OHIO PROGRAM FOR CAMPUS SAFETY & MENTAL HEALTH

Increasing Behavioral Health Access:

Implementing Stepped Care Models to Decrease Barriers and Use Resources Effectively

Nathaan Demers, Psy.D.
January 2023
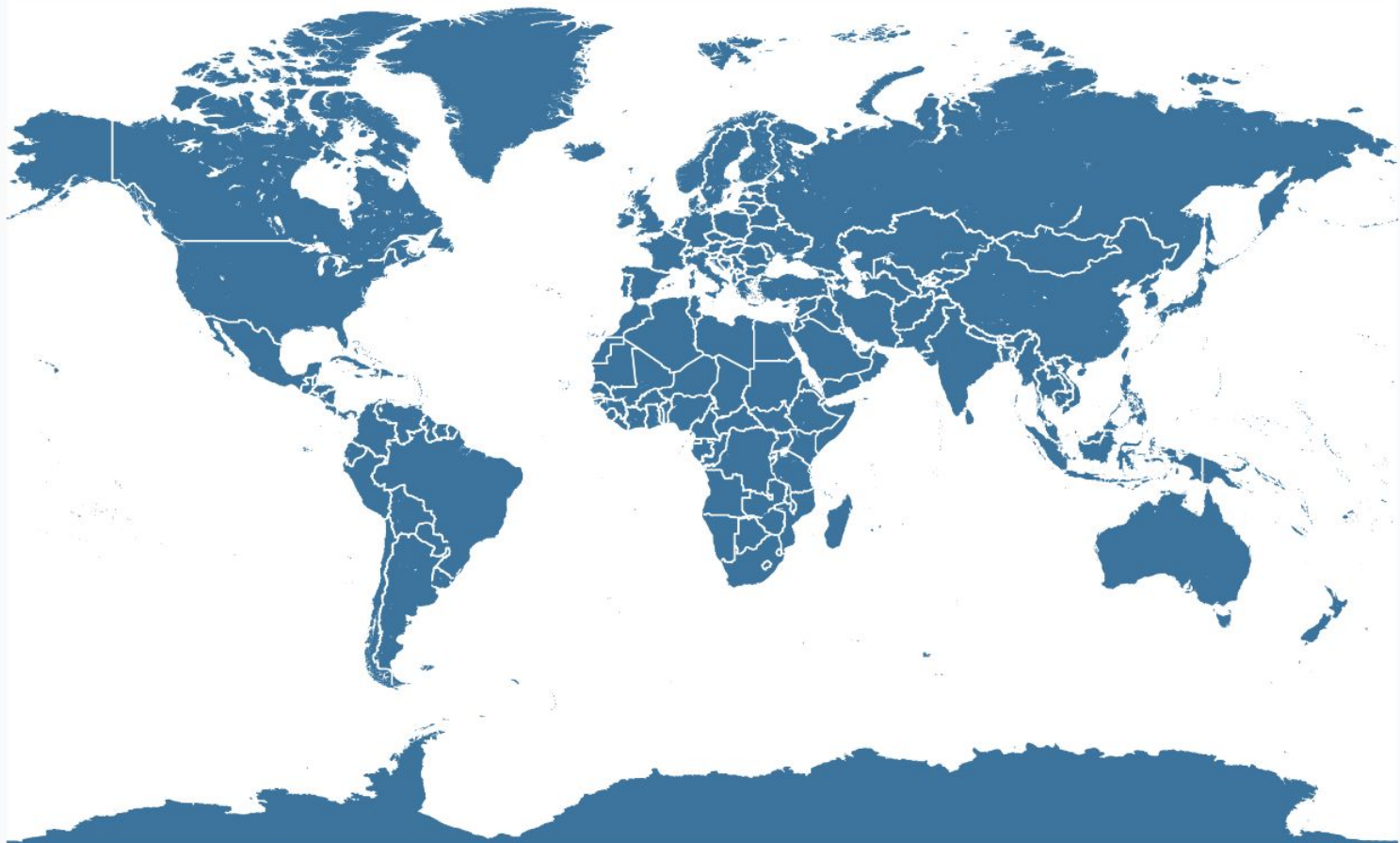
1

Where is everyone coming from?

