

Orange County

Mental Health

Resource Guide



Your Guide to Mental Health Benefits and Resources for Orange County Employees

Mental health is an important part of overall health and 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.

Orange County Government is committed to creating a workplace that supports good mental health. We support the mental health of employees in many ways. Within this resource guide you will find benefits, programs and resources to help you, and your family handle the stresses involved with everyday issues and/or crisis situations.

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Need Help Now?

If You or Someone You Know Is **in Crisis and NEEDS HELP FAST, Call 911**. Ask for a CIT (Crisis Intervention Team) Law Enforcement Officer or the Behavioral Response Unit (if available).

Are you or a loved one thinking about Suicide?

- Are you having thoughts of taking your own life? Or do you know someone who is?
- Call 911 and ask for a Crisis Intervention Team (CIT) Law Enforcement Officer.
- Dial/text 988 for the National Suicide & Crisis Lifeline.
- Online chat at 988lifeline.org.

Are you or a loved on in a financial or legal crisis?

- The County's Employee Assistance Program offers a vast array of services beyond counseling.
- Log in or create an account for access to [financial](#), [legal](#), [home and auto](#), [wellness](#) and other vital resources.
- Call 1-855-221-8925 for immediate assistance.

Are you or someone in your family ready to connect to a mental health provider now?

- The County's Employee Assistance Program offers a vast array of services beyond counseling.
 - Log in or create an account for access to [financial](#), [legal](#), [home and auto](#), [wellness](#) and other vital resources.
 - Call 1-855-221-8925 for immediate assistance.
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24/7 Resources

- **MHA Screening**: Online screening is one of the quickest and easiest ways to determine if you're experiencing symptoms of a mental health condition. Our screenings are free, confidential, and scientifically validated.
- **988 Suicide & Crisis Lifeline**: The 988 Lifeline provides 24/7, free, and confidential support to people in distress – you don't need to be suicidal to reach out. Call 1-800-273-8255 to be connected with a crisis counselor. Crisis counselors who speak Spanish are available at 1-888-628-9454.
- **988 Textline**: When you text 988, you will complete a short survey letting the crisis counselor know a little about your situation. You will be connected with a trained crisis counselor in a crisis center who will answer the text, provide support, and share resources if needed.
- **Crisis Text Line**: If you prefer texting to talking on the phone, text MHA to 741-741 to be connected with a crisis counselor who will help you get through your emotions.
- **Warmlines**: Warmlines are staffed by trained peers who have been through their own mental health struggles and know what it's like to need someone to talk to. Visit [here](#) for more information on warmlines.



Orange County Provided Benefits and Resources

Employee Assistance Program (EAP)

Orange County's Guidance Resources is offered by ComPsych and provides free and confidential services for employees and family members residing with the employee. Some of the services offered included:

- Counseling
- Work-life balance solutions
- Short-term problem resolution
- Financial resources
- Legal guidance
- Referral services
- Online support

Contact information:

Employee Assistance Program (EAP)

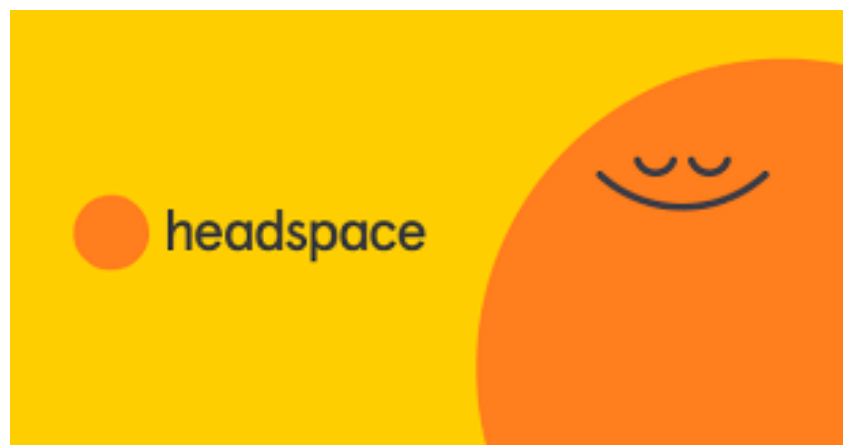
- ComPsych Guidance Resources Program
- Company ID: ORANGECOUNTY (one word; all CAPS)
- Phone: 1-855-221-8925
- Website: <https://guidanceresources.com/groWeb/login/login.xhtml>

