

Developing a Resource List

A Roadmap Project Guide For Providers and Clinical Teams

Following are several documents that have been developed in collaboration with patients, parents, and clinicians as part of The Roadmap Project, which aims to improve the emotional health of children and adolescents with chronic conditions and their families. These resources and the template may also be helpful for children, adolescents, and families without the experience of chronic conditions.

1. **Overview – Developing a Resource List:** An introductory page that outlines what questions a clinical team will want to consider when developing a resource list and what to share with patients.
2. **Example Resources for Clinical Centers to Consider:** Clinicians and clinical teams highlighted the need to develop a resource list for their practice setting for those families who wanted referrals for resources outside of the health system.
3. **Resource List Template:** A template that can be adapted by local centers to give to patients and families about “how to find a therapist”. This template can be adapted as appropriate by the center, perhaps including identified local or state resources.

SECTION ONE

Overview – Developing a Resource List

Purpose

Patients and parents working with Roadmap have repeatedly stressed you don't have to be a mental health professional to make a difference. Yet, sometimes families will need more support than a physician or subspecialty team can provide.

This tool is designed to help you think through creating a resource list to provide additional support, or to help you update or expand an existing list.

Who will use your resource list?

Consider

- Is the list for you as the provider?
- Is the list for patients?
- Is the list for a targeted age group (e.g., pre-teen, teen)?
- Is the list for caregivers, patients (including youth from diverse backgrounds), or other family members (e.g., siblings)?

How will the resource list be shared?

- Paper handout or a binder
- Email
- via MyChart or other patient portal
- Discussions at visits
- Linked from a QR code

Identify Resources to Include

Begin by considering the resources listed in the section two below. Consider including disease or condition-specific resources, as well as local resources not included on this list.

*“Brainstorm about what resources you have. It was really helpful when I sat down with my division and realized ‘We *do* have a lot of resources!’ People just focus on a social worker – ‘Oh, we don’t have that so we can’t do anything.’ But we have a great child life specialist, and there are online free resources. All of the chronic conditions have foundations...go online and become acquainted with what resources are out there for your families.”*

– UNC Children’s Hospital Roadmap Team

SECTION TWO

Example Resources for Clinical Centers to Consider to Include in a Resource List

The following may be useful to you in developing a list of resources that you can have available to share with patients and families. These resources may especially be helpful for those who live outside of your service area or are encountering long wait lists.

What works for your setting/region can be used in a **template** to share with patients and families. Identifying patient's insurance can be an important first step in considering options for mental health support. *Please see the example template in Section 3 for more guidance.*

- **National Network of Child Psychiatry Access Programs.** More than 35 states have a Child Psychiatry Access Program. Services vary by state but can be identified for your state at www.nncpap.org/map.
- **Psychology Today list of providers** www.psychologytoday.com
 - Click on "Find a Therapist." Enter your zip code. Use the "Refine your search" options on the left-hand side of the screen. Choose from the list, making sure you select:
 - Insurance
 - Issues: look through the list to see what is applicable, such as "anxiety" or "chronic illness"
 - Treatment Orientation: select "Cognitive Behavioral Therapy (CBT)," or "Interpersonal Therapy (IPT)"
- **National Alliance on Mental Illness (NAMI)** has a helpline and other resources at www.nami.org/help. State-specific resources may be found at www.nami.org/findsupport.
- **SAMSHA's National Helpline** is a free, 24-hour, 365-day-a-year helpline for patients and families needing referrals to treatment and support for mental health and substance abuse disorders. 1-800-662-HELP (4357) and www.samhsa.gov/find-help/national-helpline.
- **Mentalhealth.gov** has a broad range of information, including how to get help.
- **State Psychological Associations** often have a search feature to find a psychologist (for example: Ohio Psychological Association www.ohpsych.org)



- **2-1-1** has been designated as the 3-digit number for information and referrals to *social services* and other assistance, e.g., housing, food assistance, transportation, etc.
- **On Our Sleeves** links to children’s mental health resources both at a national level and by state at www.onoursleeves.org/mental-health-resources/national-state-resources.
- **Family Voices** has many state chapters, which may include Family-to-Family Health Information Centers; these chapter or affiliate organizations may be able to help locate resources and support for families with a child or youth with special health care needs. Locate chapters at www.familyvoices.org/resources.

Children’s Hospitals

Many hospitals have a Patient and Family Advisory Council (PFAC) and possibly an independent Youth Advisory Council (YAC). PFAC or YAC members can provide feedback about your resource list and plans for dissemination. Additionally, the PFAC or YAC may be able to help facilitate peer-to-peer mentoring for patients and caregivers.

Condition-Specific Organizations

Many condition-specific foundations or patient-led organizations have local, state, and/or national chapters that can offer resources, support, and peer-to-peer connections (e.g., Sisters-by-Heart, the Crohn’s and Colitis Foundation, Autism Speaks).

National Mental Health Crisis Support

- **U.S. Suicide & Crisis Lifeline**
Trained counselors are available 24/7 by calling or texting 988. Chat is also available online at www.suicidepreventionlifeline.org.
- **Crisis Text Line**
Trained volunteer crisis counselors. You can text HOME to 741-741 to be connected with a trained crisis counselor and receive free support via text message. www.crisistextline.org
- **The Trevor Project**
The Trevor Project provides 24/7 crisis support services to LGBTQ young people. Call 1-866-488-7386 or text START to 678678 | www.thetrevorproject.org

“Mental Health First Aid” Training Opportunity

Youth Mental Health First Aid is designed to teach parents, family members, caregivers, and other caring citizens how to help adolescents (ages 12-18) who are experiencing a mental health crisis. Learn more at: www.mentalhealthfirstaid.org

SECTION THREE

Resource List Template for Patients and Families

This is an example **template** that should be adapted for your setting and provided to patients and families looking for a therapist for a child, parent, caregiver, or the family as a whole.