How are you doing/feeling right now?

What is your role on campus (or otherwise)?

Nobody has responded yet.

Hang tight! Responses are coming in.

What is the biggest challenge that your campus faces in terms of supporting student mental health?
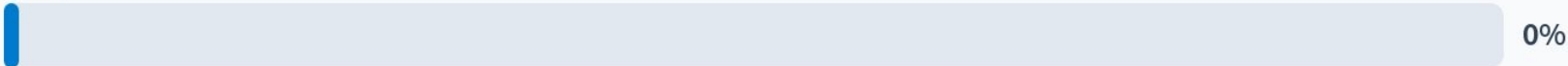
Nobody has responded yet.

Hang tight! Responses are coming in.

Are you familiar with the concept of "Stepped-Care" ?

Yes

0%

I've heard of it, but not much more

0%

No

0%

Unsure

0%
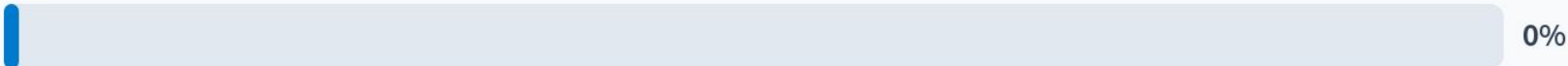
Behavioral Health Trends:
Healthy Minds & Hope Center Data

SAMPLE CHARACTERISTICS (N=76406)

Gender

54% Female
41% Male
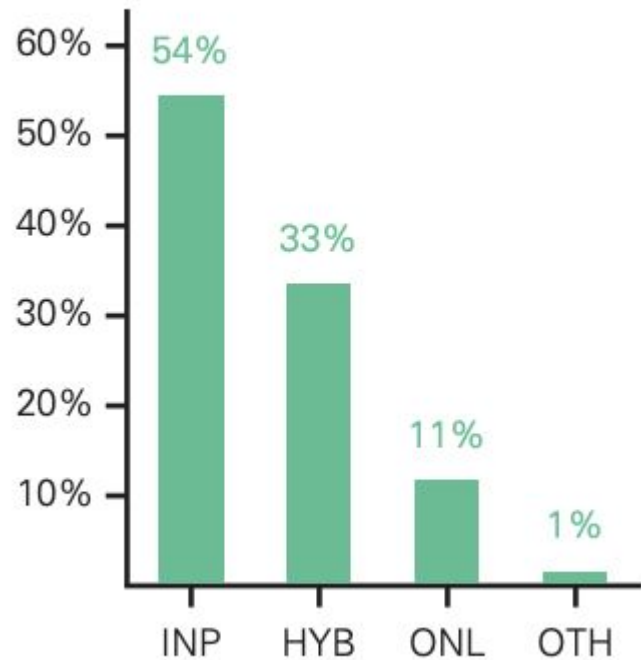4% Transgender and non-binary

Living Arrangement

30% Campus residence hall
1% Fraternity or sorority house
8% Other university housing
32% Off-campus, non-university housing
26% Parent or guardian's home
4% Other

Healthy Minds Report 2022-2023

Class format

Format	Percentage
INP	54%
HYB	33%
ONL	11%
OTH	1%

Degree program

Program	Percentage
ASS	22%
BA	61%
MA	10%
JD	1%
MD	2%
PHD	3%
ND	2%
OTH	3%
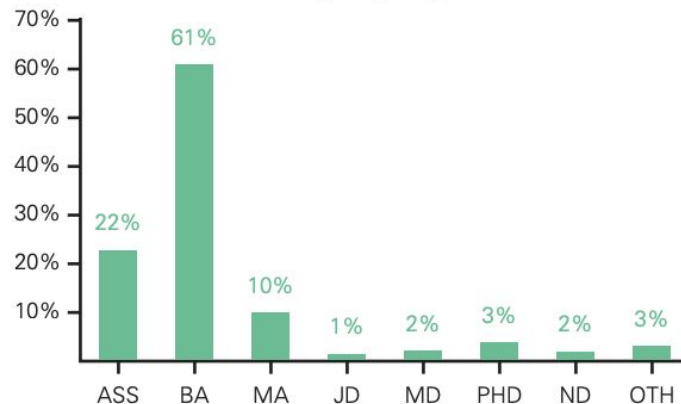
ASS — Associate's degree
BA — Bachelor's degree
MA — Master's degree
JD — JD
MD — MD
PHD — PhD or equivalent
ND — Non-degree student
OTH — Other

