

Check Your Mood 2016 Toolkit

For Use by Participating Sites and Volunteers

Prepared by the 2016 Check Your Mood Co-Chairs,
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County of San Diego Health and Human Services Agency



LIVE WELL
SAN DIEGO

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What is Check Your Mood: Depression Screening week?

Every October, National Depression Screening Day is promoted to increase awareness events about mental health education. It began as an effort to reach individuals across the nation with information about mental health and connect them with support services. This day has been a screening initiative since 1990.

Today, over 25 years later, National Depression Screening Day has expanded to thousands of colleges, community-based organizations, military installations, and local health departments. In 2016, Depression Screening Day will be held October 6th.

In the County of San Diego, we will be hosting depression screenings from October 10-16th, which is a week-long effort, called Check Your Mood Week. Held every October, depression screenings are promoted throughout the County of San Diego. The planning committee for the annual event includes the County of San Diego Health and Human Services Agency, the Community Health Improvement Partners Behavioral Health Work group, It's Up to Us media campaign and a *robust* number of community partners to host and offer free depression screenings.

How Do Volunteers Administer Depression Screenings

Within the County of San Diego, we offer the Patient Health Questionnaire -9 (PHQ-9), which is a nine-question depression screening module. This scores each of the 9 DSM-IV criteria as "0" (not at all) to "3" (nearly every day). It can be completed in approximately 2 minutes and is rapidly scored by a layperson volunteer. This is not a diagnostic tool, only a way to help the screener offer personalized advice about what resources may be of most benefit to the person being screened. The county uses this instrument because it has been approved for use among non-clinicians and has been psychometrically-tested as a reliable and valid measure of depression symptoms. These characteristics plus its brevity make the PHQ-9 a useful tool in our event. For more information about the PHQ-9, visit:

http://www.cqaimh.org/pdf/tool_phq9.pdf.

Check Your Mood week 2016

In 2016, the Co-Chairs have two goals.

Goal One: To increase the reach among high-risk populations. Many of the populations who are experiencing the highest rates of depression are at the highest risk of harming themselves and others. In 2016 we are aiming to increase our presence among several at-risk populations, including low-income, rural, aging, LGBTQ and homeless populations.

Goal Two: To improve the Check Your Mood experience among site volunteers, participating host sites, and among community members. We plan to improve training efforts, volunteer recruitment, data collection and site registration by forming subcommittees to help with planning and event preparation.

Check Your Mood Year-Around

Check Your Mood screenings may be offered all year long and for more information, please contact your regional (e.g. North Coastal, North Inland, North Central, East, Central and South regions) Community Health Engagement Team within the County of San Diego Health and Human Services Agency.

Purpose of this Toolkit

The purpose of the toolkit is to provide Check Your Mood participating sites, site coordinators and volunteers access to information about how to host a Check Your Mood screening booth, and provide a list of local behavioral health resources within San Diego County. The toolkit should enable readers to understand how to host a screening booth using information and other resources assembled for this purpose.

Current Resource Listings

The toolkit is based on information gathered over the past year (2015-2016) so as to offer the most current information we have available. It is intended that the toolkit be developed and updated over time building on new resources and services generated within San Diego County.

Additional Training

In preparation for Check Your Mood week, the co-chairs offer an annual training in September. The training aims to help sites and screening volunteers understand what resources and services are available to individuals who score high on the PHQ-9 instrument. The goal is to help sites, and volunteers feel empowered to educate and advocate for mental health when they outreach with community members.

Each person who completes the PHQ-9 will have varying results and unique needs and the annual training is an opportunity to understand how to host a screening table, and navigate the toolkit to find a range of behavioral health, drug and alcohol services and social service resources, programs and information specific to San Diego County – and better understand how to offer these resources to community members. The training includes time to practice screening people, and ideas about how to refer individuals to potential resources.

During the 2016 training, we feature a Question, Persuade, Refer (QPR) hour-long training about what to do when someone is suicidal; a formal review of what to expect during the CYM screenings; and several guest presentations from Organized Support Companion in an Emergency Situation (OSCER) - NAMI, Access and Crisis Line - Optum, and Psychiatric Emergency Response Team (PERT) - SD County Sheriff's Department.

