

RESOURCES FOR HCSO TEAM MEMBERS

BEHAVIORAL HEALTH DIVISION:

Established in 2020 under the leadership of Sheriff Ed Gonzalez, the Behavioral Health Division (BHD) includes a team of embedded, in-house behavioral health specialists who provide operational support throughout the agency and are dedicated to supporting the well-being of HCSO teammates. We incorporate and adapt nationally recognized best practices for human behavior, mental health, and wellness to cater to HCSO personnel and operations' unique needs so that our team members thrive personally and professionally.

The BHD activities:

- Confidential counseling and support
- Education/curriculum development
- Outreach/preventative services
- On-scene critical incident support
- Post-critical incident services
- Peer Support Network programs
- Policy development
- Psychology training affiliation with Baylor College of Medicine

BHD Clinical Services: The BHD offers free and confidential mental health services to HCSO employees. Services are available Monday through Friday, from 8:00 am to 4:00 pm, by appointment only. To schedule an appointment, please call 346-286-3150.

Peer Support Network: This Network offers a confidential space where employees can share their experiences, challenges, and emotions with vetted and specially trained HCSO colleagues who understand their unique circumstances. This emotional support helps employees cope with stress, trauma, fatigue, and the demands of the job. For assistance, please call 346-286-3175.

** Please note that our clinic and Peer Support Network employees are NOT emergency resources and do not perform emergency evaluations. In case of an emergency or if immediate assistance is required, please contact 911 or reach out to the Watch Command.*

AETNA®:

1. AETNA® EAP – Aetna Resources for Living SM

- The Employee Assistance Program (EAP) is an employer-sponsored program available at no cost to you and all members of your household. Children living away from home are covered up to age 26. This service is covered Harris County Health Insurance.
- Website: resourcesforliving.com
 - (Username: Harris County / Password: EAP)
- Phone: 1-833-657-2111, TTY 711

2. AETNA® – Onsite Counselors

- Harris County dedicated counselors are here to give support on a variety of topics, including relationships, mood issues, eating, sleep, depression, stress, burnout, loneliness, parenting, self-esteem, and more. Services are free and confidential. No information regarding your participation is shared. This service is available for Harris County employees only; dependents should call the main EAP phone number for assistance.
- Online booking: [Schedule an Appointment with RFL Online Scheduler.](#)

3. HCSO AETNA® Health Coach

- Looking for support to reach your health goals? With the Aetna® Health Coaching program, you can access nurses, dietitians, and clinicians who will listen, understand your needs, and help you find solutions – even when you don't know where to begin.
- Email: floresc6@aetna.com
- Phone: 832-398-0922

4. AETNA® Mental Health Providers

- Mental Health Providers who accept HCSO insurance and require a co-pay per visit.
- Website: <https://www.aetna.com/individuals-families/find-a-doctor.html>

OTHER IN-PERSON SERVICES IN HARRIS COUNTY:

5. The Counseling Center of Texas- First Responder Peer Support Group:

- The Counseling Center of Texas is a peer support group for first responders to discuss job-related pressures and issues.
- Website: [The Counseling Center of Texas - Groups | First Responder Peer Support Group](#)
- Phone: 469-646-6350

6. National Alliance on Mental Illness (NAMI) - Greater Houston (GH):

- NAMI Greater Houston (NAMIGH) is ready to provide the resources necessary to help you, family members, mental health providers, and all other relevant parties triumph over mental health obstacles. For more information about our cause or to obtain assistance regarding mental and emotional wellness, please contact us.
- Website: [NAMI Greater Houston - 501 \(c\)\(3\) Nonprofit - You are not alone!](#)
- Phone: 713-970-4419

7. Depression and Bipolar Support Alliance (DBSA) - Greater Houston:

- DBSA is a nonprofit organization offering free and confidential support groups. It features support groups for individuals with depression or bipolar disorder, including specific groups for veterans and first responders.
- Website: [DBSA - Depression and Bipolar Support Alliance](#)
- Phone: 312.642.0049

STATEWIDE TELEHEALTH SERVICES:

8. UTHealth Trauma and Resilience Center, Houston:

- Specialized counseling for first responders focused on trauma and emotional regulation.
- Website: [UTHealth Trauma and Resilience Center | McGovern Medical School](#)
- Phone: 713-486-2630

9. Treat Mental Health Texas:

- Provides virtual mental health support tailored for first responders, including trauma-informed care and personalized therapy.
- Website: [Compassionate Mental Health Support in Texas](#)
- Phone: 737-252-8351

10. MySpectrum Counseling & Coaching:

- Provides telehealth therapy services for first responders, including individual and family therapy sessions.
- Website: [MySpectrum | Teletherapy, Counseling & Coaching In Virginia](#)
- Phone: 804-924-2236

11. Heroes Helpline

- 24/7 confidential referral and navigation services for Texas first responders.
- Website: [Heroes Helpline](#)
- Phone: 833-367-4689

NON-HCSO PEER SUPPORT PROGRAMS:

12. Texas Law Enforcement Peer Network (TLEPN):

- A statewide program offering confidential peer support from trained law enforcement officers via their app and online platform. First responders can access this network by downloading the app and obtaining an access code from their MyTCOLE account.
- Website: [Texas Law Enforcement Peer Network](#)
- Phone: 972-336-1314

13. Texas Blue Chip Program:

- This statewide program offers free, anonymous mental health support to law enforcement.
- Website: [Texas Blue Chip Program - MMHPI - Meadows Mental Health Policy Institute](#)
- Phone: 512-966-8269

14. Texas Online Counseling- First Responders Program:

- This program is an online therapy service tailored for first responders.
- Website: [Online Therapy for First Responders | Texas Online Counseling](#)
- Phone: 888-317-7021

15. Law Enforcement Alliance for Peer Support (LEAPS):

- LEAPS is a peer support network comprising law enforcement personnel. It is a confidential, free program for first responders.
- Website: [Law Enforcement Alliance for Peer Support](#)
- Phone: 601-955-0055

16. Fort Bend County First Responder Wellness Resources:

- This resource provides peer support, telehealth services, and financial assistance options through their app Code 4 Total Wellness.
- Website: [First Responder Wellness | Fort Bend County](#)
- Phone: 281-342-3411

17. Overwatch Peer Support (NAMI North Texas):

- Offers no-cost, confidential, community-based support groups led by family members of first responders for their peers.
- Website: [Overwatch Peer Support | Nami North Texas](#)
- Phone: 214-341-7133

ADDITIONAL RESOURCES:

18. CopLine®:

- 24/7 confidential support for law enforcement officers.
- Website: [CopLine](#)
- Helpline phone: 1-800-267-5463

19. Warrior's Heart®:

- Inpatient/residential, and outpatient (IOP and PHP) treatment exclusively for first responders and veterans with PTSD or substance use disorders.
- Website: [Addiction & PTSD Treatment & Recovery Centers in TX & Virginia](#)
- Phone: 855-670-0701

20. Guardian Grounds Ranch:

- Residential rehabilitation facility exclusively for first responders struggling with mental health, offering peer support, counseling, and chaplaincy.
- Website: [Guardian Grounds Ranch – Support & Retreat for First Responders](#)
- Phone: 866-720-2024

TEXT LINES:

21. (988) Suicide & Crisis Lifeline – Text 988

22. Crisis Text Line – Text BLUE or HOME to 741741

23. Veterans/Military Crisis Line – Text 838255 or Dial 988 then Press 1

Note, all text lines are available 24 hours a day, 7 days a week, 365 days a year.