LONELINESS

56–61%

How often do you feel...

you lack companionship
- 34%
- 37%
- 19%

left out
- 29%
- 39%
- 22%

isolated from others
- 29% Hardly ever
- 36% Some of the time
- 25% Often

Healthy Minds Report 2022-2023

DEPRESSION SCREEN

ANXIETY SCREEN

POSITIVE MENTAL HEALTH

Any depression

41%

Any anxiety

36%

Positive mental health

36%

Knowledge of campus mental health resources

If I needed to seek professional help for my mental or emotional health, I would know where to go to access resources from my school.
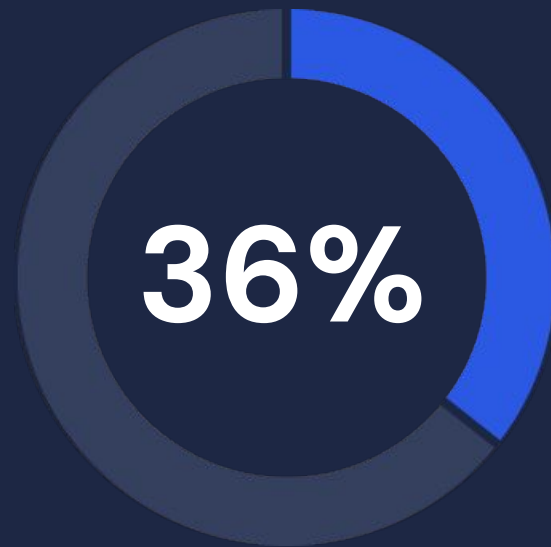
21%	Strongly Agree
25%	Agree
18%	Somewhat Agree
6%	Somewhat Disagree
8%	Disagree
5%	Strongly Disagree

19%

Healthy Minds Report 2022-2023

Mental health counseling/ therapy, all students (past year)

In the past 12 months, have you received counseling or therapy for your mental or emotional health from a health professional (such as a psychiatrist, psychologist, social worker, or primary care doctor)?

36%

Healthy Minds Report 2022-2023

Perceived Need (Past Year)

In the past 12 months, I needed help for emotional or mental health problems such as feeling sad, blue, anxious or nervous.

25%	Strongly Agree
17%	Agree
15%	Somewhat Agree
5%	Somewhat Disagree
12%	Disagree
13%	Strongly Disagree