Headspace

Whether it's a stressful day, troublesleeping, or a lack of focus; Headspace is your everyday app for feeling better.

This is available at no cost through the Cigna healthcare plan.

Cigna provides access to Headspace's mental health services. This includes 3000+ guided mindfulness exercises, skill-building activities in-app, a personalized plan, and progress tracking!



MAP Health Management

Peer Support, at Your Fingertips.

Addiction and other behavioral health conditions generally lack the long-term support and engagement required to achieve better outcomes. Since 2011, MAP has harnessed the power of telehealth to help support tens of thousands of individuals and families through peer-led support.

- A Peer Specialist is someone who has walked a mile in the shoes of the person they are supporting.

- MAP's Peer Specialists are all extensively trained, certified and have lived experience in behavioral health issues and/or addiction.

- Peer support is not a replacement for other services, it enhances and reinforces them.

Cigna members can now access mental health and substance use recovery support by connecting with certified peer support specialists at MAP Health Management.

National Alliance on Mental Health

The National Alliance on Mental Illness- Family members and caregivers often play a large role in helping and supporting the millions of people in the U.S. who experience mental health conditions each year. Many family members and caregivers experience the same thoughts and questions you might be having now. NAMI has free nationwide support groups to provide support from those with lived experience similar to yours. <https://www.nami.org/>



Find Support Now

- **Call** [1-800-950-6264](tel:1-800-950-6264)
- **Chat or Text** Text "helpline" to [62640](tel:62640)
- **In a crisis?** [Call](tel:988) or [Text 988](tel:988)

Find a Counselor through your OrangePrime Medical Plan

Considering counseling? Mental health services and substance use disorder services are covered benefits under all Orange County employee medical plans. Finding the right counselor for you or a loved one can feel like an intimidating task. Here are a couple ways to get connected to a counselor:

\$ = member copay /cost share according to benefit schedule.



OrangePrime members (Cigna):

Call the numbers below for mental health and substance use disorder support including care from licensed therapists and psychiatrists available via appointment for anxiety, grief and loss, relationship issues, depression, and medication management. For **24/7** support, **call 800-244-6224**.
mycigna.com



24/7 Nurse Hotline Talk to a nurse 24/7 at no additional cost to you. They'll ask a few questions about your symptoms, then help you decide whether to seek a higher level of care or care for yourself at home, **call 855-673-3063**



Cigna Employee Assistance Program (EAP): Connect with in-network providers including licensed therapists, psychiatrists, nurse practitioners, and behavioral specialists using your Cigna benefits.

- Free sessions with a therapist within annual limits of 3 hours, through the Cigna Employee Assistance Program (EAP).
- Virtual or face-to-face options available.
- **Benefits available to you or anyone in your household.** For
- **24/7** support, **call 800-244-6224**.
- Website **mycigna.com**



MDLIVE Virtual Mental Health Care: MDLIVE's friendly therapists and psychiatrists are professionally trained to use virtual technology to treat many non-emergency conditions such as anxiety, depression, stress, relationship issues, and more.

- Connect privately via video or phone
- Schedule visits at times that work for you, including evenings and weekends. See the same provider each visit, or change.
- Have prescriptions sent directly to your local pharmacy

To get started, go to **mycigna.com** or myCigna app, and click on the **"Talk to a doctor"** button.

