GUIDE TO MENTAL HEALTH
resources at umass amherst
By Students for Students!
Table of Contents

Page 2 - What is CCPH?
Page 3 - How do I know when I need help?
Page 4 - Emergency resources
Page 8 - Resource flowchart
Page 11 - Let's Talk
Page 12 - Group therapy & support groups
Page 13 - Group workshops
Page 14 - How to sign up for groups
Page 15 - How to make an appointment
Page 17 - Psychiatric services
Page 18 - Psychological assessment
Page 19 - How to find your own therapist
Page 21 - Identity-specific resources: POC
Page 22 - Identity-specific resources: LGBTQIA+
Page 23 - Information about us! (SWAB)
What is CCPH?

The Center for Counseling and Psychological Health at UMass Amherst

We'll also talk a lot about alternative resources outside of the university, so you'll have a lot of options!

Located at:
Middlesex House • 111 County Circle
Amherst, MA 01003-9255
(413) 545-2337

We'll talk a lot about the services that CCPH offers throughout this guidebook!

A resource available to UMass Amherst students that offers a range of mental health services to help students function in the university!
How do I know when I need help?

"Help" can look like a lot of things.

Maybe you have an exam coming up that's got you stressed, or you're having a hard time getting along with your roommate. Or maybe you've just been feeling down for a couple days.

In situations like this, help may look like self-care: taking a walk outside, eating a healthy meal, spending time with a friend, or just taking a day to yourself to recharge.

But sometimes, you might want more guidance.

If the problem is interfering with your relationships, schoolwork, and daily life, you may need more structured support.

This guidebook is designed to help you navigate the resources on campus available to you, and find the solution that's best.
Emergency Resources

What is a mental health emergency?

A **life-threatening situation** in which an individual is threatening **immediate harm to self or others**, is severely **disoriented** or out of touch with **reality**.

For **Life Threatening Mental Health Crises**: Call 413-545-3111 for UMPD on campus and 911 everywhere.

National Suicide Prevention Lifeline: 1-800-273-8255

The resources on the following page are for non-life threatening situations.
What is a mental health crisis?

A potentially dangerous situation in which an individual is exhibiting extreme and immediate emotional or behavioral distress, disoriented, has a compromised functioning, or is unable to be calmed.

For non life-threatening mental health emergencies, an on call CCPH clinician is available 24/7/365, call 413-545-2337.

Clinical & Support Options Behavioral Health Emergency hotline: 413-586-5555 available 24/7 in Hampshire County.

24/7 Crisis Helpline at 877-870-4673 (250+ Languages)

Sexual Assault Support + Advocacy 24 hr Hotline from CWC (Center for Women & Community) at UMass: 413-545-0800

Consejeros que hablan español: 1-800-223-5001
More Resources

Some resources we thought would be important to have!

Safe Passage, a 24 hr domestic violence local hotline: 413-586-5066
National: 1-800-799-7233

Substance Abuse + Mental Health Services:
1-800-662-4357
for individuals & families facing mental and/or substance use disorders

Trevor Project for LGBTQ+ in crisis or need of resources: 866-488-7386
Trans Lifeline: 877-565-8860

Fenway’s Violence Recovery Program of Western Mass:
1-800-834-3242
For victims of sexual/hate crime/police violence, specializing in LGBTQ+
To get in touch with CWC (Center for Women and Community) Resources, such as support groups or general counseling, call: 413-545-0883

Even More Resources

Homelessness Resources:
List of Homeless Shelters

National Alliance on Mental Illness: 1-800-950-6264
info, referrals & support to people living w/mental health conditions, family and caregivers, providers, etc

General Homelessness Resources

To get in touch with CWC (Center for Women and Community) Resources, such as support groups or general counseling, call: 413-545-0883
"I need to get something off my chest."

"I need a sense of community, but I'm nervous about trying group therapy."

Not sure where to start? Check out the chart below to choose the program that works best for you!

---

**Let's Talk**
- Free, informal, and confidential
- A chance to share anything that's been bothering you!
- See page 11 for more info!

**Community Connections**
- Free, informal, and low commitment
- Provide a general space for conversation and connection
- You can participate as much or as little as you want
- Learn more on page 12
"I need to work on this problem I'm experiencing in a structured setting to learn new skills."

Try...

**Group Workshops**
- Free and informal
- Involve more structured discussion on specific topics
- Involve moderate sharing, although this is not an expectation
- See page 13 for more info

"I need to work in a group on a regular basis to learn and develop insight and new skills."

Try...

**Group Therapy**
- Regular meetings with a closed group
- Involve regular attendance and participation
- Require a brief pre-screening to participate
- Billed through insurance
- See page 12 for more info
"I'm experiencing symptoms of depression/anxiety and I feel like I can't talk to anyone about it. It's interfering with my relationships."

Try...