57%

−36%

21%

Healthy Minds Report 2022-2023
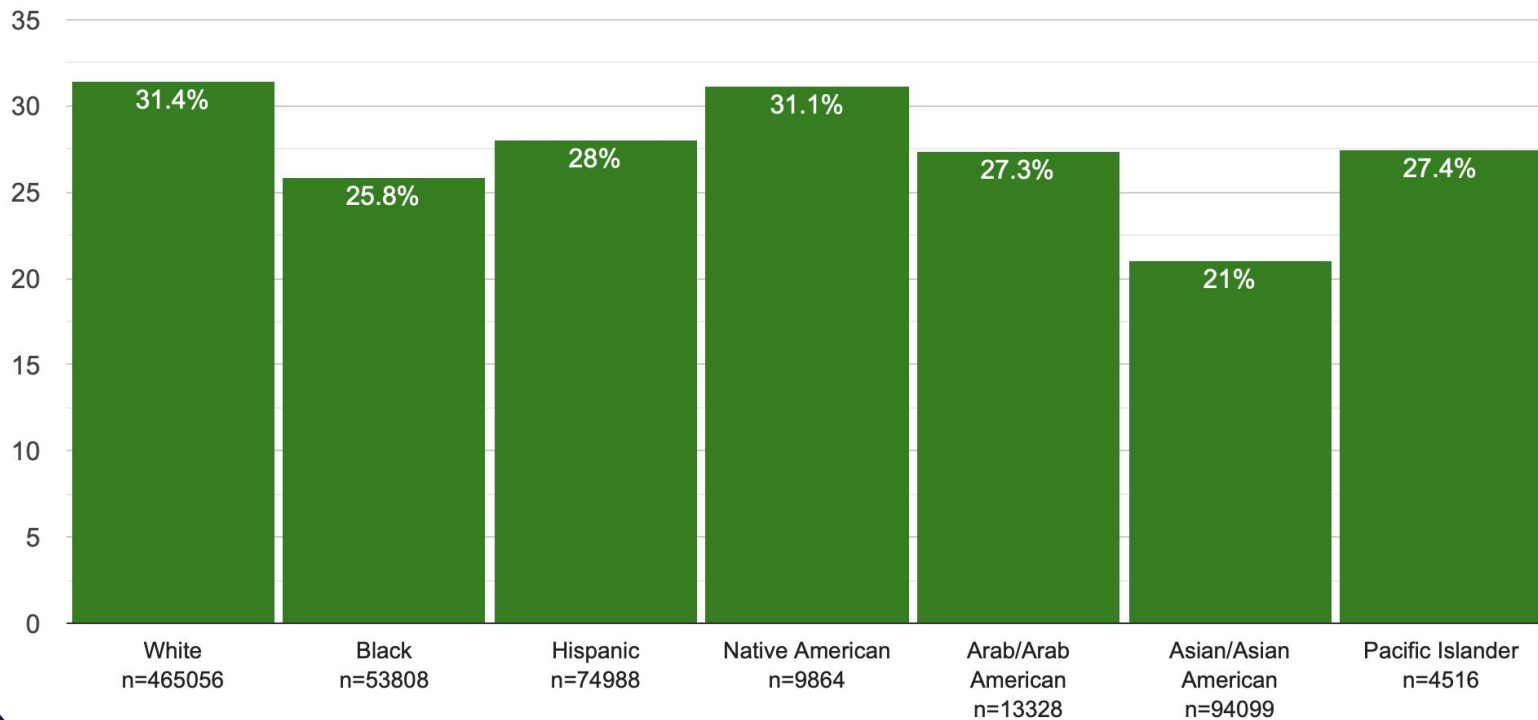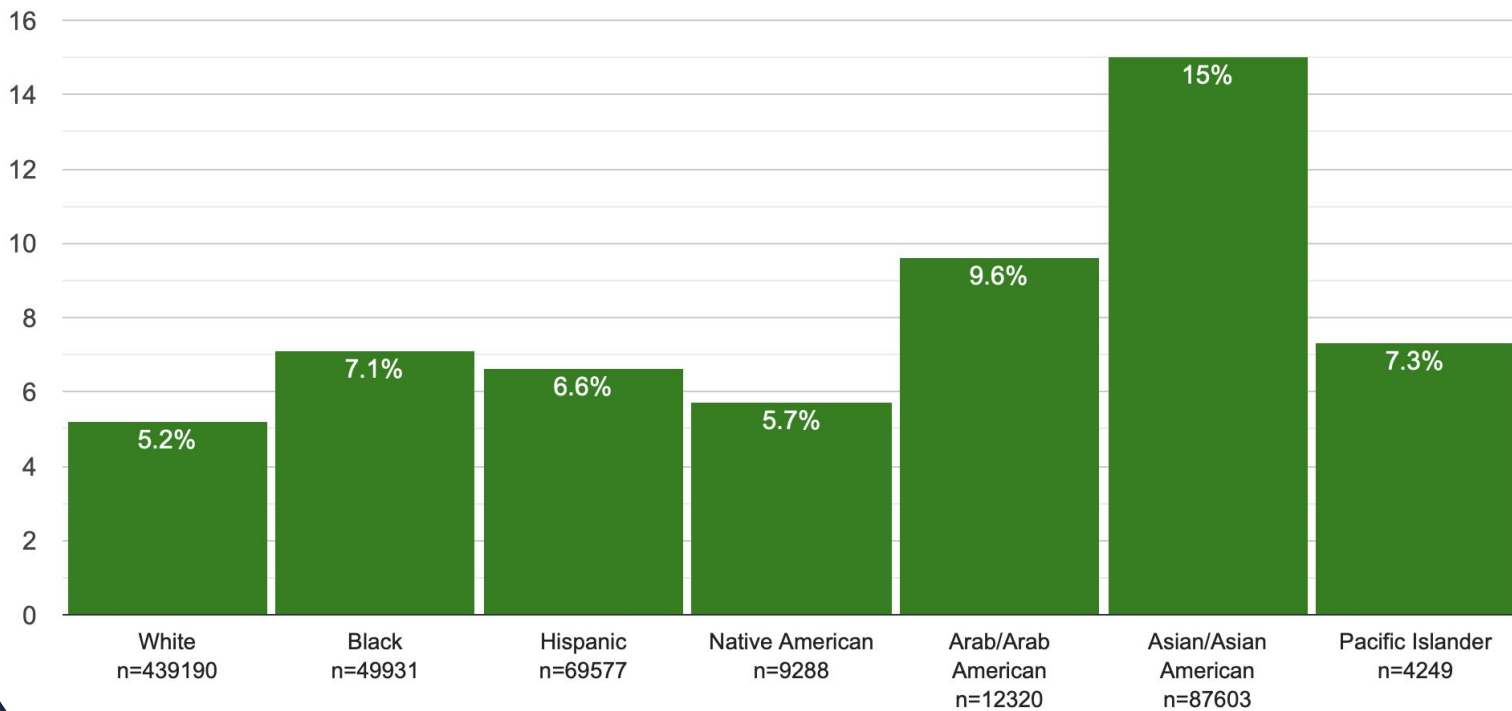
Basic Needs Insecurity

