The West Virginia



Employee Referral Program

Sponsored By:

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Charleston, WV 25301
304-558-0627

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For additional information regarding assistance programs:

Bureau for Behavioral Health
350 Capitol Street, Room 350
Charleston, WV 25301
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Disclaimer: No liability can be accepted by the State of West Virginia for any services, treatment, or counseling provided by the listed agencies or their employees, or any acts of wrongdoing by the same. Individuals and/or their families or representatives are responsible to evaluate any agency to determine if it will meet the needs of the individual or family.

Emergency Phone Numbers and Helplines

If you need immediate assistance, please call 911 or contact the needed toll-free hotline listed below:

National Suicide & Crisis Lifeline:	Call or Text 988, Chat at WV988.org
National Child Abuse Hotline:	Call or Text 1-800-422-4453, Chat at Childhelphotline.org
National Center for Missing and Exploited Children's CyberTipline:	Call 800-843-5678, CyberTipline.org
National Domestic Violence Hotline:	Call 1-800-799-7233, 1-800-787-3224 (TTY) Text "START" to 88788, Chat at thehotline.org
National Sexual Assault Hotline:	Call 1-800-656-4673, Chat at online.rainn.org
National Alliance on Mental Illness:	Call or Text 988, Chat at 988lifeline.org
Problem Gambling Help Network of WV:	Call 1-800-GAMBLER, Chat at 1800gambler.net

First Choice Services Helplines

First Choice Services operates several program helplines across six states, including suicide and life crisis, gambling, tobacco addiction, etc. Access to a full list of available support services may be found by visiting First Choice Services.org.

- Help4WV offers 24/7 support and referrals for anyone seeking assistance for substance use disorder or mental health issues. Text or call 844Help4WV (1-844-435-7498). To chat with a specialist, visit Help4wv.com.

- West Virginia 211 (WV211) is a free and confidential service that helps individuals find health and human service programs and resources when they are in crisis. If you need information on any type of social service, including food pantries, housing assistance, or utility assistance, WV211 can be reached 24/7 by dialing 211, texting your zip code to 898-211, or through their toll-free number at 1-833-848-9905. To chat with a specialist, visit WV211.org.

- Peer Recovery Support Services offers outreach, support, and follow-up care from coaches in long-term recovery who combine their personal experience with professional training to support clients in finding their own paths to recovery. Call or text (844) 435-7498. To chat with a specialist, visit Peer Recovery Services.

Find A Helpline

Find A Helpline is a searchable resource providing access to free, confidential support from helpline organizations worldwide. Find A Helpline can help you connect to support for a wide variety of topics including grief and loss, loneliness, pregnancy, parenting, illness, dementia and alzheimers and much more. Visit Findahelpline.com.

What is the Employee Referral Program?

The Employee Referral Program (ERP) provides employees and their families with resources to obtain assistance for a variety of personal problems which may affect their continued functioning as productive members of West Virginia State Government or society as a whole. Assistance agencies and programs contained in this booklet are available from confidential, independent, off-site, professionals who are experienced in a wide range of issues, including:

- Workplace concerns
- Interpersonal conflicts
- Anxiety, depression, trauma
- Mental health
- Financial issues
- Grief and loss
- Addiction and recovery
- Stress management
- Parenting or eldercare support
- Crisis and Disaster Response

Your agency, along with the Division of Personnel and the Bureau for Behavioral Health, encourages the use of the ERP by making this resource convenient and available to employees. However, participation in ERP services is voluntary.

If you are interested in learning more about the ERP services available to you, please contact your Human Resources designee or supervisor, who will provide you with assistance identifying resources found in this booklet.

Paying for Services

If you have insurance:

Your benefits are dependent upon the plan you've joined. Refer to your insurer's website or call the number on the back of your insurance card to inquire about coverage.

You'll likely have a deductible, a specific amount of money you'll need to pay out-of-pocket before your benefits start covering costs. Find out how much that deductible is and how much you've already paid towards it for the year. Any medical expense, not just treatment, can count towards that total.

Just as with other kinds of medical care, you may have a co-pay, a small amount of money you need to pay upfront to the providers or facilities you visit. Find out how much that is, as well as how many appointments or days of treatment are covered per year.

Ask your insurer for a list of preferred facilities or providers in your area. Choosing from this list will help prevent unexpected costs because your insurance will be more willing to cover the services you receive.

You can also ask your insurer if they have case managers. A case manager is a registered nurse, social worker, or other licensed healthcare provider who can work with you directly. Their services are usually covered by the cost you're already paying for your insurance. They'll help you evaluate your options and choose what makes the most medical and financial sense.