To learn about how to schedule a Check Your Mood training, feel free to contact the 2016 co-chairs.

Toolkit

The toolkit has been developed by the 2016 Check Your Mood Co-Chairs, Alexis Munoz, Community Health Promotion Specialist from the Community Health Engagement Team East and North Central regions, and Loren Goldstein, Outreach and Education, Aging and Independence Services, both chairs are from the County of San Diego Health and Human Services Agency, and members of the Behavioral Health Work Team, coordinated by the Community Health Improvement Partners.

Preparing to Host a Check Your Mood Screening Roles

Site Host:

- Offer a dedicated space (large enough for a table, and several square feet around it for screenings (volunteers and participants to be stationed). This area may be located in an entry way or walkway, and with an additional small space in case people would like to speak about mental health issues privately (if additional space is available).
- Provide a table with 2-3 chairs for volunteers
- The table should be large enough to include 5 or more stacks of flyers, and behavioral health materials, other mental health resources, and screening materials (these materials will be provided)
- Be willing to distribute flyers to staff or public in order to promote screenings
- Offer screenings for a minimum of 3 hours on a specific date.

Site Coordinator:

- Coordinate a site, or multiple sites to host a depression screening table, but may not be present at the site during the screenings
- Serve as a point of contact for multiple participating host sites (providing materials to sites, and for the site host)
- Review the CYM 2016 toolkit

Site Volunteer:

- Offer to screen individuals using the PHQ-9
- Score individuals' surveys using PHQ-9 scoring guide
- Share Countywide social services and behavioral health resources including local behavioral health services
- If you cannot attend the training, we will circulate copies of the CYM 2016 toolkit, and we will be available to follow up with you to review the contents.
- Review the CYM 2016 toolkit
- Volunteer to administer screenings for a minimum of 3 hours on a specific date.
- We encourage volunteers to be welcoming, upbeat and positive, noting that you are helping participants "Check Your Mood" by providing participants anonymous, confidential, brief depression screenings.
- As a screener, you are going through the screening process with a participant. In either case, you should review the PHQ-9-log during screening set-up (screening tools may be attached to a pre-numbered letter that will correspond to a participant number on the screening log). Please review the screener instructions prior to soliciting Check Your Mood participants.
- Enter participant demographic and PHQ-9 information into the CYM 2016 data entry smart-phone application within 2-business days.

Preparing to Host a Check Your Mood Screening What to Bring

1. Print one copy of the *Participant Letter* (in all necessary languages) to show participants. Be sure to bring up to 10 copies of the language most appropriate for the sites' needs.
2. Print up to 50 copies of the *PHQ-9* containing a screening log header at the top is provided in the most appropriate language(s) for your site. *If you are entering the PHQ-9 results via smart phone app, please bring several paper copies in case you experience technical difficulties (as a backup).
 - o Pre-filling *PHQ-9* screening log header:
 - You may want to pre-fill the Participate # section of the screening log header.
 - You can also put the date and site location on each completed questionnaire.
3. Print resource/referral materials in the number of copies that you would like to distribute to participants, we encourage 50 so that you may leave extras at the hosting site. Note that the *Screening Provider Resource List* also includes links to some websites that have materials that can be downloaded and printed. Unfortunately, Check Your Mood is not a funded project and we are unable to provide resource materials or incentive items.
4. Print copies of *Screeener Instructions* (depending on number of screeners you have staffing the event).
5. Gather materials needed for the screening, depending on where and how you intend to set up your screening area. Minimally, you may have clipboards, *PHQ-9-Log* copies, *Participant Letters*, pens and resource sheets.

Additional Materials to Bring Distribute:

- o If you would like to provide more... you may bring a tablecloth, canopy, display board or sign, decorate your table with brochure holders with resource info, and incentive items to serve as enticements to your table (such as food, water, stress balls, pens, etc).