#RealCollegeSurvey

- 500+ institutions
- Primary goal: give campuses the information they need to support students with basic needs

2020 Findings (n = >195,000, k = 202)

- 58% of respondents had some type of basic needs insecurity
- 38% reported experiencing food insecurity during the last 30 days
- 52% of respondents at 2-year colleges and 43% of respondents at 4-year colleges reported housing insecurity (most common issues were not being able to afford full amount of rent, mortgage, or utility bills)
- Students of color, first generation students, Pell Grant recipients, and part-time students were more likely to report basic needs insecurities

BIPOC and LGBTQ+ Students

Mental Health Among BIPOC Students

- Suicide rates in Black males aged 10–19 are rising faster than for any other group, having increased 60% since 2017
- Individuals who identify as LGBTQ are 2.5 times more likely to have a mental health challenge

- A multitude of issues create barriers to care for these students:

  1. Stigma
  2. Racism trauma
  3. Lack of culturally competent providers
  4. Lack of access to providers with shared lived experiences
  5. Lack of inclusion/focus of BIPOC people's needs and perspectives in clinical research trials
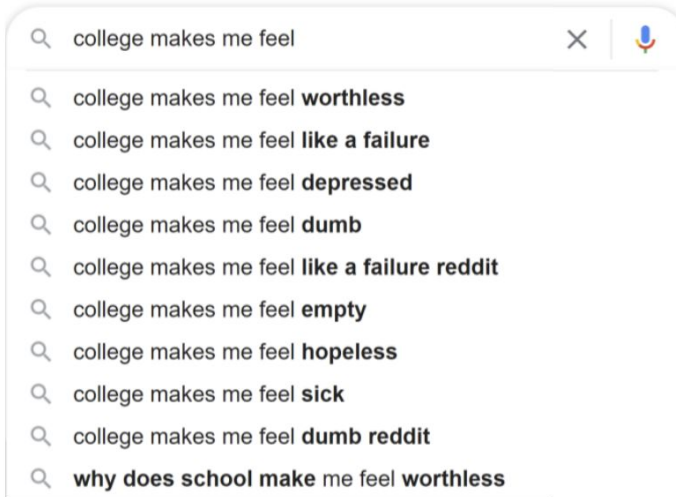
Macro/Micro Trend Summary