**Individual Therapy**
- A confidential place to get short-term, specialized help
- 4 free sessions are offered, insurance is billed for additional care
- Resiliency and solution-focused
- See page 15 on how to make an appointment, or page 19 on how to find your own therapist

"I'm seeing a therapist at CCPH or in Amherst and I need help managing my symptoms with medication."

Try...

**Psychiatric Services**
- Booked through a referral by a CCPH counselor or counselor in the Amherst area
- Provides clinical diagnosis and medication treatment
- Initial consultation required
- See page 17 for more info!
Let’s Talk

When something’s bothering you, talking about it is often the first step toward a solution. Now, there’s an informal, convenient, confidential way to get insight and information — “Let’s Talk.”

Sign up is required through the patient portal or by calling CCPH.

The program offers free, friendly zoom sessions with counselor consultants from the Center for Counseling and Psychological Health (CCPH). “Let’s Talk” isn’t formal counseling or mental health treatment. It’s a chance to briefly share what’s on your mind, find support, and get recommendations. No topic’s off-limits!
Group Therapy + Support Groups

**MEDITATION 101**

A WAY TO LEARN BASIC MEDITATION TECHNIQUES IN A FRIENDLY ENVIRONMENT THIS 45-MINUTE WEEKLY DROP-IN MEDITATION GROUP IS AVAILABLE FOR STUDENTS TO JOIN ONCE OR AS MANY TIMES AS THEY WISH. ALL STUDENTS ARE WELCOME. NO EXPERIENCE NECESSARY.

**UNDERSTANDING SELF & OTHERS**

UNDERGRADUATE GROUP PROVIDING A SUPPORTIVE SETTING TO GAIN A BETTER UNDERSTANDING OF YOURSELF, PRACTICE NEW WAYS OF RELATING TO OTHERS, SHARE PERSONAL EXPERIENCES, AND RECEIVE FEEDBACK AND SUPPORT.

**MANAGING OBSESSIVE THOUGHTS**

ARE YOU STRUGGLING WITH OBSESSIVE THOUGHTS? IN THIS EIGHT-WEEK GROUP WE WILL WORK THROUGH A TREATMENT PROTOCOL AIMED TO HELP YOU UNDERSTAND, COPE WITH, AND REDUCE OBSESSIVE THOUGHT LOOPS. THE GROUP WILL FOLLOW THE FOUR-STEP MODEL DEVELOPED BY JEFFREY SCHWARTZ, M.D.

New Groups Added Every Semester!!
Mental Health Workshops

**Stress GPS Workshop**

Learn techniques to combat stress, and engage in emotional well-being. + How to deal with being overwhelmed.

**Managing Emotions Skill Building**

Learn ways to better handle your emotions.

Students will learn dialectical behavior therapy skills to identify, understand, and express emotions in healthier ways.

**Overcoming Social Anxiety**

Talk about ways to make friends, start conversations and maintain relationships. Learn more about social anxiety, what to do with self-criticism, and explore strategies to cope with anxiety to increase confidence and navigate social situations in college.

Check CCPH Website for a full list of groups and workshops.
First, go to umass.edu/counseling

Then you want to click on "services" at the top

You will see a list of services offered by UMass. You want to click on the third option: "Clinical Programming: Workshops, Therapy groups, Community Conversations"

You will see a list of various workshops, therapy, and support groups

Click on the one you want to register for and it will tell you how!
How to Make an Appointment

Calling CCPH

First appointments you can call CCPH at (413) 545-2337 from 8:30am-4:30pm

Call right at 8:30 am for best selection!

When you call you will likely get a same day appointment!

Fridays have the most free appointments!
They can also be made online on the UMass Patient Portal, where there is a link for the site under Formal Consultation.

All students have a patient portal login that was already made for required immunizations.

Once in the patient portal log in, Click appointments on the top bar.

There you can select no or yes for group appointments.

If you are looking for an individual appointment select no.

In the drop down arrow for “clinic” select Center for Counseling & Psychological Health.

For reason select “first consultation with CCPH”.

You can select a provider if you know one at CCPH, or you can select all.

Once you hit Submit you will be able to view a calendar and find a time that works best for you.
Students must be referred to CCPH's psychiatric services by their therapist at CCPH or the Amherst area, if your home provider is working for you, CCPH recommends that you continue with them.

Anyone with more extreme or serious symptoms may benefit from the specialty care that a psychiatric professional can offer.

Anyone with more extreme or serious symptoms may benefit from the specialty care that a psychiatric professional can offer.

