



MENTAL HEALTH: WHAT TO DO WHEN...

A guide to culturally responsive and sustainable support
created by the New York Immigration Coalition in
partnership with Korean Community Services.



NYIC



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WWW.KCSNY.ORG

THE KOREAN COMMUNITY
SERVICES OF METROPOLITAN
NEW YORK, INC.

뉴욕한인봉사센터



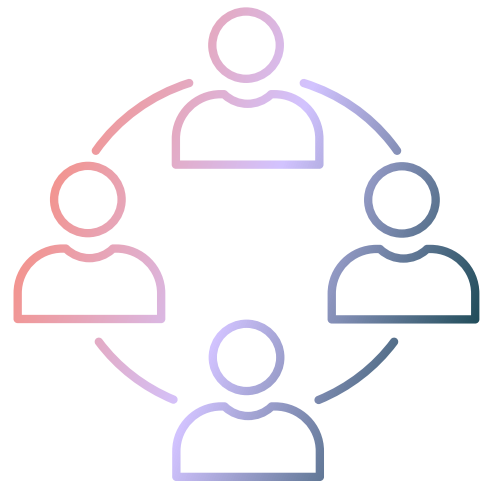
**Department of
Youth & Community
Development**

Seeking Help

Accessing mental health services that are appropriate, culturally responsive, and sustainable can be a challenge, especially for immigrant New Yorkers.

It requires collaboration and continuity of care between multiple systems. It also requires the awareness and resourcefulness of individuals and their communities in identifying the needs and working with the various institutions and service providers to address them.

The key is understanding the connection between the multiple entry points and barriers to navigating the mental healthcare system.



The following is a guide on what to do and whom to reach out to identify the level of care and range of services needed. They are categorized into Crisis Services, Inpatient and Outpatient Care, and Overall Emotional Wellness.

Levels of Care *and* How to Access

Accessing an appropriate level of care begins with initial contact with any entry point to the behavioral health system.

LEVEL OF CARE	HOW TO ACCESS
Emergencies	• If you or another person is in immediate danger or a risk to themselves and or others, dial 911.
Crisis Services	• While an emergency is defined as a life-threatening situation requiring immediate attention; crises are classified as non-life-threatening situations that may become emergencies. They need to be addressed promptly as well. Definitions of crisis and emergency are laid out in-depth on the NYC Well website, which outlines the official NYC definition and guidelines of what to do in various situations involving mental health. See the guide on the NYC Well website at https://nycwell.cityofnewyork.us/
Needs Assessment & Referrals	• At every level of the behavioral health system, a specialist will document basic information and ask questions to determine the required level of care. They would then enroll the individual for services or provide referrals to appropriate care. In some cases, they may determine that someone needs hospitalization, in which case immediate intervention would occur.

Levels of Care *and* How to Access

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LEVEL OF CARE	HOW TO ACCESS
Inpatient Care	Individuals may be admitted for inpatient care by personally entering a hospital's emergency room, by referral, or after an immediate emergency is averted. If you believe there is an emergency and need to call 911, you can alternatively head to the nearest emergency room. The names and locations of emergency rooms in the NYC public hospital system are available on the NYC Health and Hospitals website: www.nychealthandhospitals.org/ 

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LEVEL OF CARE	HOW TO ACCESS
Inpatient Care	Patients in inpatient care are determined as needing a higher level of care. However, they do not require continual monitoring like when they are at acute risk. Inpatient care is intended to provide temporary support to stabilize the patient. If the patient were suicidal, treatment would address their risk factors and identify protective factors. Once identified, increasing their protective factors includes decreasing stressors and developing and enhancing support systems and coping skills. Staff would use a safety plan and evidence-based interventions to equip the patient for their eventual discharge, as outlined under the Crisis Services section of the NYC Well website: https://nycwell.cityofnewyork.us/en/crisis-services/
Outpatient Care	Individuals may enter outpatient care after leaving inpatient care or by other types of referrals from outside sources, including self-referrals. Prospective clients receive screenings to determine if they are stable enough to receive treatment while living in the community.

Levels of Care *and* How to Access

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Outpatient Care

Intakes are administered to all admitted clients. In the following session, they work with mental health staff to create a treatment plan and identify goals they will work towards. At the same time, even within outpatient care, individuals are further assessed to tailor their treatment:

1

Depending on their mental health concerns and symptoms, they may or may not need medication.

2

In addition, the frequency of their appointments is based on their condition. Individuals recently hospitalized or experiencing symptoms that severely impair their functioning may be seen more than once a week.

3

As symptoms improve, clients will be seen less frequently until eventually they are discharged. In some cases, medications will be discontinued.

Often clients discharged from hospitals receive medications in inpatient treatment. In that case, the outpatient staff will review the client's chart, and the medical team will assess and adjust their medications as needed.

During the discharge process, the client is provided referrals and information about relevant resources in the community.

