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Texas HHSC IDD-BHS Response to COVID-19 in Texas

**Deputy Executive Commissioner
Sonja Gaines, MBA**

IDD-BHS Response to COVID-19

A Statewide Approach

- Messaging and resources coordinated with Texas DSHS and other agencies
- Statewide Mental Health Support Line
- Crisis Counseling Program



Coordinated Messaging with Partners

- Collected mental health, IDD, and SUD resources related to the pandemic and social distancing
- Shared resources with state agencies and statewide partners
- Ensured all providers and partners were aware of the COVID-19 Mental Health Support Line



COVID-19 Web Resources

- DSHS updates on COVID-19 in Texas:
<https://www.dshs.texas.gov/coronavirus/>
- HHSC guidance for the public and mental health and IDD providers:
<https://hhs.texas.gov/services/health/coronavirus-covid-19>
- Centers for Disease Control (CDC) for up-to-date national guidance: <https://www.cdc.gov/>



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Tips to Reduce Stress



- Focus on what you can control, including your thoughts and behaviors.
- Remember that you are resilient, and so is humankind. We will get through this.
- Limit exposure to news or social media updates.
- Maintain a healthy diet and exercise routine.
- Do what you can to reduce your risk by taking comfort that you are caring for yourself and others.
- Be gentle with yourself and others.
- Create a regular routine, especially for children, and work from home if you are able to.
- Model peaceful behavior for those around you. Remember, everyone experiences stress in different ways.
- Use technology to connect with others frequently.



Resources

COVID-19 Mental Health Support Line
833-986-1919

Local Disaster Assistance
2-1-1

Disaster Distress Helpline
800-985-5990

Heroes Helpline
833-367-4689

Centers for Disease Control
800-232-4636

National Suicide Prevention Lifeline
English: 800-273-8255
Spanish: 888-628-9454
Deaf: 800-799-4TTY

Crisis Text Line
Text "START" to 741741

Domestic and Sexual Abuse Hotlines
Domestic violence: 800-256-0551
Rape Crisis: 800-256-0661
National Hotline: 800-799-7233
National Hotline TTY: 800-787-3224

Veterans Crisis Line
800-273-8255, press 1

Local Fire, Police & EMS
9-1-1



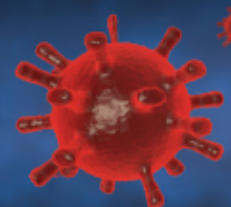
TEXANS
**RECOVERING
TOGETHER**

CRISIS COUNSELING ASSISTANCE
AND TRAINING PROGRAM

Services for Texans
affected by

COVID-19

through outreach,
referrals, supportive counseling
and disaster recovery efforts.



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Consejos para reducir el estrés



- Concéntrese en lo que puede controlar, como sus pensamientos y acciones.
- Recuerde que usted puede superar los problemas, y también la humanidad. Juntos lo superaremos.
- Limite su exposición a las noticias o a las actualizaciones de las redes sociales.
- Lleve una dieta saludable y haga ejercicio.
- Recuerde que al cuidarse y cuidar de otros está poniendo de su parte para reducir riesgos.
- Sea amable consigo mismo y con los demás.
- Adopte una rutina regular, especialmente para los niños, y trabaje desde casa si puede hacerlo.
- Sea un ejemplo de serenidad para los demás. Recuerde, cada quien reacciona al estrés de diversas maneras.
- Aproveche la tecnología para comunicarse con otras personas a menudo.



Recursos

Línea de apoyo a la salud mental por el COVID-19

833-986-1919

Ayuda local en casos de desastre

2-1-1

Línea de ayuda para los afectados por catástrofes

800-985-5990

Línea de ayuda para socorristas "Heroes"

833-367-4689

Centros para el Control y la Prevención de Enfermedades

800-232-4636

Línea nacional para la prevención del suicidio

Inglés: 800-273-8255

Español: 888-628-9454

Sordos: 800-799-4TTY

Mensajes de texto en casos de crisis

Envíe "START" al número 741741

Líneas para la violencia familiar y el abuso sexual

Violencia familiar: 800-256-0551

Crisis por violación: 800-256-0661

Línea de ayuda nacional: 800-799-7233

Línea de ayuda nacional TTY: 800-787-3224

Línea de crisis para veteranos

800-273-8255 (oprima el 1)

Bomberos, policía y socorristas locales

9-1-1

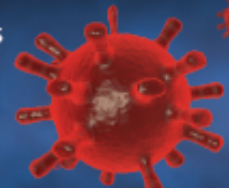


Asesoría en casos de crisis para los texanos afectados por el

COVID-19

mediante alcance

comu Asesoría en casos de crisis para los texanos y rec COVID-19. Contenido accesible en la pá



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COVID-19 Mental Health Support Line



Texans experiencing anxiety, stress or emotional challenges because of the COVID-19 pandemic now have a statewide support line available 24/7.

