

# What to Expect when Looking for and Getting Behavioral Health Services for Children and Teens

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**GOLISANO**  
CHILDREN'S HOSPITAL

MEDICINE *of* THE HIGHEST ORDER

# What do we mean by behavioral health or mental health?

## FEEL

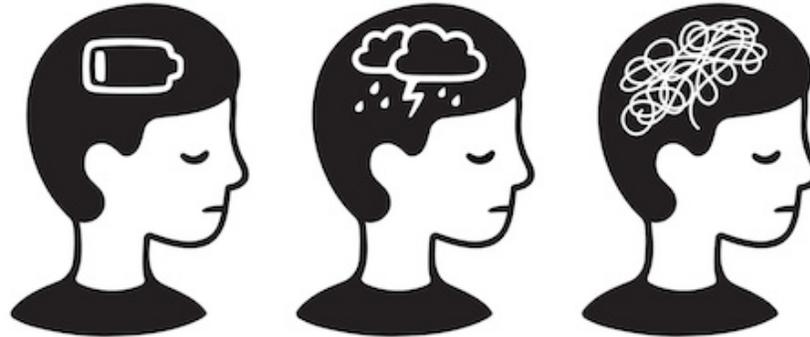
Sadness, irritability, anxiety

## RELATIONSHIPS

Difficulty getting along with others

## ACT

Difficulty completing tasks  
Impulsive



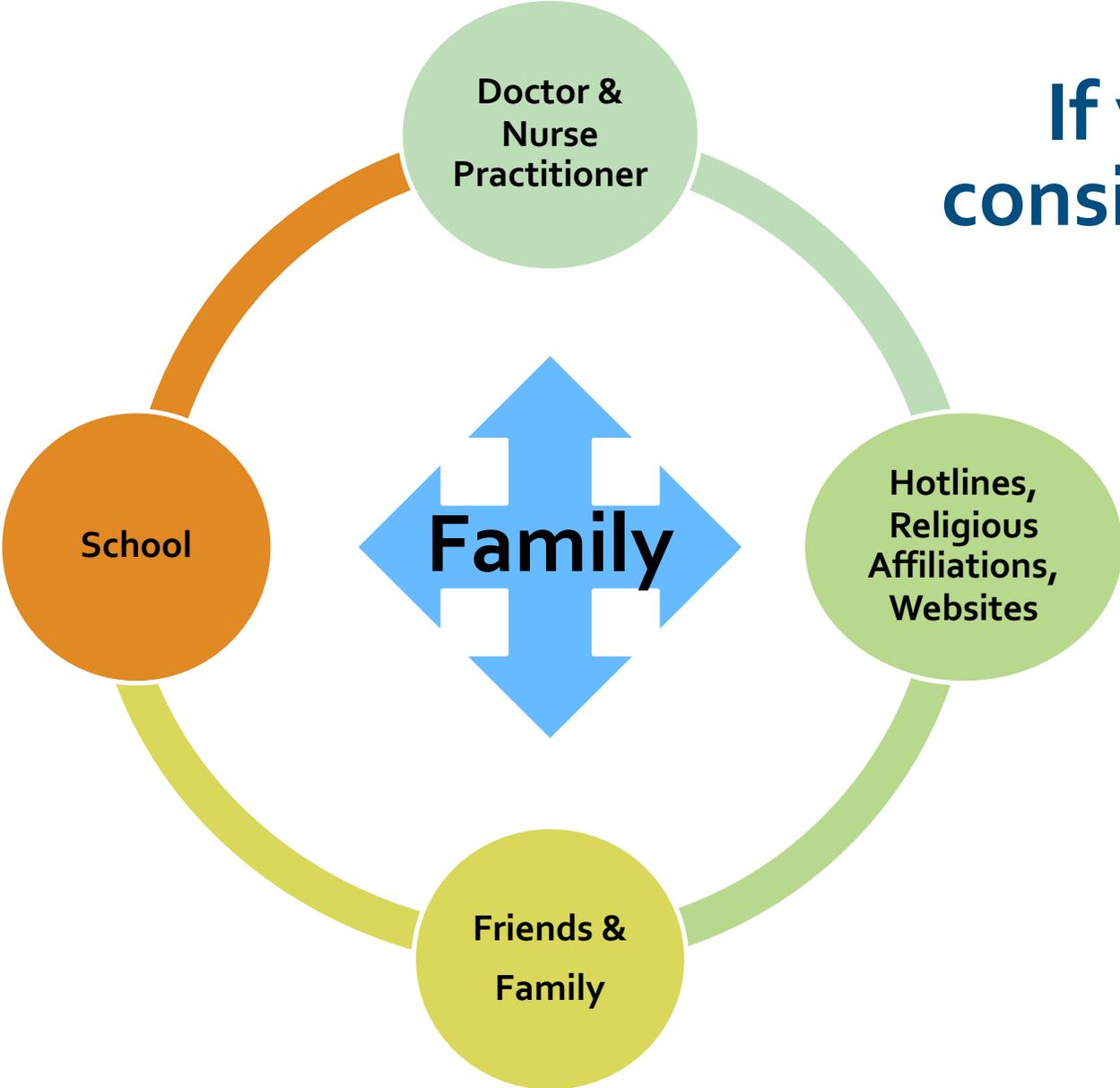
## LIFE EVENTS

Stressful events, Trauma, Transitions,  
Big change from usual functioning

## THINK

Negative thinking, stuck thoughts,  
thoughts of harm, who am I

**If you have a concern,  
consider getting input from  
others.**



# Primary Care Providers

- Pediatricians and Family Medicine Physicians and Nurse Practitioners have a lot of knowledge about behavioral health difficulties in children and teens
- When a behavioral health issue is brought to their attention, research shows that they are very accurate in determining what the problem is
  - Screening questionnaires during well-child and sick-child visits
  - Often ask about emotional, behavioral, and social functioning

## • Behavioral Health is Health

- Recommendations on how to address your concerns
- How to access other resources for you and your child
- Prescribe appropriate medication



# School – Teachers, Administrators, and Mental Health Staff

- Screening questionnaires
- Counseling support
- Address academic and social issues that are a part of, or contribute to, behavioral health concerns
- Make classroom based changes
- Knowledgeable about community resources
- Some schools have embedded mental health clinics



# When to Seek Behavioral Healthcare

- **Severity** – Are the concerns interfering with daily life?
- **Duration** – How long have the concerns been going on?
- **Resistance to change** – Are the concerns the same or worse although you've made changes?

# What are the options if your child is In Crisis?

## Emergency Department

- UR Medicine: Comprehensive Psychiatric Emergency Program (CPEP)
