia and Bipolar Disorder

- “Major” or “serious and persistent mental illness”
- Schizophrenia: distorted thoughts, hallucinations, feelings of fright/paranoia
- Bipolar D/O: alternating severe high and low moods, sometimes with “psychosis”
- Strong genetic influence: Often respond well to medications discovered in 20th C. Counseling focuses on recognizing and social supports and roles
Responding to MH problems

- Mental Health Professionals
  - Doctors (M.D.) (primary care and psychiatry)
  - Social Work, psychology, counselors, etc.

- What is a typical counseling encounter like?

- What is it like if you need language support?
Cultural Barriers to Seeking Help?

- Discussion
Montgomery and Public BH Services

- Medicaid and Medicare as mainstay
- Mental health and/or substance abuse services through a multi-provider “system” of providers
- Different formal levels of services, but gaps
Front Door Continuum of Services

- Hospital ERs, Avery Road Tx Center
- Crisis Center, Access, SASCA (Kids), Jail Programs
- Montgomery Cares
- Directly to Programs/Clinics (outpatient mental health and/or substance abuse)
MC Continuum of Services

**CRISIS/URGENT**
- Ers/Psych Units
- Crisis Beds
- Crisis Center
- Victim Services

**MENTAL HEALTH**
- State Hosp / RRP
- ACT/PHP
- Intensive Outpatient (IOP)
- Outpatient

**ADDICTIONS**
- Detox (Social Model)
- Halfway House
- Outpatient Level I

Targeted Case Mgmt.
Key Numbers

- Emergencies: Local Hospital/911
- Non-medical crisis situation: Crisis Center 240-777-4000 Walk-in 1301 Piccard Drive
- Substance Abuse Detox: Avery Road Treatment Center 301-762-5613
- Locating MH or Substance Abuse Services: Access to Behavioral Health 240-777-1770
- Substance Abuse Screening for Teens: SASCA 240-777-1430
Other Services in the Community

- Types
- How to find
- Locators: www.mdcsl.org and InfoMontgomery.org
- Access as clearinghouse
Summary of Tonight

- “Mental Health”
- Cultural and Family Questions in Responding to MH problems
- Brief Description of MH problems
- HHS BHCS and community resources
Alice is a 38 year old first-generation resident with limited ability to speak or read English. She complains to you that she is having difficulty getting motivated to do things, and having a lot of trouble falling asleep. She says she even feels like crying much of the time, ever since her daughter was born 3 years ago. Alice mentioned that she was raped during her childhood and has never talked about the assault. She has used alcohol since her teen years and she reported drinking more regularly in order to help her sleep. She also has been using valium prescribed by a doctor to help her sleep, but the doctor said that the prescription was one-time only. Alice does not regard her drinking to be causing any problems for her and she plans to continue taking the benzodiazepines to help her sleep.

Alice is a single parent, living with her mother and younger brother. (She says that they are worriers, too!) She has been waitressing in a family restaurant and she is undocumented. She has never received any mental health treatment. She is financially responsible for her daughter as the child’s father moved out of the area and does not provide any support.
Scenarios

- What are some of the signs and symptoms that Alice may have a mental illness?
- Based on Alice’s needs, what are some specific resources she can be referred to?
Questions??
Don’t have medical insurance and need help with Mental Health and/or Substance Abuse Services from outpatient to residential?

- Call 240-777-1770 Monday through Friday 8:30 to 5 pm or
- Walk-in assessments Monday through Friday at 9:00 or 1:00 pm. Visitors are seen on a first-come, first served basis. Visitors should arrive at 8:30am or 12:00pm.

Mission
Access to Behavioral Health Services supports the publicly-funded mental health and substance abuse service system in Montgomery County by providing information and referral, screening, assessment and brief case management for uninsured resident consumers (and their interested families or other professionals).