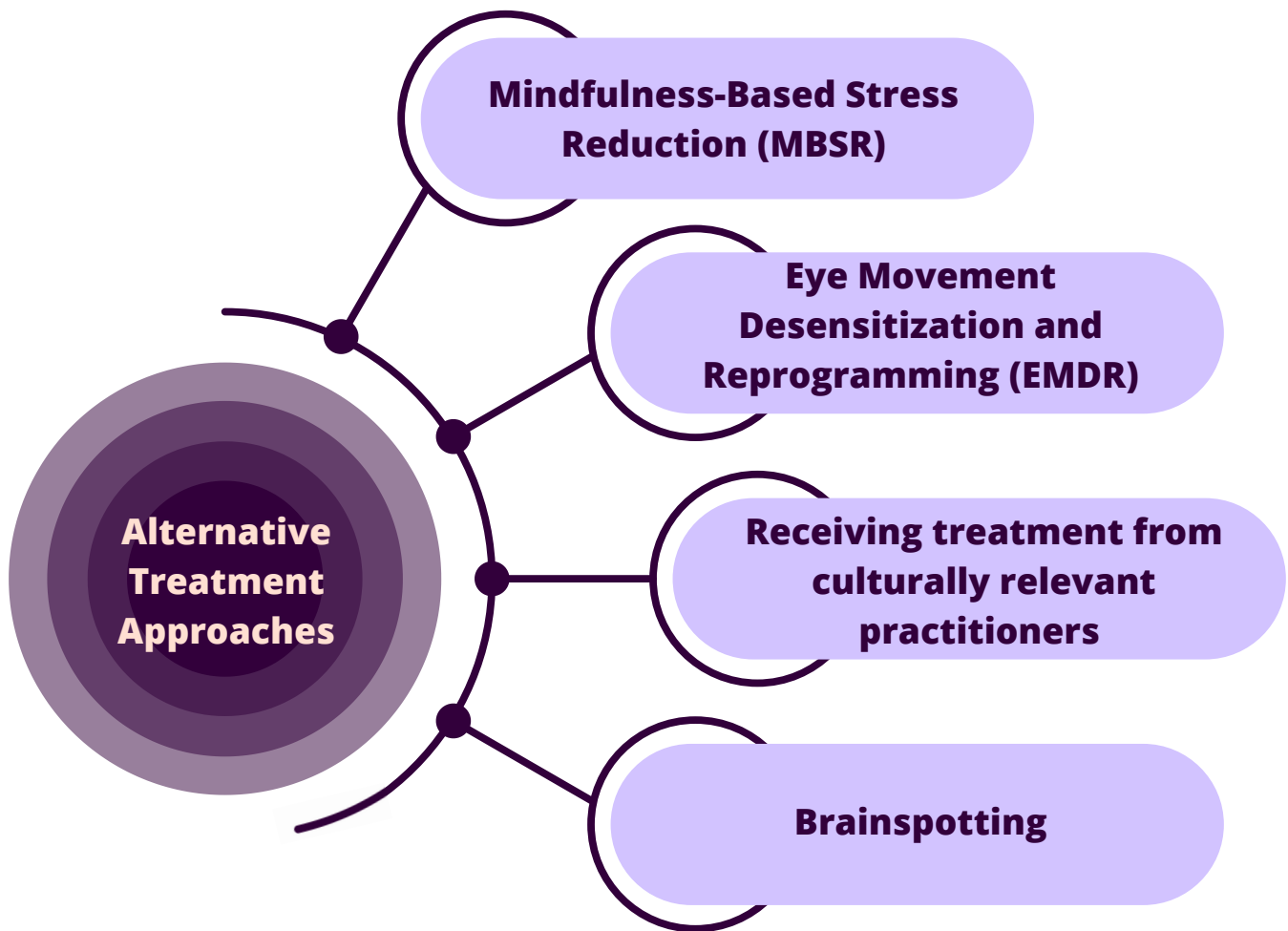
The referral process is particularly critical for those requiring ongoing medication management due to their diagnoses. In that case, the client must be referred to some other medication provider, in some cases, a private practitioner. When they switch providers, the existing provider will provide discharge medications so the client can receive treatment during the transition.

Treatment Approaches

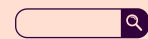
Trauma manifests both in emotions and in our bodies and impairs functioning both cognitively and within our nervous system.

Physical Health Mental Health

A range of approaches and modalities around trauma-focused therapy is necessary to address this issue. This involves alternatives to traditional Western medicine and talk therapy. Alternative treatments to traditional Western medicine include:



Finding Alternative Treatment



www.psychologytoday.com

For Asian Americans, a comprehensive directory for New Yorkers is available on the website of Asian American Federation (AAF) at <https://mhd.aafederation.org/>

There is also a national directory by Asian Mental Health Collective (AMHC) at <https://www.asianmhc.org/therapists>