- Rochester Regional Health Emergency Department

When: Immediate concern that your child will hurt themselves or someone else

How to access: Go there or call 9-1-1 and say your child is having a mental health emergency

What happens: First screened for physical health concerns then mental health concerns; team determines whether or not your child requires hospitalization

## Mobile Crisis Team

- Part of CPEP – Staff go to the child’s home, school, or a community location

When: Urgent concern that is not life threatening and requires a response within hours

How to access: Call 2-1-1 (Lifeline)

What happens: Brief information is gathered over the phone, a time and place to meet is determined, two clinicians come to the location and assess your child’s needs and link you to services

## UR Medicine: Pediatric Behavioral Health Crisis Intervention Services

- Part of UR Med: Pediatric Behavioral Health & Wellness Outpatient Services

When: A new concern has come up quickly and is interfering with typical functioning; for children not already receiving treatment

How to access: Call UR Behavioral Health Crisis Call line 275-8686; family or PCP can call

What happens: Child and parent(s) receive brief solution-focused treatment of 1 to 6 sessions as needed; Linkages to other resources

# Other Quick Access Options:

## Walk-In Options

### Rochester Regional Health:

#### Genesee Mental Health Center (GMHC)

- Accepting new patients; age 5 through adult; call 585-922-7770.

- Currently providing walk-in hours for ages 5-19:

**Monday, Wednesday, Friday 8:30am-10:30am**

**Also, virtual walk-in hours call 922-7270**

#### Catholic Family Center (CFC)

- Accepting new patients age 5 through adult; call 585-546-7220 or 585-262-7000

- **Currently providing walk-in hours for all ages (youth and adults):**

**Monday 1-3; and Tuesday, Wednesday, Thursday 9-11**

## National Help Lines

### National Suicide Prevention Hotline (24 Hours)

- 800-273-8255 or online chat platform @ <https://suicidepreventionlifeline.org/chat/>