---

**psychiatric consultation**

**Initial Consultation:** with a psychiatric provider (Doctor or Psychiatric Nurse Practitioner)
- 45 to 60 minutes of understanding your background, current concerns, interest in pursuing more resources (medication for example)

**Follow up appointments:** 20 minute appointments scheduled throughout treatment to monitor progress

---

**Prescription ADD/ADHD Medication**
- Must get formal psychological testing to get a prescription
- Can get tested at CCPH or a community provider, call CCPH to help arrange this

---

**Call CCPH's main number to find out what is available to you! (413) 545-2337**
Psychological Assessment
aka making an appointment with a Psychologist for several hours to determine if you have ADHD, a learning disorder, or if your provider is unsure about your psychiatric diagnosis. Assessments can be helpful in recommending relevant academic accommodations/treatment options.

The student health insurance plan covers the full cost of assessment at CCPH (413-545-2337). Before scheduling, ask your CCPH provider to put a referral in your chart, or ask your community provider to fax a referral note to 413-545-9602. Then, call at the beginning of the semester to schedule an initial appointment and learn about the process.

The Haffey Center for Attention and Memory in Amherst, MA is another great assessment option in the local community. They offer similar services, know UMass students well, and take more insurance plans.

Contact the Haffey Center using the QR code link! or email info@haffeycenter.com
CCPH focuses on short-term care. If you want to find a therapist for long-term care, the next few pages have some resources!

**OUR ADVICE:**
- think of finding a therapist like job hunting, you might have to contact a lot to find one that works best!
- it might take weeks to months for a therapist to find an opening, this is okay.
- consider Telehealth, it expands your range, and you'll find more providers!
- While waiting on your therapist, find a group therapy/therapy workshop, or use TogetherAll (see page 20)
- do not lose hope. this is a long process, and you are doing very very well :(
**SOME FIRST STEPS**

**CONTACT YOUR INSURANCE PROVIDER**
they'll usually have a list of providers that are in-network, this makes it easier on finances since you know at least some of your care will be covered.

**THINK GEOGRAPHY**
your therapist has to be licensed in the state that you're in. if you're out-of-state, consider telehealth to find a therapist licensed in MA and your home state. this way, you'll get to see your therapist even when you're home. (look at the second half of this page for help on finding therapists online!)

**OR, YOU CAN GO ONLINE:**

- **TogetherAll**
an online community to share feelings anonymously and get support.
  **What we loved about it:**
  Conversations are moderated by mental health professionals, and it's free for all college students! It's a very low-stress approach to take care of yourself :)

- **The Shrink Space**
a platform to receive custom therapist referrals to continue care.
  **What we loved about it:**
in your search for a therapist, you can prioritize things like gender, race, and location of providers. It's also super easy to book appointments after getting matched with your therapist!

  (CCPH recommends using ShrinkSpace first to find a therapist, since it's so so easy and intuitive!)

**IF ALL ELSE FAILS, CONTACT:**
**BEE EMILY, RN, BSN**
**CCPH REFERRAL COORDINATOR**
(413) 545-2337
IDENTITY SPECIFIC RESOURCES - POC

**Podcast: Day by Day University**
A podcast by and for university students of color, created to advocate for the importance of maintaining good mental health.

**Website: AMHC**
Directory of Asian therapists in the US and Canada with a method to contact them directly ("call now" option). Aims to break stigma against accessing mental health services in Asian diaspora.

**Website: Latinx Therapists Action Network**
Directory of Latinx therapists who believe in the dignity of Latinx migrants and communities across the US. Offers contact info to get in touch with therapists of choice.

**Website: Therapy for Black Girls**
Way to search for therapists whose care is aimed toward Black women and girls. Offers in-person therapists and telehealth.

**CCPH Website: Resources for POC**
This is a comprehensive list of resources that CCPH has for people of color, where you'll be able to find so many websites and groups beyond those listed in this book!
IDENTITY SPECIFIC RESOURCES- LGBTQIA+

Trans and Gender-Nonconforming Student Support Group
A weekly support group for trans and gender-nonconforming students sponsored by CCPH. For more info, contact CCPH at (413) 545-2337

National Queer and Trans Therapists of Color Network Mental Health Fund
A fund to provide financial assistance to Queer and Trans BIPOC to increase access to mental health support. It provides financial assistance for up to 6 sessions with a psychotherapist.

The SpACE+
A twice-monthly support group for students who are asexual, demisexual, grey-aseosexual, and elsewhere on the asexual spectrum. For more info, contact the Stonewall Center at stonewall@umass.edu

National Queer and Trans Therapists of Color Network
Helps queer and trans POC find queer and trans POC mental health practitioners across the country. Committed to transforming mental health care for the LGBTQIA+ community with a focus on healing justice— an intersection between social justice and mental health.

The Stonewall Center Website: LGBTQIA Student Groups
Apart from the resources listed above, these are some student groups on campus serving the LGBTQIA+ community.
We created this guidebook because we know that navigating mental health resources can be difficult and really intimidating, how are you supposed to know where to go? We wanted to provide as many resources as possible in one place and help make it clear what they are for.

We used each others' experiences and spoke to professionals to compile these, and we hope they are useful in navigating mental health resources in college.

Check us out!