Day of the Screening

- o Bring your cell phone.
- o Arrive at the site early for any set-up (minimally half an hour, depending on how elaborate your set-up).
- o Check in with your site contact once you arrive.
- o Set-up your screening area.
- o Go over logistics and flow with screening staff, particularly on entering information the screening log.
- o At the conclusion of your event, gather completed *PHQ-9-Log* sheets, plus any remaining materials.
- o **Within 48 hours (or 2-business days)** - Enter and send the *PHQ-9-Log* data into the electronic smart phone application (or electronic spreadsheet) and send to appropriate contact (contact your CYM liaison with any questions (e.g. North Coastal, North Inland, North Central, East, Central and South regions) that are staffed within the Community Health Engagement Team, County of San Diego Health and Human Services Agency.

Hosting a Check Your Mood Screening

Instructions for Volunteer Screeners

Greeting

1. Screeners should be welcoming, upbeat and positive, noting that you are helping participants Check their Mood by providing participants anonymous, confidential, brief depression screenings. The screening is informational and not diagnostic, but may indicate if they have responses consistent with symptoms of depression. The *Participant Letter* explains the purpose of the screening.
2. An example of the screeners role is indicated here:
 - o Greet potential participants, noting that you are here for Check Your Mood and are offering free, confidential screenings. You have a brief questionnaire that can help see how people are rating on the depression scale. It won't diagnose them, but provide information. Ask if they are interested. You can refer to the letter explaining the screening. Alternately, you can ask them, "Would you like to Check Your Mood?"

Screening

- Hand Participants a PHQ-9 questionnaire (on a clip board if available)
- Ask participants to fill it out, and indicate how they've been feeling in the past 2 weeks by circling the appropriate responses;
- Ask participants to return the questionnaire once they have completed it.
- At the top of the PHQ-9 page, complete the white screening log information (either by them or you asking them their info and filling out; gray section is for screeners only)
- Score the questionnaire and indicate the score on log header at the top.
- Retreat to a more private area to confidentially share the score with the participant (0-4 none/minimal, 5-9 mild, 10-14 moderate, 15-19 moderately severe, 20-27 severe),
- Ask if this score coincides with how the individual has been feeling, and if warranted (participant scores high on #1,2, 9 or has a severe, or moderately sever score) ask them more questions about how they are feeling. Ask them if they are considering hurting themselves, if they have a plan. If they do have a plan to commit suicide and means of doing so, call the Access & Crisis Line – at 888-724-7240 (For additional resources or to talk to someone 24/7).
- If someone responds to Question 1 or 2 (with 2 or 3), or respond to Question 9 (with 1, 2, or 3), these could be 'red flags' for depression, regardless of overall score. Ask them if they have been feeling down, if they are considering hurting themselves, do they have a plan. If they do have a plan to commit suicide and means of doing so, immediately call Access & Crisis Line.
- If the person scores moderate to symptoms, share the Organized Support Companion in an Emergency Situation (OSCER) – NAMI and show them how to use it to obtain appropriate resources.
- Regardless of score, everyone screened should be given resource material for future reference.
- Log appropriate action taken under Screener Special Notes in the log, if applicable.

Scoring Scenarios and Resources

Scenario 1

If a participant scores high on questions 1,2, or 9 (moderately severe to severe score) ask them more questions about how they are feeling. Ask them if they are considering hurting themselves, if they have a plan. If they do have a plan to commit suicide and means of doing so, you can do several things:

- Call the Access & Crisis Line at 888-724-7240
- Call National Alliance on Mental Illness (NAMI) San Diego Helpline at 619-543-1434
- Visit the National Alliance on Mental Illness (NAMI) San Diego Organized Support Companion in an Emergency Situation website: <https://namisandiego.org/oscer/> to learn what to do before, during and after an emergency situation

Scenario 2

If a participant scores moderately high on questions 1, 2, or 9 (moderate to moderately severe score), these could be 'red flags' for depression, regardless of their overall score. Ask them if they have been feeling down, if they are considering hurting themselves, do they have a plan. If they do have a plan to commit suicide and means of doing so, you can do several things:

- Call Access & Crisis Line 888-724-7240
- Call National Alliance on Mental Illness (NAMI) San Diego Helpline at 619-543-1434
- Visit the National Alliance on Mental Illness (NAMI) San Diego Organized Support Companion in an Emergency Situation website: <https://namisandiego.org/oscer/> to learn what to do before, during and after an emergency situation
- Offer the participant information and explain what behavioral resources are available in the County of San Diego including information from: Health and Human Services Agency County of San Diego, Access & Crisis Line, NAMI SD, PERT San Diego, It's Up to Us San Diego, or Mental Health America

Scenario 3

If a participant scores low overall and on questions 1, 2, or 9 (none-minimal to mild score), you can do several things:

- Offer the participant information and explain what behavioral resources are available in the County of San Diego including information from: Health and Human Services Agency County of San Diego, Access & Crisis Line, NAMI SD, PERT San Diego, It's Up to Us San Diego, or Mental Health America

What is Optum San Diego, Access & Crisis Line?

A 24/7, confidential and free of charge suicide prevention, crisis intervention and behavioral health referral service for San Diego resident; and they can assist an individual of any age and in any language.

They are able to help callers through the following situations:

- Brief Crisis Intervention
- Suicide Prevention
- Behavioral Health Screenings & Referrals

All clinicians are mental health professionals who have a Master's degree or possess an active license in the state of California: PhD, PsyD LMFT, LCSW, PCC, RN (Psych). They have an average 15 years of clinical experience and 5 years of crisis line experience.

What is the National Alliance on Mental Illness (NAMI) San Diego Organized Support Companion in an Emergency Situation?

Organized Support Companion in an Emergency Situation is a smart/tablet application that you can use as a navigational guide and support companion in a mental health crisis. It provides individuals with resources and information on how to prepare for, handle, and recover from an emergency.

What is the Psychiatric Emergency Response team?

The Psychiatric Emergency Response Team (PERT), a program of Community Research Foundation (CRF), a not-for-profit organization, in partnership with San Diego County Health and Human Services (HHSA), San Diego County Law Enforcement Agencies, and the National Alliance on Mental Illness (NAMI San Diego). The purpose of the PERT program is to contribute to the well-being of individuals living with mental illness by actively and compassionately assisting individuals in crisis who come to the attention of law enforcement to access appropriate services and to optimize outcomes through on-scene assessments and referrals. The PERT program is funded by the County of San Diego HHSA and the MHSA act. The PERT program is a law enforcement based mental health crisis intervention team that pairs a licensed mental health professional with a law enforcement officer/deputy. The teams ride together in the field for their entire shift and are first responders who assist in mental health related emergencies that are brought to law enforcements attention.

The community may access a PERT team by contacting law enforcement's 9-1-1 system in cases of emergencies or calling their local law enforcement agencies non-emergency phone line. Officers/deputies will then be dispatched evaluate the situation and the first officers on-scene may request a PERT team, if necessary. The communication center may dispatch a PERT team directly if appropriate and/or available. If you are told that a PERT team is not available, please request a PERT trained officer/deputy to respond to your call. These officers have attended the PERT Academy training and have experience responding to calls involving mental health crises.

What happens once a PERT team responds to a call?

- The officer/deputy will assess the situation in regards to safety for the officer, the PERT Clinician, the consumer, and bystanders. The officer/deputy will provide safety on scene at all times. The officer/deputy will evaluate the subject for any criminal behavior, as appropriate.
- The PERT Clinician assists the consumer by completing a mental health screening, obtaining relevant psychiatric and substance abuse history, (may obtain information from family and other professionals providing care to the consumer, if appropriate) and will formulate and recommend a course of action.
- The officer/deputy and PERT Clinician will offer referrals or other assistance as the situation warrants, and if needed will assist the individual to the appropriate setting (either voluntarily or involuntarily). PERT is able to avoid hospitalization and incarceration in the majority of cases in which there is intervention.