Services
- Assistance to residents, family members and professionals to find treatment services for uninsured persons with serious mental health or substance abuse needs.
- Consultation for consumers and professionals about behavioral health needs.
- Telephone screening and referral and walk-in assessments and referrals for mental health and/or substance abuse services for uninsured adults.
- Information about mental health and substance abuse services in the County
- Consultation to assist agencies/programs in planning for clients with mental health/substance abuse needs.
- Bilingual staff speaks English and Spanish. Assistance with other languages is available.

Eligibility
- Available for low income persons of all ages living in Montgomery County who are in need of outpatient mental health services or substance abuse services ranging from outpatient to residential.

Fees
- No fee is charged for these assessment and referral services.

If you are in Crisis or need to speak to someone immediately, please call the Montgomery County Crisis Center at 240-777-4000.
Mental Health/Substance Abuse

**Adult Drug Court Treatment Program**
The Montgomery County Circuit Court Adult Drug Court Program is a voluntary program that offers offenders with drug/alcohol-dependency problems a new opportunity to break the chain of the cycle of drug/alcohol addiction and crime through intensive treatment and monitoring, as well as direct attention from the court. The mission of the Adult Drug Court Program is to eliminate substance abuse, crime, and their consequence, by forging continuing partnerships with the court, health treatment providers, concerned community organizations and law enforcement. Leveraging its partnerships and authority, the court will direct substance-abusing offenders into evaluation and treatment to achieve personal responsibility and productive citizenship. The program consists of three phases and the minimum length of treatment is 20 months, but the actual length of stay is dependent on a participant’s progress.

**Service(s):** Drug Courts
**Target Population:** Adults
Probationers
**Information Number:** 240-777-9141
**Location(s):** HS Adult Behavioral Health Services
Rollins Avenue, Rockville, MD 20852

**Adult Mental Health Program**
The Adult Mental Health Program is an outpatient mental health program which provides services, including individual and group psychotherapy, office based case management, and psychiatric medication monitoring to low-income residents of Montgomery County who are experiencing serious mental illness and who are unable to access the public mental health system due to lack of public benefits or their immigration status or income. This program also serves individuals in special situations, such as those discharged from a psychiatric hospital or incarceration, those involved with other health and human service agencies, or those who have experienced treatment failures in the public mental health system. The goals of this program are to improve the mental health of clients and to assist them in increasing their adaptive functioning in the community. Most staff members are bilingual in either Spanish and English or Vietnamese and English. Translation services are available via the Language Line. No private insurances are accepted but the program does accept Maryland Medical Assistance, PAC, and Medicare. A sliding fee scale issued by the Maryland Department of Health and Mental Hygiene is used to determine fees; however, clients are not turned away due to inability to pay.

**Service(s):** Outpatient Mental Health Facilities
**Target Population:** Chronic/Severe Mental Illness
At Risk Adults
**Information Number:** 240-777-1770
**Location(s):** MidCounty Regional Services Center
2424 Reedie Drive, Wheaton, MD 20902

**Child and Adolescent Mental Health Program**
Provides family-focused outpatient mental health services to children, adolescents, and their families to help address severe emotional, behavioral, substance abuse, and victimization issues. Services include mental health screening & assessment; diagnostic evaluation, family, individual and group
psychotherapy; clinical case management; drug and alcohol assessment, and education; behavioral and medication management and follow up services; and outreach treatment and support services in the selected school sites for children and adolescents who are involved with Montgomery County Public Schools, ED (Emotionally Disabled) classrooms. As a part of the Montgomery County System of Care, Child and Adolescent Mental Health Services coordinates treatment services with family members and other agencies involved with children and families. For more information, please call 240-777-1450.

Service(s): Outpatient Mental Health Facilities
Target Population: Adolescents
Preadolescent Children
Primary School Age Children
Information Number: 240-777-1450
Location(s): DHHS Offices
7300 Calhoun Pl., Rockville, MD 20855
DHHS Silver Spring Center
8818 Georgia Avenue, Silver Spring, MD 20910

Core Service Agency - Behavioral Health Planning and Management
The CSA is responsible for the planning, development, monitoring and evaluation of publicly funded behavioral health care services. Services include: local system governance; fiscal management of state and federal grants; grievance and appeal resolution; planning and needs assessment; policy development; provider contract development and monitoring; provider recruitment; quality assurance; and training.