Telehealth Care through OrangePrime Medical Plan

 = member copay /cost share according to benefit schedule.

 **\$ Meru Health:** Meru Health offers fast access to a holistic digital therapy program personalized by a licensed therapist for depression, anxiety, burnout, and stress.

- Treatment via video session with a licensed therapist to establish your care goals
- Text or call support and daily oversight by the same therapist
- A mind-body approach to digital content, including audio and video lessons and research-backed practices in mindfulness, sleep science, and nutrition
- Receive a wearable biofeedback device to learn breathing techniques to reduce physical stress

Get started today at: meruhealth.com/sign-up/cehealth

Alma **\$ Alma.** Find high quality, in-network mental health care. Alma connects you with a diverse national network of therapists and psychiatrists who fit your budget, schedule, and needs.

- Search Alma's directory by age, gender, race, ethnicity, sexual orientation, specialty, therapeutic style, specific concerns, and more
- Request free, one-on-one help from our matching team and choose a provider from a list of personalized recommendations
- In-person and virtual sessions available

bend **\$ Bend:** Bend Health combines coaching, therapy, and psychiatry with an evidence-based, skill-building care plan that empowers families to feel better today, and thrive tomorrow. Bend **offers support for mental health, behavioral health, and substance use for kids and teens ages 1-17.** With a family-first approach to care, parents and caregivers are engaged in the care plan. Visit: bendhealth.com/cigna

Telehealth Care through OrangePrime Medical Plan

 = member copay /cost share according to benefit schedule.

Brightside

 **Brightside:** Brightside offers personalized anxiety and depression care from the comfort of home with evidence-based therapy, medication, and the support of expert providers at every step. 85% of Brightside members report feeling better within 12 weeks.



 **Headspace Care:** Feeling stressed or overwhelmed, but not quite sure what you need? Use Headspace Care's coaching services as a first line of defense for overcoming a range of challenges and stressors – from improving sleep or relationships, to managing anxiety and depression. Coaching is available on-demand, 24/7.

- Chat with a trained behavioral health coach within seconds
- Get unlimited confidential support 24/7/365 for one monthly rate via your behavioral health benefits
- If needed, your coach can add a licensed therapist or psychiatrist to your care team within days

In-the-moment access to a mental healthcare team, tailored to your needs. headspace.com/connect

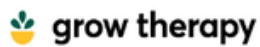


 **Rula.** Connect with a mental health expert who specializes in you. Rula provides individual, couples, or family therapy – available to individuals 5 or older. How it works:

- Provide your preferences and insurance information to find providers who fit your needs
- Browse the profiles of licensed, in-network providers who match your preferences
- Choose your preferred time and meet with your provider in as little as 2 days
- Connect with your provider over live video from wherever you feel comfortable

Find a therapist who gets you. rula.com/partner/

Cigna providers that accept EAP coverage for free visits



Grow Therapy: Affordable in-network therapy personalized to your needs.

- Choose one of our many experienced therapists and find the perfect fit for your needs
- Book an appointment instantly online and see a therapist within 2 days
- Use your insurance to pay for therapy; we provide unlimited support to make this easy for you

Start your journey with Grow at: [**growtherapy.com**](https://growtherapy.com)



Headway: Headway helps patients connect to quality, affordable, and easy to access behavioral health services.

- Through your insurance you'll have access to Headway's national network of therapists, clinical psychologists, psychiatric nurse practitioners, and psychiatrists
- Appointments are available in less than 48 hours
- A dedicated support team can help you connect to care

Whether you know what you need or aren't sure where to start, we'll help you find the right fit — covered by your insurance.

[**https://headway.co/**](https://headway.co/)



Talkspace: With Talkspace, you can select from thousands of licensed therapists and maintain an ongoing relationship throughout the entire treatment.