60%

60% of college students meet criteria for at least one mental health condition. This is a 50% increase in past decade [1]

81%

81% of students indicate that their mental health negatively impacted academic performance in the past 4 weeks [2]
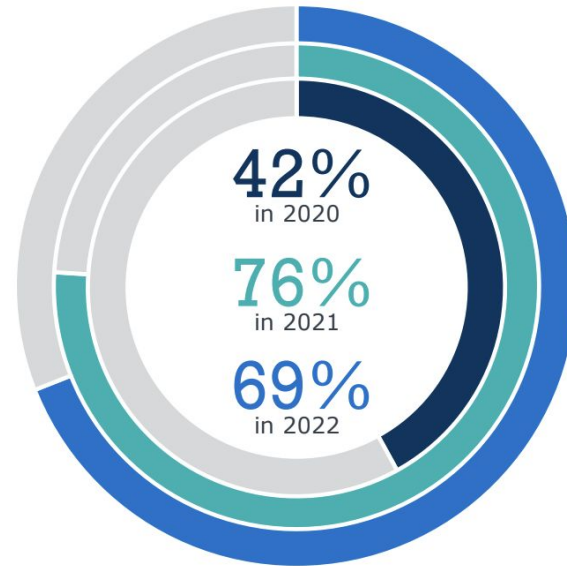
[1] National Education Association
[2] Healthy Minds Report 2022-2023

Google

| Q | college makes me feel | ✕ | 🎤 |

- Q college makes me feel **worthless**
- Q college makes me feel **like a failure**
- Q college makes me feel **depressed**
- Q college makes me feel **dumb**
- Q college makes me feel **like a failure reddit**
- Q college makes me feel **empty**
- Q college makes me feel **hopeless**
- Q college makes me feel **sick**
- Q college makes me feel **dumb reddit**
- Q **why does school make** me feel **worthless**

Results are among students who say they have considered stopping
in the past six months.

The Educational Impact of Emotional Stress

*% of bachelor's students citing emotion
stress as the reason they considered
stopping their coursework[1]*