### National Parent Helpline

- Available Monday through Friday, 1-10 pm @ 855-427-2736

### Crisis Text Line (24 hours)

- Text MHA to 741741, and you will be connected to a trained Crisis Counselor

# Outpatient Services

## Considerations:

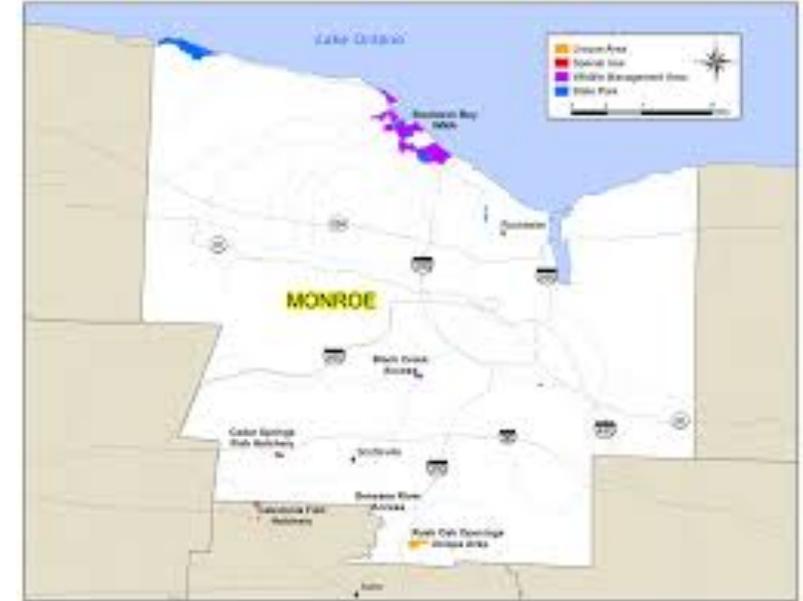
Location, Services Offered, Cost, Recommendation

## Need more information:

- **2-1-1 Lifeline**
- **Office of Mental Health (Monroe County: 585-753-2881)**

## Outpatient Services within Monroe County

- Genesee Mental Health Clinic of Rochester Regional Health: 585-922-7770
- Liberty Resources: 585-410-3370
- Villa of Hope Behavioral Health Services: 585-328-0834
- Catholic Family Services: 585-262-7000
- Private Practice Clinicians
- UR Medicine: Pediatric Behavioral Health & Wellness 585-279-7800



# UR Medicine: Pediatric Behavioral Health & Wellness Outpatient Services

- Birth to 18 years of age
- Regional service
- In-person and Telehealth services

## 2 Main locations:

1860 South Ave

200 East River Road

## 3 Primary Care locations:

- Pediatric Practice of Golisano Children's Hospital
- UR Medicine: Perinton Pediatrics
- Panorama Pediatric Group

## 4 School-Based locations

- Churchville-Chili; Wheatland-Chili, Fairport, and Pittsford

## 1 Satellite embedded in a community based organization

- Mt Hope Family Center

[golisano.urmc.edu/behavioralhealth](http://golisano.urmc.edu/behavioralhealth)

# Our values

Patient Centered

Family-Driven

Family-Oriented

Strength-Based

Culturally Sensitive

Developmentally Appropriate

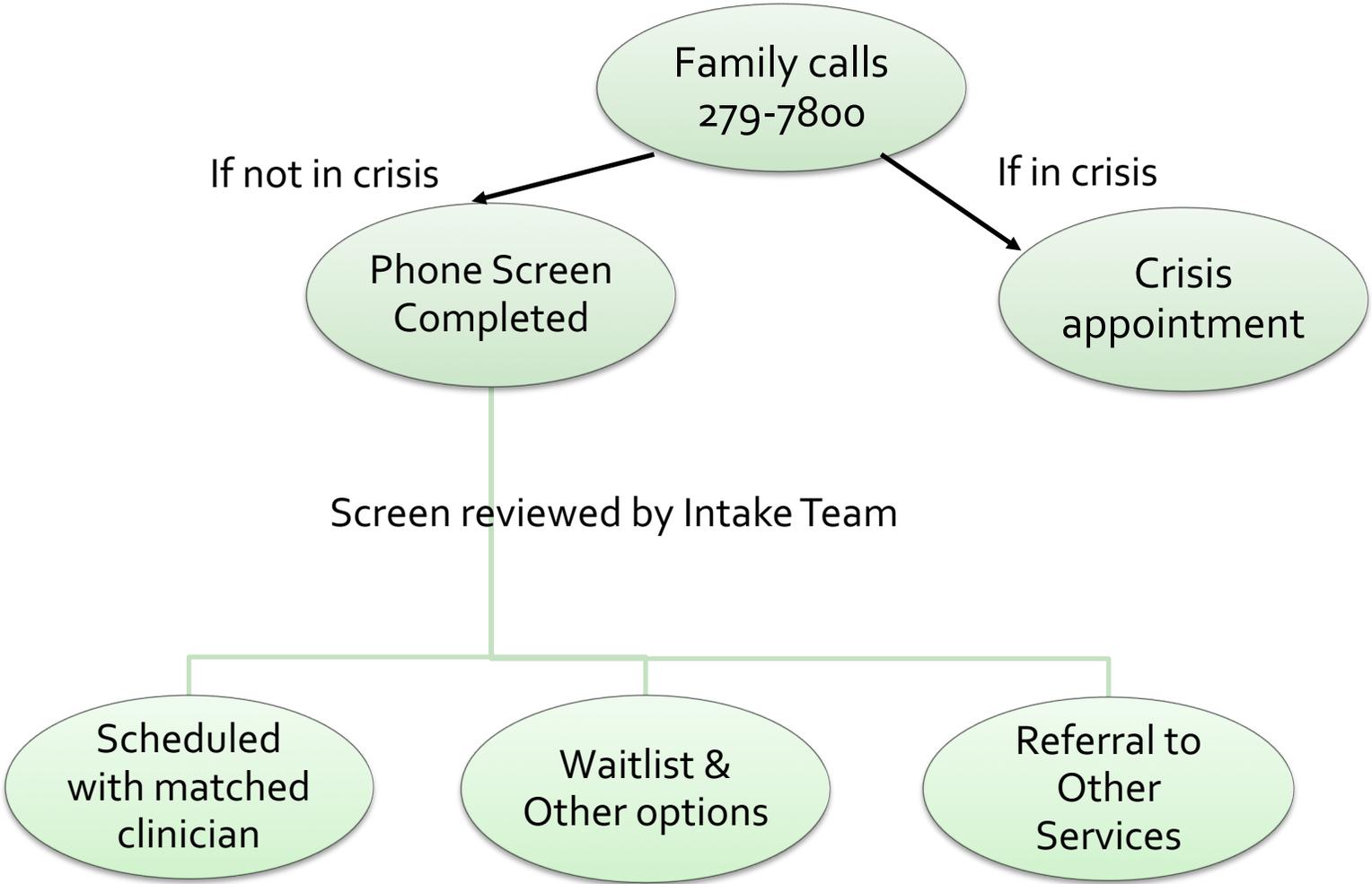
Racially and ethnically diverse healthcare team