- Licensed therapists and psychiatrists available via live video and private texting
- Maintain relationship throughout treatment
- Online scheduling
- Ages 13 and up

Start sending your provider text, audio, picture, and video messages today at: [**talkspace.com/covered**](https://talkspace.com/covered)



Tava: Tava Health is a mental health solution that provides an easy and safe way for you and your family to connect with skilled therapists, both virtually and in person. Simply sign up, get matched with a therapist, and get back to a happier, more fulfilled you.

- Get matched with a therapist based on your needs
- Flexible appointment times to fit your schedule
- Therapist availability in as little as 12 hours

Start here. [**care.tavahealth.com/**](https://care.tavahealth.com/)

Self-service digital tools and resources



iPrevail offered through Cigna Healthcare:

iPrevail is a digital therapeutics platform, designed by experienced clinicians to help you take control of the stresses of everyday life and challenges associated with life's difficult transitions.

iPrevail helps you: • Overcome feelings of anxiety and loneliness • Reduce negativity and feelings of depression • Decrease stress from relationships, work, school and daily life • Build resilience and positivity. How do I get started? Visit [**mycigna.com**](https://mycigna.com)

ComPsych Employee Assistance Program Resources



Guidance Resources EAP. Strictly confidential emotional support. All of us face change, stress or life-altering challenges now and then. Your Employee Assistance Program (EAP) is designed to provide **8 free, confidential short-term counseling sessions** to help you, and your family members handle concerns constructively, before they become issues that affect your work or home life. To speak to a Counselor: **call 855-221-8925 or guidanceresources.com**



GuidanceConnect® This tool is intended to support non-crisis situations. If you are experiencing a life-threatening emergency, please call 911 or access the Suicide & Crisis Lifeline by calling or texting 988. Online support through their website, you have 24/7 access to information, tools and support, including: articles, podcasts, videos, slideshows, on-demand training and

even personalized responses to your pressing questions. **Online:** [**guidanceresources.com**](https://guidanceresources.com)



ComPsych onsite EAP Counselor.



Meet
**your onsite
Mental Health
Counselor**

COMPSYCH®
GuidanceResources® Worldwide

YOU matter...the well-being of your family matters. Counseling is available to all county employees and their family members. Meet your onsite Mental Health Counselor. Janelle Carbone-Rodriguez, MSW, LCSW

Janelle Carbone-Rodriguez, MSW, LCSW has dedicated hours to Orange County Government employees and their families. Through our EAP ComPsych, employees and their dependents can get up to 8 free sessions of counseling per topic.

English and Spanish sessions available.

Hours:

Wednesday's: 1:00pm – 7:00pm

Thursday's: 1:00pm – 7:00pm

- To schedule an appointment:
- Call the EAP toll free number, 1-855-221-8925.
- Provide the Representative with the Web ID, ORANGECOUNTY. Receive a verification number.
- Call 312-705-1543 to set an appointment with Janelle.

Substance Abuse Resources

Substance Abuse and Mental Health Services Administration.

The Substance Abuse and Mental Health Services Administration (SAMHSA) provides resources for those dealing with emotional distress or a crisis.

Visit [**samhsa.gov/find-help/national-helpline**](https://www.samhsa.gov/find-help/national-helpline).

Call the SAMHSA Disaster Distress Hotline at 800-985-5990 or text “*talkwithus*” to 66746.

People with deafness or hearing loss can use the preferred relay service by calling 800-985-5990.

Resources to Help with Stress

- **Mindfulness toolkit:** mindfulness.tools/
- **Resiliency toolkit:** resiliency.tools/
- **Meditation toolkit:** meditate.tools/
- **Meditation apps:** calm.com/ and insighttimer.com/
- **Practical ways of coping:** Ten Percent Happier
- **Free academic courses on a variety of wellbeing topics:** The Science of Well-being: Yale

Find support groups for substance abuse

Get help from local support groups and other services in your community.

Alcoholics Anonymous (A.A.)

Helps people who have had a drinking problem.

[Find a local meeting center or an online support group.](#)