Community Care

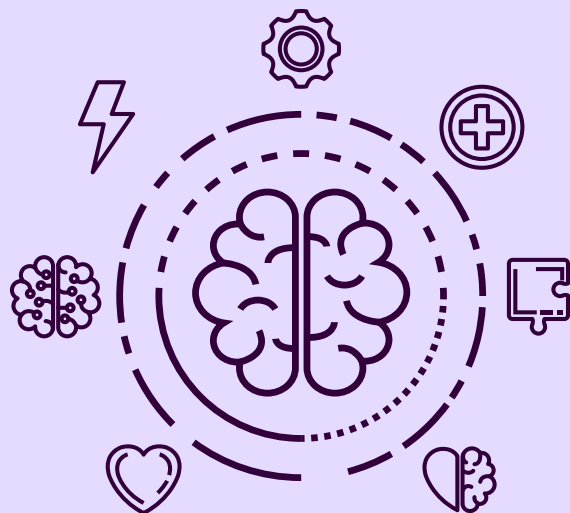
Community care can be used as a treatment approach for anxiety and depression

Symptoms of anxiety include feeling restless, irritable, and having difficulty concentrating. Individuals may feel trapped in their current circumstances and worried about the future.



Symptoms of depression include loss of hope and interest in things the individual used to enjoy. It includes feelings of worthlessness, and anxiety can cause difficulty concentrating.

Identifying the best treatment approach involves understanding the context and community the individual is located in.



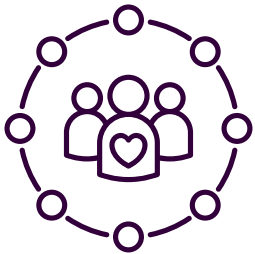
Community Care

Community care looks like:

Appropriate treatment can include improving the individual's sense of safety and healing from experiences within the community. It can include collective healing focused outwards, such as when communities are targeted.



Community care can include advocacy. Individuals experiencing collective grief and loss can strengthen their communities and their own emotional and mental resilience by responding to trauma with collective action and helping others in the community by guiding those experiencing mental health crises and issues to treatment.



While community organizing does not cure anxiety, it can empower individuals to unite around a shared cause that involves supporting one another and drawing from their strengths.



Interacting with others and witnessing change can increase hope when experiencing grief and loss, especially through tragedies and racial trauma. Individuals' sense of worth and confidence is directly impacted when directly involved with initiatives that are improving outcomes. It can lead to a gradual return to interest in things the individual enjoyed.



Community care incorporates the work of community-based organizations, such as Asian American Federation (AAF) and the Coalition for Children and Families (CACF)



Conclusion

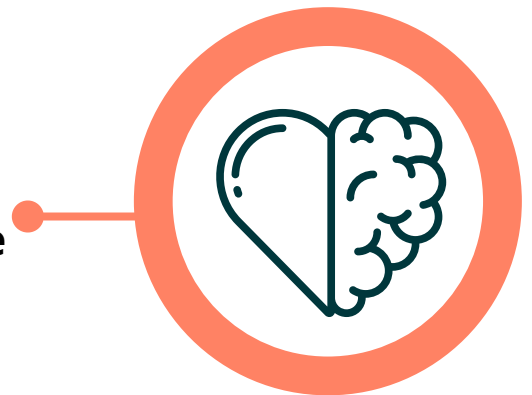
In sum, resources for what to do to address mental health are simultaneously concrete and non-linear.

Concrete tools are necessary to manage severe mental health symptoms. They are part of the mental health utilization system and are supported by state and local governments. There is detailed information for these services, as outlined in the FAQ sections of these websites.



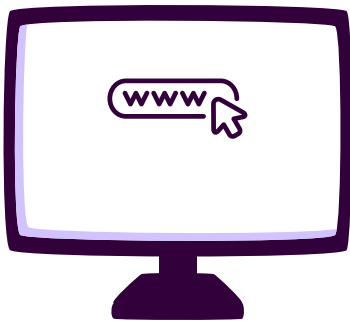
Non-linear approaches may include psychotherapy, but they incorporate other techniques tailored to the individual that promotes healing through different modalities. In doing so, they promote overall wellness and, with that, community wellness.

Ultimately mental health utilization and community wellness approaches are both critical to mental health, as they address the vital and broad range of needs in the individual.



Resources

These resources are available for New Yorkers to access mental health services.



Online

NYC Health and Hospitals

<https://www.nychealthandhospitals.org/>

NYC Mayor's Office of Community Mental Health

<https://mentalhealth.cityofnewyork.us/>

Vibrant

<https://www.vibrant.org/what-we-do/call-text-chat-online-services/>

Community-Based Organizations

Asian American Federation

<https://www.aafederation.org/>

Coalition for Asian Children and Families

<https://www.cacf.org/>

New York Coalition for Asian American Mental Health

<http://www.asianmentalhealth.org/resources>

(Volunteer-led group for mental health professionals.
See link for available mental health resources as well
as a range of educational materials)



LEARN MORE!

Visit the links below to learn more about the services and resources offered by Korean Community Services and the New York Immigration Coalition.

Korean Community Services



www.kcsny.org



Mental Health Clinic:
(718) 886-6126

New York Immigration Coalition



[www.nyic.me/Community Resources](http://www.nyic.me/CommunityResources)



www.youtube.com/user/TheNYIC/videos



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