Bilingual Spanish Speaking Clinicians and Interpreter Services for all Languages

Family Advisory Board



# Getting Started



If in crisis, families are offered an appointment in our short-term Crisis Intervention Service for 1-6 sessions

# What can I expect from a Diagnostic Evaluation?

**Lots of Questions! Because you are the expert on your child!**

**Questions and questionnaires about your concerns and things that influence the existence and nature of behavioral health problems**

## Internal Factors

Genetics

Temperament

Self-Esteem

Coping Skills ...

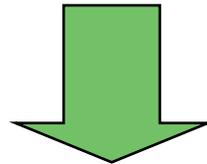
## External Factors

Family

Peers

School

Stressors ...



## **HEALTH**

Physical health

Emotional health & behavior

Cognitive health and academic functioning

Social health (relationships with family & friends)

**UR Med – 3 session evaluations (2 for information gathering and 1 for feedback and recommendations)**

# Outcomes of an diagnostic evaluation:

Two Primary outcomes:

Better understanding of the concerns and recommendations on how to make things better!

## 1. Better understanding of your concerns (including a diagnosis) & answer YOUR questions

Why a Diagnosis?

- Diagnoses are helpful in that they summarize the primary nature of the concerns and tell us which treatments are likely to be most effective
- Diagnoses are required by insurance companies to ensure they are paying for treatment for an identified health concern

# Outcomes of a diagnostic evaluation:

## 2. Provide recommendations on how to make things better!

### Recommendations for treatment

❖ Evidence-Based Psychotherapy – therapy that has shown to be effective

- Individual Therapy with Family Involvement
- Group Therapy with Family Involvement
- Family Therapy

❖ Medication Consultation and Management

### Other Recommendations

School Consultation

Connection to community resources with assistance from our Case Managers

Additional evaluations

# What can I expect from Therapy?

Most common type → Individual Therapy with **Parent Involvement**

Other types of treatment are offered based on needs, such as Group Therapy

Focus on family wellness and building on strengths

**Appointments every 1-3 weeks - Usually appointments are initially more frequent**

**Progress occurs over time** – sometimes things get better quickly, other times things may get somewhat worse before getting better

Crisis calls can be made 24 hours a day to our Behavioral Health Crisis Call Line

**Treatment varies in length and how long treatment is needed is based on many factors**

- Usually 3 months to 9 months
- Goal is shortest time so children, teens and families can spend their time and resources on other things – like school, extracurricular activities, sports, family time

# Closing Thoughts: Take Care of Yourself

Remember parenting is stressful

Monitor your own stress levels and be aware of your own needs

Seek out support from others

Figure out what helps you cope

Find **joy** in the special things about your child or teen

**Celebrate** your child or teen's strengths!