Service: Planning/Coordinating/Advisory Groups
Target Population: People Without Health Insurance
Information Number: 240-777-1400

Medical Care for Homeless Adults
The Medical Care for Homeless Adults Program works with adults experiencing homelessness in Montgomery County to help them access medical care, obtain prescription medications and apply for public medical benefits. Nurse case management is offered to shelter clients. In addition, the program provides hospital discharge planning for homeless individuals who were admitted to a hospital in Montgomery County for a medical reason. Access to medical shelter beds within an emergency shelter is available. Nurses collaborate with shelter providers to develop a plan of care.

Service(s): General Medical Care
Transitional Case/Care Management
Target Population: Adults
Homeless People
Information Number: 311
Location(s): Community Based

Medication Assisted Treatment (Methadone)
The Medication Assisted Treatment (Methadone)Program offers an alternative outpatient program to adults (18 and over) who are addicted to narcotic drugs or opiates such as heroin, oxycodone, and percocet, who live in Montgomery County. MAT is a comprehensive addiction treatment program that provides medication management with methadone and other medications such as buprenorphine. MAT provides integrated treatment for persons who also have mental health needs including psychiatric evaluation, medication management, and therapy are provided. The philosophy of the program is an abstinence-oriented approach, and includes participation in self-help programs(NA,AA, Al Anon).

Service(s): Substance Abuse Day Treatment
<table>
<thead>
<tr>
<th>Target Population:</th>
<th>Adults</th>
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<tbody>
<tr>
<td></td>
<td>Substance Abusers</td>
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<tr>
<td>Information Number:</td>
<td>240-777-3325</td>
</tr>
</tbody>
</table>
| Location(s):       | DHHS Adult Behavioral Health Services  
|                    | 981 Rollins Avenue, Rockville, MD 20852 |

**Mental Health/Substance Abuse Screening and Referral**
The Mental Health/Substance Abuse Screening and Referral program (also known as ACCESS to Behavioral Health) provides assessment and linkages for low income persons of all ages living in Montgomery County who have no commercial insurance and who are in need of services for major mental health and/or substance abuse problems. Provides in-person or telephone clinical assessment and financial screening and referral for public services; consultation to assist agencies/programs in planning for clients with mental health and/or substance abuse needs; and information about mental health services in Montgomery County.

<table>
<thead>
<tr>
<th>Service(s):</th>
<th>Specialized Information and Referral</th>
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<tbody>
<tr>
<td>Target Population:</td>
<td>Low Income</td>
</tr>
<tr>
<td>Information Number:</td>
<td>240-777-1770</td>
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</table>
| Location(s):               | DHHS Offices at 255 Rockville Pike  
|                            | 255 Rockville Pike, First Floor, Rockville, MD 20850 |

**Mental Health Targeted Case Management**
Targeted Case Management (TCM) services assist individuals with serious mental illness and/or co-occurring substance abuse disorders to gain access to the full range of mental health services, as well as to additional needed services, including substance abuse treatment, medical, employment, social, financial assistance, counseling, educational, housing, and other support services. TCM serves primarily as a broker to mental health treatment and other services, providing case management on a short-term basis. No medical, dental, or psychiatric treatment is directly provided. Case management services typically last for three to six months.

<table>
<thead>
<tr>
<th>Service(s):</th>
<th>Psychiatric Case Management</th>
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<tbody>
<tr>
<td>Target Population:</td>
<td>Adults</td>
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<tr>
<td>Chronic/Severe Mental Illness</td>
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<tr>
<td>Substance Abusers</td>
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<tr>
<td>Information Number:</td>
<td>240-777-1770</td>
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<tr>
<td>Location(s):</td>
<td>Delivered In Home</td>
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**Outpatient Addiction Services**
Outpatient Addiction and Mental Health Services is a program that delivers care to individuals with mental health and substance abuse symptoms and disability. Symptoms are serious enough that extensive support, monitoring and accommodation is necessary for the individual to participate in the treatment process; but there is no evidence of significant danger to self or others, a need for detoxification, or 24-hour psychiatric supervision. These individuals may have a history of suicide. Disability is defined as long-term, potentially lifelong, functional impairment as a result of substance dependence and/or a mental health disorder. This includes persons with severe and persistent mental illnesses who have a significant history of relapse, multiple recurrences of a mental health disorder, and/or evidence of continued impairment in several areas (capacity to manage relationships, job, finances and social interactions).