It can take multiple calls to figure this information out, and these can be difficult conversations to have. If you have a trusted family member or friend who can help, there is a way your insurer can

authorize them to make decisions on your behalf. Ask your insurer for more details about how to set this up.

If You Don't Have Health Insurance:
Some treatment facilities or providers offer free or low-cost care, sliding scale fees based on your income, or offer payment assistance programs. Grants or scholarships may also be available through individual treatment facilities to help offset all or part of the cost of attending. Before accepting any grants or scholarships, be sure to ask about what, if any, responsibility you have regarding the repayment of funding should you not complete the program or fulfill other program commitments.

You'll need proof of income to determine if you're eligible for some services. To see what counts as income, you can visit healthcare.gov.

Types of Treatment for Substance Use Disorders and Mental Health Concerns

Detoxification (Detox)
A supervised withdrawal process that helps the body rid itself of substances while the symptoms of withdrawal are treated. Detoxification by itself is not treatment; it is a first step that can prepare a person for treatment. More details about pre-treatment and detox.

Interim Care
When immediate admission to a facility or other care program isn't available, interim care provides daily medication and emergency counseling. This can be a helpful bridge from beginning recovery to admission to a regular outpatient, inpatient, or residential setting.

Outpatient
Treatment at a program site while a patient lives on their own. Outpatient treatment is best for people willing to attend regular appointments and counseling sessions. Since there is no overnight care, it's important to have a stable living environment, reliable transportation, and supportive family or friends. Outpatient care usually lasts from about two months to one year.

Hospital Inpatient
Inpatient care is 24/7 care, usually connected to a hospital, or clinic, lasting days or weeks. People with serious mental or medical concerns, as well as substance use disorders, are the most likely to use inpatient treatment and rehabilitative care.

Teens and adolescents often benefit from the structure of inpatient treatment to fully understand their needs and make a treatment plan.

Residential
Residential/Live-in care offers a stable setting for long-term phased treatment. Residential facilities are best for people without stable living or work situations, and/or who have limited or no family support in treatment. They also help people with very serious disorders who have been unable to get and stay sober or drug-free in other treatments. Residential facilities have specific rules and expectations for residents and their families. Residential care usually lasts from a few months to one year.

Transitional Housing
Sometimes called a halfway house or sober living facility, transitional housing provides a temporary space to stay while transitioning from an intensive treatment setting to independent living. Transitional Housing facilities may also provide support programs around employment and education, or case managers to help residents succeed during and after their stay.

Integrated Care/Co-occurring Mental Health and Substance Use Disorder Treatment
Having both a substance use and mental health disorder is called a co-occurring disorder. About half of people who experience one will also experience the other. Integrated care that addresses substance use and mental illness is critical for success in recovery. Integrated care brings together different areas of expertise to treat the whole person to ensure that treatment for one disorder doesn't interfere with the treatment of others.

Telemedicine
Telemedicine is care provided over the phone or online and can be a tremendous help to people who are unable to regularly get to a treatment facility. While telemedicine is not the first step in treatment, it can be a key part of a treatment plan, especially for patients living far away from a facility.

Assistance Agencies and Programs

Community Behavioral Health Centers
West Virginia's publically funded Certified Community Behavioral Health Clinics (CCBHC) are specially designated to provide a comprehensive range of services and resources such as emotional, mental, and addiction issues, including substance abuse treatment, short- and long-term residential programs, medically monitored detoxification and transitional living programs, outpatient services, domestic violence, and youth and family services. Help4WV provides a searchable database to find the right resource or solution you need by calling or texting 1-844-HELP4WV or chat at Help4WV.

To assist in finding the most appropriate available treatment for youth behavioral health needs, the Help4WV, Children's Crisis & Referral Line can provide parenting support, crisis counseling, and local resources for your family. The Children's Crisis & Referral Line is available 24/7.

Local Primary Health Centers
Local Primary Health Centers (LPHC) are local community-based organizations that provide integrated primary care to adults and children regardless of their ability to pay. LPHC's offer medical care, behavioral health, substance use disorder treatment service, group therapy, dental care, pharmacy, and other services to communities across the State. Visit the WV Primary Care Association website for available resources or search the Find a Primary Health Center online directory to find an LPHC near you.