The Mental Health Support Line has:

- Answered over 4,900 phone calls
- Talked with Texans from 159 counties
- Hosted virtual support groups for frontline health care workers since May

A flyer for the Texas Health and Human Services COVID-19 Mental Health Support Line. It features a woman with curly hair wearing a headset and a woman with short white hair talking on a phone. The text is in English and Spanish. The English text includes: "Texas Health and Human Services", "COVID-19 Mental Health Support Line", "If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, help is available.", "Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.", "Call the toll-free COVID-19 Mental Health Support Line at 833-986-1919.", and the Texas Health and Human Services logo. The Spanish text includes: "Salud y Servicios Humanos de Texas", "Línea de apoyo a la salud mental por el COVID-19", "Si usted o alguien que conoce se sienten abrumados por la pandemia del COVID-19, pueden recibir ayuda.", "Comuníquese con un profesional de la salud mental para pedir ayuda con la ansiedad, la depresión, el estrés, la pena o la preocupación las 24 horas del día, los 7 días de la semana.", "Llame gratis a la línea de apoyo a la salud mental por el COVID-19 al 833-986-1919.", and the Texas Health and Human Services logo. The flyer has a blue and green color scheme with a torn paper effect at the bottom.

Texas Health and Human Services
COVID-19 Mental Health Support Line

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, **help is available.**

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Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.

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Call the toll-free COVID-19 Mental Health Support Line at **833-986-1919.**

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A flyer for the Texas Health and Human Services COVID-19 Mental Health Support Line. It features a woman with curly hair wearing a headset and a woman with short white hair talking on a phone. The text is in Spanish. The Spanish text includes: "Salud y Servicios Humanos de Texas", "Línea de apoyo a la salud mental por el COVID-19", "Si usted o alguien que conoce se sienten abrumados por la pandemia del COVID-19, pueden recibir ayuda.", "Comuníquese con un profesional de la salud mental para pedir ayuda con la ansiedad, la depresión, el estrés, la pena o la preocupación las 24 horas del día, los 7 días de la semana.", "Llame gratis a la línea de apoyo a la salud mental por el COVID-19 al 833-986-1919.", and the Texas Health and Human Services logo. The flyer has a blue and green color scheme with a torn paper effect at the bottom.

Salud y Servicios Humanos de Texas
Línea de apoyo a la salud mental por el COVID-19

Si usted o alguien que conoce se sienten abrumados por la pandemia del COVID-19, **pueden recibir ayuda.**

.....

Comuníquese con un profesional de la salud mental para pedir ayuda con la ansiedad, la depresión, el estrés, la pena o la preocupación las 24 horas del día, los 7 días de la semana.

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Llame gratis a la línea de apoyo a la salud mental por el COVID-19 al **833-986-1919.**

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HHSC Crisis Counseling

Texas received \$5.8 million for the Crisis Counseling Assistance and Training Program (CCP) through FEMA that will be implemented through LMHAs/LBHAs.

CCP is strengths-based, anonymous, outreach-oriented, conducted in nontraditional settings and designed to strengthen existing community support systems.



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Crisis Counseling Program

Individual
and group
crisis
counseling

Basic
supportive
or
educational
contacts

Community
networking
and support

Assessments

Media and
PSAs

Development
and
distribution of
educational
materials

Referrals and
resources



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Who Should I Contact?

County of Residence	Local Mental Health Authority	Crisis Hotline
Atascosa, La Salle, Karnes, McMullen or Wilson	Camino Real Community Services	800-543-5750
Bee, Duval, Live Oak, or San Patricio	Coastal Plains Community Center	800-841-6467
Bexar	The Center for Health Care Services	800-316-9241 or 210-223-7233
Caldwell or Guadalupe	Bluebonnet Trails Community Services	800-841-1255
Hays	Hill Country MHDD Centers	877-466-0660
Jim Hogg, Star, Webb or Zapata	Border Region Behavioral Health Center	800-643-1102
Travis	Integral Care	512-472-4357
Other Texas Counties		Call 2-1-1 to be directed to your LMHA





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Thank you

idd-bhsdecoffice@hhsc.state.tx.us

mentalhealthtx.org