<table>
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<tr>
<th>Service(s):</th>
<th>Addictions/Dependencies Support Groups</th>
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<tbody>
<tr>
<td>Group Counseling</td>
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<tr>
<td>Outpatient Mental Health Facilities</td>
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</tbody>
</table>
Target Population: Adults
Chronic/Severe Mental Illness
Substance Abusers

Information Number: 240-777-1680
Location(s): DHHS Adult Behavioral Health Services
981 Rollins Avenue, Rockville, MD 20852

**Screening and Assessment Services for Children and Adolescents (SASCA)**
Conducts assessments and makes treatment recommendations and referrals for Montgomery County youth. Specific services include information regarding substance abuse assessment and treatment services; assessment of drug and alcohol abuse as well as other related problems; urine drug screen; referral for drug and alcohol education seminars for youth and families; and referral for appropriate treatment services.

Service(s): General Assessment for Substance Abuse
Specialized Information and Referral

Target Population: Adolescents
Preadolescent Children

Information Number: 240-777-1430
Location(s): DHHS Offices
7300 Calhoun Pl., Rockville, MD 20855

**Senior Mental Health Program**
Outreach mental health services for seniors who cannot or will not go to office-based services; mental health consultation to assisted living providers, senior center directors, Housing Opportunities Commission resident counselors; psycho education (education to the public about mental health issues); drop-in groups at senior centers; senior mental health education and consultation to DHHS staff.

Service(s): Geriatric Counseling
Mental Health Information/Education

Target Population: Older Adults

Information Number: 240-777-3990
Location(s): Delivered In Home

**Urine Monitoring Program (Drug Testing)**
Provides random and weekly collection and testing of urine samples for drugs of abuse. All samples are collected with direct observation by program staff and are handled in a chain-of-custody to ensure security of samples and validity of results. Services are available to agency partners and private citizens for a per test fee. Results may be released to a referral source.

Service(s): Drug/Alcohol Testing

Target Population: Substance Abusers

Information Number: 240-777-4710
Location(s): DHHS Offices at 255 Rockville Pike
255 Rockville Pike, Suite 100, Rockville, MD 20850
Abuse/Neglect/Violence

Crisis Services
The County's 24 Hour Crisis Center provides telephone and walk-in services.
Phone: 240-777-4000
TTY: 240-777-4815

Abused Persons Program
The program provides crisis and ongoing counseling, shelter, support and advocacy services to victims of partner-related domestic abuse (domestic violence) and their families. Customers in need may also access services via the county's Crisis Center.
Service(s): Crisis Shelter
Family Violence Counseling
Spouse/Domestic Partner Abuse Prevention
Target Population: Abused Adults
Information Number: 240-777-4195
Location(s):
MidCounty DHHS Building
1301 Piccard Drive, Rockville, MD 20850
DHHS Silver Spring Center
8818 Georgia Avenue, Silver Spring, MD 20910
DHHS Adult Behavioral Health Services
981 Rollins Avenue, Rockville, MD 20852

Adult Protective Services
A state mandated program that investigates allegations of abuse, neglect, self neglect and/or exploitation of vulnerable adults. The program provides professional services to reduce risk factors and promote protection of the health, safety and welfare of endangered, vulnerable adults. A vulnerable adult is one who lacks the physical or mental capacity to provide for his/her daily needs.
Service(s): Adult Protective Services
Target Population: Older Adults
Functional Disabilities
Information Number: 240-777-3000
Location(s):
DHHS Administrative Offices
401 Hungerford Drive, Rockville, MD 20850