Substance Abuse and Mental Health Services Administration (SAMHSA)
FindTreatment.gov is a product of the SAMHSA. It is a confidential and anonymous resource for persons seeking treatment for mental and substance use disorders in the United States and its territories. FindTreatment.gov provides the ability to search a comprehensive list of substance use and mental health facilities, health care centers, buprenorphine practitioners, and opioid treatment providers by location. Visit FindTreatment.gov

Domestic (Family) Services

The West Virginia Coalition Against Domestic Violence (WVCADV)
WVCADV is a statewide non-profit organization that provides free and confidential assistance services, including individual safety planning, shelter, 24-hour emergency hotline, legal advocacy, peer support counseling, support groups, services for children, and other support services (such as help in obtaining medical care; legal protection; housing; furniture; clothing; training and educational services; employment; social services; emergency transportation; and translation services) to victims of domestic violence and their children. You may view a list of WVCADV-licensed domestic violence programs here.

Legal Aid of West Virginia
Legal Aid of West Virginia believes all West Virginians deserve an equal chance at justice in the courtroom and in their communities. Legal Aid of West Virginia may provide assistance and resources concerning domestic violence, divorce, separation, housing, benefits, debt, and legal proceedings. Visit legalaid.org.

Grief Support

Grief is a journey that shouldn't be traveled alone. You may feel angry or full of regret or like no one understands and be tempted to isolate. If you need help dealing with grief, a grief and loss support group is a safe place to find support. To find a support group near you, visit GriefShare.org.

American Cancer Society
A cancer diagnosis affects close friends and family too. Find out what to expect if you become a caregiver for a person with cancer, and get tips for making sure that you take care of yourself as well. Visit American Cancer Society, Caregivers and Family.

TAPS National Military Survivor Helpline
TAPS National Military Survivor (TAPS) is a national nonprofit organization providing compassionate care and comprehensive resources for all those grieving the death of a military or veteran loved one. The Helpline is open 24 hours 7 days a week. Whether you are in emotional crisis, need to connect with TAPS services, or just want to talk, call 800-959-TAPS (8277) or visit TAPS.

Health and Human Services Programs

WV 211
WV 211 is a free and confidential service that helps individuals find local resources when they are in crisis. The WV 211 program has many resources to help you take care of your family's immediate life-sustaining needs. If you need information on any type of social service, including food pantries, housing assistance, or utility assistance, this program can be reached 24/7 by dialing 211 or through their toll-free number at 1-833-848-9905. To chat with a specialist, visit WV211.org.

WV Homeowners Rescue
WV Homeowners may be eligible for home repair funds through the West Virginia Housing Assistance Fund. For eligibility information or to apply for assistance, visit help.wvhaf.com.

Disaster Distress Helpline
The Disaster Distress Helpline (DDH) is the first national hotline dedicated to providing year-round disaster crisis counseling to all residents in the U.S. and its territories who are experiencing emotional distress related to natural or human-caused disasters. This includes survivors of disasters, loved ones of victims; first responders; rescue, recovery, and relief workers; clergy; and parents and caregivers. This toll-free, multilingual, crisis support service is available 24/7. Call or text 1-800-985-5990 or visit the Disaster Distress Helpline.

Division of Rehabilitation Services
The West Virginia Division of Rehabilitation Services (DRS) provides vocational services to youth (age 14 and up) and adults with disabilities that help them prepare for, obtain, regain, maintain, or advance in employment. Vocational rehabilitation counselors are available through statewide field offices. Visit WVDRS.org or call 304-356-2060 to speak with a counselor.

Consumer Credit Counseling Services

National Foundation for Credit Counseling
National Foundation for Credit Counseling (NFCC) is a non-profit agency with the goal of providing individuals with the tools they need to manage their financial health, whether struggling with debt or helping their small businesses grow. Call 800-388-2227 or visit the website at www.nfcc.org.

Consumer Credit Counseling Service of Southern West Virginia, Inc.
Consumer Credit Counseling Service (CCCS) of Southern West Virginia is a non-profit organization dedicated to helping people solve and prevent debt problems. CCCS has service locations in Beckley, Bluefield, Charleston, Logan, and Teays Valley, WV. Call 304-720-3640 or visit the Consumer Credit Counseling Service of Southern West Virginia for more information.

Consumer Credit Counseling Service of the Mid-Ohio Valley, Inc.
The Consumer Credit Counseling Service of the Mid-Ohio Valley is a non-profit community service organization that helps residents of the Mid-Ohio Valley become financially stable through goal setting, learning how to spend and save, and using appropriate financial resources to make sound financial decisions. Financial counseling and education programs are available whether you need help with budgeting, managing credit card debt, or loan repayment or just need a little help planning for your financial future. Call 866-481-4752 or visit CCCS.org for more information.

For more information, corrections, or additions to the material contained in this booklet, please contact:

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This booklet may be printed from the WV Division of Personnel's website at WV ERP.