



City of Mesa Peer Support Program

SEPTEMBER 21, 2023 – STUDY SESSION

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Why Peer Support?

- 8 in 10 workers say stigma prevents them from seeking treatment.
- Confidential website with resources and support in a central location.
- Personal guidance from the Peer Support team navigating through many resources.
- Creating a culture where mental health can be talked about openly breaking the stigma.



Did you know?

1 in 5 Americans live with a mental health condition.

1 in every 20 Americans is living with a serious mental health condition like schizophrenia, bipolar disorder, or long-term recurring major depression.

50% of all lifetime mental illness begins by age 14, and 75% by age 24

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*Mental Health America: <https://mhanational.org/mentalhealthfacts>



How does untreated mental illness affect individuals at work?

People who experience a mental illness may:

- Doubt their abilities and appear less confident.
- Have a hard time concentrating, learning, and making decisions.
- Worry about losing their job due to poor job performance.
- Withdraw from others.
- Act in unexpected ways.
- Take a lot of time off.
- Appear less productive than usual.

CITY OF MESA



PEER SUPPORT

Our Mission

Our mission is to prioritize the mental health and well-being of our employees and their families by offering confidential support and resources. We recognize that their health and happiness are essential to the success of the City of Mesa. By doing so, we aim to build a stronger, healthier, and more resilient workforce.

COMPeerSupport@MesaAZ.Gov

480-644-PEER (7337)



City of Mesa Health Plan/Cigna

The City of Mesa is contracted with Cigna to deliver the medical benefits program including coverage for a wide range of mental health and substance abuse issues. These accessible, high quality care services are often free if you choose a provider in-network.

- Licensed therapists can diagnose and treat mental health or substance use concerns. They can help you develop coping skills in addition to providing other care and services. These include psychologists, counselors, and social workers.
- Psychiatrists and mental health nurse practitioners can diagnose and treat mental health or substance use concerns, typically by prescribing and monitoring medication, in addition to other care and services.
- Behavioral health facilities include psychiatric hospitals, residential treatment centers, and clinics. They offer specialized inpatient and outpatient programs to help support emotional issues, mental health, and treatment for substance use concerns.
- Virtual or telehealth services through MDLive provide non-emergency support for stress, anxiety, depression, and much more. These options include both therapists and psychiatrists. Psychiatrists can also prescribe medication as needed.
- A customer care advocacy program is also available to help members navigate the healthcare system and find the right providers and services for their needs. This program can be reached by calling Cigna at the number below.

Cigna Website: www.mycigna.com

Phone number: [1-800-244-6224](tel:1-800-244-6224)

EAP/ComPsych



The City of Mesa has contracted with ComPsych to provide our Employee Assistance Program (EAP). EAP provides **short-term counseling and referral services** for matters that interfere with work or home life. All licensed clinicians are trained and experienced in EAP issues. The counselors at ComPsych will help with crisis intervention when you need immediate assistance, as well as issues we all may face at one time.

- You and your dependents can utilize up to eight in-person or telephonic visits per person, per issue, in a calendar year.
- This is a free service so there is no charge to the employee and their dependents.
- Topics include work stress, depression, anxiety, anger management, marital and other relationship problems, divorce, separation, loss, alcohol, and drug-related issues and more.
- Information and referrals for child and elder care, legal and financial problems, court-ordered services, and other community resources.

You do not need to have medical benefits through Cigna to utilize these services. ComPsych is available to all employees and their dependents, and their families.

ComPsych Website: www.guidanceresources.com

Phone number: [1-866-519-7415](tel:1-866-519-7415)

Organization Web ID: MESA

988/Solari



Too many people experience suicidal crisis or mental health-related distress without the support and care they need. Solari bridges the gap and acts as the entry point to the AZ crisis system. They are a nonprofit organization managing the 988, 211, and veteran's hot lines. They are available to all residents in the state of Arizona and can provide immediate responses to a crisis as well as mental health resources.

"988" is the three-digit, nationwide phone number to connect directly to the Solari Crisis Lifeline that is available 24/7. By calling or texting 988, you'll connect with a mental health clinician who is trained in crisis situations to help de-escalate a situation and assess a caller's risk level. If a caller needs more than the clinician can provide over the phone, a mobile crisis response team will be dispatched.

"211" is the Arizona Information and Referral program that is also available 24/7. Operators will help individuals and families find resources that are available to them locally, throughout the state, and provide connections to critical services that can improve – and save – lives, including but not limited to:

- Supplemental food and nutrition programs
- Shelter and housing options
- Services for veterans
- Addiction prevention and rehabilitation programs
- Support groups for individuals with mental illnesses or special needs
- A safe, confidential path out of physical and/or emotional domestic violence

If you, or someone you know, needs immediate mental health or suicide assistance call Solari at 988! When in doubt, call 988.

Solari Website: crisis.solari-inc.org

Employee Health and Wellness Center

The City of Mesa Employee Health and Wellness Center is a unique model in health care. The Center offers the same types of high-quality services you receive from your current primary healthcare provider with no cost and longer appointment times. This non-hurried personalized approach allows the provider to get to know you on an individual basis looking at your health from a holistic view. The provider considers your mental, emotional, and physical health and how they contribute to your overall well-being.

Medical Providers at the Wellness Center can diagnose and treat symptoms related to anxiety, depression, and other mood disorders. They know that chronic physical conditions can lead to poor mental health and that poor mental health is a risk factor for chronic physical conditions. They can refer to specialists when needed and continue to coordinate your continued care.

Services also include:

- Preventive care for adults and children
- Urgent infections like colds, flu, COVID, and more
- Chronic disease management like diabetes, asthma, migraines, high blood pressure, mood disorders
- Skin Cancer screenings

Wellness Center website: MesaHealthandWellness.com

Phone number: [**480-644-WELL\(9355\)**](tel:480-644-WELL(9355))



HEALTH & WELLNESS



HEALTH & WELLNESS



MESA FIRE AND MEDICAL DEPARTMENT

CITY OF MESA



PEER SUPPORT

COMPeerSupport@MesaAZ.Gov

480-644-PEER (7337)



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