Adult Public Guardianship
The adult public guardianship program provides surrogate decision making for disabled adults adjudicated as incapacitated by the Circuit Court, and in need of the service. The program provides case management under the direction of the court and is only considered when there are no other alternatives.
Service(s): Public Guardianship/Conservatorship Programs
Target Population: Older Adults
Functional Disabilities
Information Number: 240-777-3000
Location(s): Delivered In Home

Child Abuse and Neglect Hotline
This program investigates reports of suspected child abuse and neglect to ensure the safety of children and help families stay together. This hotline responds to calls about children living in Montgomery County.
Service(s): Children's Protective Services
Target Population: Abused Children
Information Number: 240-777-4417
Location(s): MidCounty DHHS Building
1301 Piccard Drive, Rockville, MD 20850

Street Outreach Network (Gang Prevention)
The mission of the Street Outreach Network is to prevent, neutralize, and control hostile behavior in high risk youth and youth gangs through the development of positive relationships between youth/community stakeholders and the outreach workers. The outreach worker will utilize positive youth development programs and leisure time activities as the intervening vehicle for redirecting antisocial and aggressive behaviors.
Service(s): Gang Programs
Target Population: Adolescents
At Risk Youth
Information Number: 240-777-1264
Location(s): Community Based

Tree House Child Assessment Center
The Tree House Child Assessment Center provides comprehensive medical assessment, mental health services, forensic interviewing and victim advocacy services to reduce the trauma and promote healing for child victims of physical abuse, sexual abuse and neglect.
Service(s): Children's Protective Services
Target Population: Adolescents
Preadolescent Children
Primary School Age Children
Infants/Toddlers
At Risk Families
Information Number: 240-777-4699

Victim Assistance and Sexual Assault Program (VASAP)
The Victim Assistance and Sexual Assault Program (VASAP) assists victims of crimes such as rape/sexual assault, homicide, driving while intoxicated (DWI), car jacking, torture, hate crimes, arson, larceny, robbery, auto theft and vandalism. The program provides information and referral, advocacy, crisis and ongoing counseling, support and compensation services for victims of crimes committed in Montgomery County or crime victims who live in Montgomery County. Assistance is also provided to the victims' families, significant others, and men or women who have been victims of childhood sexual abuse. Staff also works to educate public about issues related to sexual assault and rape, human trafficking and labor servitude and other issues. Speakers are available to participate in meetings and forums geared to public education.

For immediate assistance, call:

☎ 240-777-1355 weekdays
☎ 240-777-4357 24-hour crisis line
☎ 240-777-1347 TTY
☎ 240-777-1329 FAX

Contact us by email at vasap@montgomerycountymd.gov.
MORE THAN JUST “THE BLUES”

Mental Health Resources for Montgomery County Residents

Feeling sad a lot of the time? Use this list of mental health facilities and agencies to get help for depression or other mental health concerns. You may need to call several numbers to determine the place that best meets your needs.

<table>
<thead>
<tr>
<th>Montgomery County Access to Behavioral Health Services</th>
<th>Montgomery County Crisis Center</th>
<th>Montgomery County Screenings/Assessment Services for Children/Adolescents</th>
<th>Montgomery County 311</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Line 240-777-1770</td>
<td>240-777-4000</td>
<td>240-777-1430</td>
<td>3-1-1</td>
</tr>
<tr>
<td>Alternate Line 240-777-4710</td>
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</table>

For assistance in obtaining appropriate outpatient mental health or substance abuse services for persons eligible for the public behavioral health system.

Walk-In assessments and evaluation: Monday through Friday at 9 AM or 1 PM. Located at 255 Rockville Pike, Suite #145, Rockville, MD

<table>
<thead>
<tr>
<th>Value Options Maryland</th>
<th>800-888-1965</th>
<th>240-777-GROW (4769)</th>
<th>Montgomery County 311</th>
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</thead>
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Implements the public mental health system for people eligible for medical assistance and people who receive state subsidization for services.