By using the information in the previous section, you can identify resources to share with a patient and family community. These resources may especially be helpful for those who live outside of your service area or are encountering long wait lists. Identifying mental health support options through insurance is also an important first step providers can help with. *Please see the example template below for more guidance.* Additionally, if you have a list of therapists that your practice recommends, add those too.

Finding A Therapist/Psychologist (TEMPLATE)

Ask Other Parents/Phone a Friend

- Try getting referrals directly from your personal network — whether it is someone from your local parenting group, your friend's therapist, another clinician or a trusted colleague. For students, referrals can also come from a guidance counselor, the school nurse or on-campus counseling center, or the campus health centers.
- Virtually all hospitals have a Patient and Family Advisory Council (PFAC) and possibly an independent Youth Advisory Council (YAC). The PFAC or YAC can be a resource to help facilitate peer-to-peer mentoring for patients and caregivers.
- Many chronic condition-specific foundations or patient-led organizations have local, state, and/or national chapters that can offer resources, support, and peer-to-peer connections.

Search Through Health Insurance

Understanding available therapy options may vary depending on your insurance. Understanding what your insurance provides can be an important first step.

If you have Private Insurance

- **Visit your insurance's website:** Many insurance companies have helpful web sites where you can run a "find a provider" search by adding your plan details, zip code, and different counseling providers (Psychology, Clinical Social Work, and LPC). People may start searching for a provider by scrolling through their insurance



company's list of providers, then cross-referencing those against another database like [Psychology Today](#) to learn more about each practitioner (see below). The insurance company's list may not be up to date, however, and some providers may not respond to your queries because they are already full.

- **Call your insurance:** You can call the phone number listed on the back of your insurance card under "mental & behavioral health" OR "member services." By calling that number, a representative can help you locate in-network providers.
- **Visit www.psychologytoday.com (cross-reference the insurance):** Click on "Find a Therapist." Type your zip code. Use the "Refine your search" options on the left-hand side of the screen. Choose from the list, making sure you select:
 - *Insurance*
 - *Issues:* look through the list to see what is applicable, such as "anxiety" or "chronic illness"
 - *Treatment Orientation:* for instance, "Cognitive Behavioral Therapy (CBT)" or "Interpersonal Therapy (IPT)" are two evidence-based treatment options.
- **Ask your physician:** Many clinical teams have a list of local therapists to whom they refer patients.
- **Check your employee benefits:** A workplace Employee Assistance Program, or E.A.P., can help you locate a therapist. An E.A.P. is a free intervention program that can help employees resolve personal problems by connecting them with the right resources and may also provide a small number of free therapy sessions.

When searching for a therapist it is helpful to identify at least 5 possible therapists to call and ask:

- Are you taking new patients? If yes, how long is your waitlist?
- Do you offer in person and virtual visits?
- Do you accept my insurance?
- Do you have experience using evidence-based treatment options, such as Cognitive Behavioral Therapy (CBT) or Interpersonal Therapy (IPT)? These types of therapies have been shown to be helpful for a variety of mental health concerns.
- Do you have experience treating children with [describe child's concerns]?

If you have Medicaid Insurance

- **Locate the number on the back of your ID card:** There may be a separate phone number for "mental health."
 - *Example for NJ: <insert your own state contact information, if available> For NJ residents, you can visit NJ Performcare website at: <https://www.performcarenj.org/> and click "search for a provider" or call 1-877-652-7624 and follow the instructions listed below.*



- **Call your local county mental health office:** The easiest way to find the appropriate number would be to google “[COUNTY NAME] Behavioral Health” or “[COUNTY NAME] Mental Health”.

Once you have connected to the therapist’s office:

- **Provide basic information over the phone:** Name of caller and patient; Insurance; Location; “Looking for child/adolescent therapy services”
- **Initial screen on phone or in person (*process varies*)**
 - a. In the assessment, be sure to (A) be **specific about emotional health and related symptoms** (e.g., depression, anxiety) and (B) describe the **impact of these symptoms on the child's life** (e.g., school, concentration, sleep).
 - b. Request evidence-based treatment options, such as **Cognitive Behavioral Therapy** or **Interpersonal Psychotherapy**.

Additional questions you may want to ask of a therapist’s office:

- Are you taking new patients? If yes, how long is your waitlist?
- Do you offer in person and virtual visits?

Note: It is recommended to try at least two to three visits before deciding that it is not a good fit and searching for a different provider. If you have trouble finding a therapist who is a good fit for your family, please call your care team for more assistance.

If there is a crisis, do not wait!

In the case of an emergency or for concerns related to safety, dial 911 or take yourself and/or your child to the Emergency Department.

- If you or a loved one are having thoughts of suicide, call or text the U.S. Suicide & Crisis Lifeline at 1-800-273-8255 (TALK) or dial 988 (as of July 16, 2022). Chat is also available online at www.suicidepreventionlifeline.org. Trained counselors are available 24/7.
 - The Lifeline currently provides live crisis center calling services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages. Text and chat are currently available in English only.
- You can also text HOME to 741-741 to be connected with a trained crisis counselor and receive free support via text message from the [Crisis Text Line](#).
- The National Alliance on Mental Illness has information on other types of [mental health crisis services](#), like mobile crisis teams and crisis stabilization units. And a list of additional resources can be found at www.speakingofsuicide.com/resources.

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