<table>
<thead>
<tr>
<th>Mental Health Services for Seniors and Persons</th>
<th>240-777-3990</th>
<th>Montgomery County Crisis Center</th>
<th>Montgomery County Screenings/Assessment Services for Children/Adolescents</th>
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<tr>
<th>Montgomery County 311</th>
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311 is Montgomery County’s phone number for non-emergency government information and services. www.montgomerycountymd.gov/311.

<table>
<thead>
<tr>
<th>NON-PROFIT PROFESSIONAL MENTAL HEALTH SERVICES</th>
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<tbody>
<tr>
<td>Affiliated Community Counselors (Rockville, MD)</td>
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<tr>
<td>Affiliated Santé Group (Silver Spring, MD)</td>
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<tr>
<td>Andromeda Transcultural Health Center (NW Washington, DC)</td>
</tr>
<tr>
<td>Catholic Charities (Nonsectarian) (Rockville, Gaithersburg, Silver Spring, Wheaton)</td>
</tr>
<tr>
<td>Cornerstone Montgomery (Bethesda, MD)</td>
</tr>
<tr>
<td>Family Services, Inc. (Gaithersburg, MD)</td>
</tr>
<tr>
<td>Jewish Social Service Agency (nonsectarian) (Serving MD, DC &amp; VA)</td>
</tr>
<tr>
<td>Pastoral Counseling &amp; Care Ministries (Silver Spring, ext.3 &amp; Bethesda, ext. 2 or 6)</td>
</tr>
<tr>
<td>Pastoral Counseling &amp; Consultation Centers of Greater Washington (MD, DC &amp; VA)</td>
</tr>
<tr>
<td>Reginald S. Lourie Center for Infants and Young Children (Rockville, MD)</td>
</tr>
<tr>
<td>Washington &amp; Waldorf Pastoral Counseling Service (15+ locations in MD &amp; DC)</td>
</tr>
</tbody>
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Mental Health Association • A United Way Agency (#8151) Serving Montgomery County Residents • 301-424-0656

www.mhcamc.org
## MORE THAN JUST “THE BLUES”

### AREA HOTLINES

These 24-hour Hotlines can provide additional information, referrals and supportive conversation.

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Organization</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Montgomery County Hotline</td>
<td>301-738-2255</td>
<td>National Suicide Prevention Lifeline &amp; Veterans Crisis</td>
<td>800-273-TALK (8255)</td>
</tr>
<tr>
<td>MHA Military Outreach Helpline</td>
<td>301-738-7176</td>
<td>For Hearing and Speech Impaired with TTY Equipment</td>
<td>800-799-4TTY (4889)</td>
</tr>
<tr>
<td>Montgomery County Youth Crisis Line</td>
<td>301-738-9697</td>
<td>Red Nacional de Prevención del Suicidio</td>
<td>888-628-9454</td>
</tr>
<tr>
<td>Maryland Youth Crisis Line</td>
<td>800-422-0009</td>
<td>Relay Service for the Deaf</td>
<td>800-735-2258</td>
</tr>
<tr>
<td>Montgomery County Crisis Center</td>
<td>240-777-4000</td>
<td>Crisis Link Hotline</td>
<td>703-527-4077</td>
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</tbody>
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### SELF-HELP & SUPPORT GROUPS

To find a group near you, call these toll-free numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Organization</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Depression and Bipolar Support Alliance</td>
<td>800-82-NMDMA(63632)</td>
<td>National Alliance for the Mentally Ill – Mo. Co.</td>
<td>301-949-5852</td>
</tr>
<tr>
<td>National Alliance for the Mentally Ill</td>
<td>800-950-NAMI (6264)</td>
<td>Mental Health America</td>
<td>800-969-NMHA (6642)</td>
</tr>
</tbody>
</table>

### HOSPITALS

Most have inpatient and/or outpatient treatment, as well as a list of doctors for referral.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Location</th>
<th>Phone Number</th>
<th>Hospital</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s National Medical Ctr.</td>
<td>Rockville, MD</td>
<td>301-765-5440</td>
<td>Montgomery General Hospital</td>
<td>Olney, MD</td>
<td>301-774-8800</td>
</tr>
<tr>
<td>Doctors Community Hospital</td>
<td>Lanham, MD</td>
<td>301-552-8118</td>
<td>Adventist Behavioral Health</td>
<td>Rockville, MD</td>
<td>301-251-4500</td>
</tr>
<tr>
<td>G.W. University Hospital</td>
<td>Washington, DC</td>
<td>202-741-2888</td>
<td>Psychiatric Institute of Washington</td>
<td>Washington, DC</td>
<td>202-885-5600</td>
</tr>
<tr>
<td>Georgetown University Hosp.</td>
<td>Washington, DC</td>
<td>202-944-5400</td>
<td>Sibley Memorial Hospital</td>
<td>Washington, DC</td>
<td>202-537-4770</td>
</tr>
<tr>
<td>Holy Cross Hospital</td>
<td>Silver Spring, MD</td>
<td>301-754-7860</td>
<td>Suburban Hospital</td>
<td>Bethesda, MD</td>
<td>301-896-3100</td>
</tr>
<tr>
<td>INOVA Fairfax Hospital</td>
<td>Northern VA</td>
<td>703-776-2916</td>
<td>Washington Adventist Hospital</td>
<td>Takoma Park, MD</td>
<td>301-891-5600</td>
</tr>
<tr>
<td>Laurel Regional Hospital</td>
<td>Laurel, MD</td>
<td>301-497-7980</td>
<td>Washington Hospital Center</td>
<td>Washington, DC</td>
<td>202-877-5767</td>
</tr>
</tbody>
</table>

### YOUTH SERVICES CENTERS

Each center serves designated communities

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone Number</th>
<th>Service</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>GUIDE Program at Family Services</td>
<td>Gaithersburg/Olney</td>
<td>Medical Assistance</td>
<td>Sliding Fee &amp; Free Services</td>
<td>No Private Insurance</td>
<td>240-683-6580</td>
</tr>
<tr>
<td>GUIDE Upcounty Program at Family Services</td>
<td>Damascus, Northwest, Poolesville, Quince Orchard, Seneca Valley, Clarksburg HS</td>
<td>Medical Assistance</td>
<td>Sliding Fee &amp; Free Services</td>
<td>No Private Insurance</td>
<td>301-972-0307</td>
</tr>
<tr>
<td>Kensington Wheaton Youth Services/MHA</td>
<td>Einstein, Kennedy, Wheaton HS</td>
<td>Medical Assistance</td>
<td>Sliding Fee &amp; Free Services</td>
<td>No Private Insurance</td>
<td>301-933-2818</td>
</tr>
</tbody>
</table>

**Mental Health Association • A United Way Agency (#8151) Serving Montgomery County Residents • 301-424-0656**

**www.mhamc.org**
Mental Health 101 Health Promoter Training  
Thursday, January 22, 2015  
Case Scenario Activity

Alice is a 38 year old first-generation resident with limited ability to speak or read English. She complains to you that she is having difficulty getting motivated to do things, and having a lot of trouble falling asleep. She says she even feels like crying much of the time, ever since her daughter was born 3 years ago. Alice mentioned that she was raped during her childhood and has never talked about the assault. She has used alcohol since her teen years and she reported drinking more regularly in order to help her sleep. She also has been using valium prescribed by a doctor to help her sleep, but the doctor said that the prescription was one-time only. Alice does not regard her drinking to be causing any problems for her and she plans to continue taking the benzodiazepines to help her sleep.

Alice is a single parent, living with her mother and younger brother (she says that they are worriers, too!). She has been waitressing in a family restaurant and she is undocumented. She has never received any mental health treatment. She is financially responsible for her daughter as the child’s father moved out of the area and does not provide any support.

What are some of the signs and symptoms that Alice may have a mental illness? Based on Alice’s needs, what are some specific resources she can be referred to?

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