42%
in 2020

76%
in 2021

69%
in 2022

Source: Google.com; McCarthy, Justin, "Emotional Stress Re
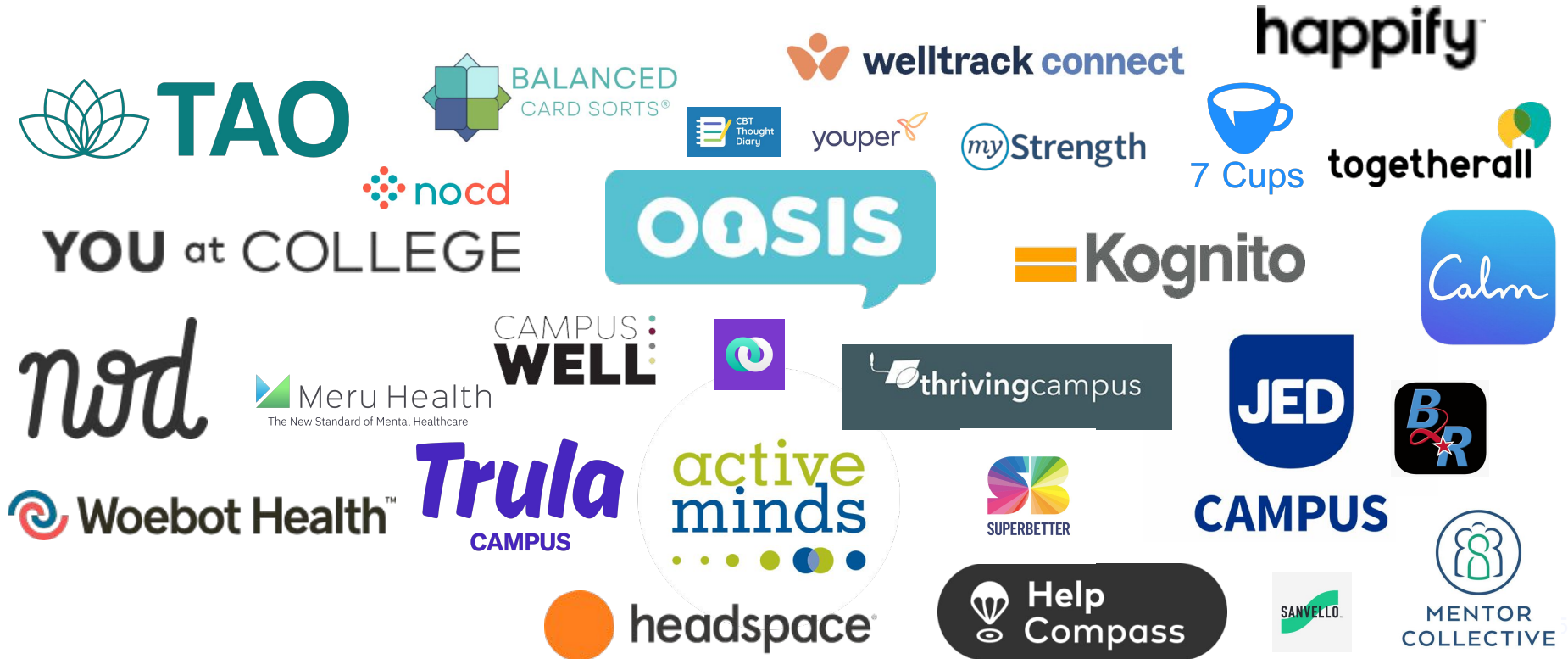Burden on Students as COVID Fades," Gallup Blog.

$5.5 billion

invested in behavioral health tech in 2021

Dramatic rise in mental health solutions on campus;
however, there are associated challenges with quality
and information overload

Rise in Point Solutions

Does your campus utilize any form of digital mental health or wellness tool?

Yes

0%

No

0%

Unsure

0%
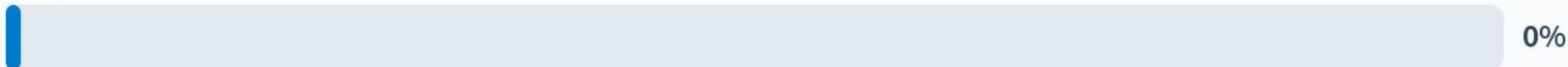
If yes, how would you rate adoption/utilization of this service?

Very Good

0%

Good

0%

Neutral

0%

Poor

0%
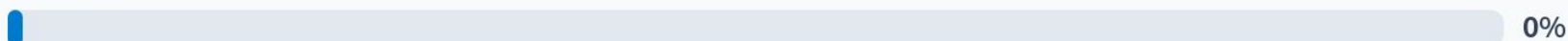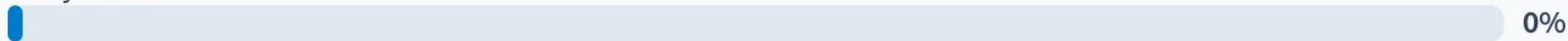
Very Poor

0%

The Current Problem

Lack of visibility

Too many options

Which of these scenarios resonate with the student experience on your campus?

Lack of Awareness

0%
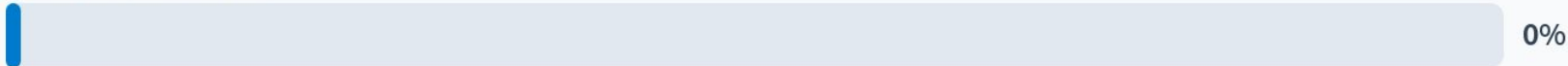
Decision Paralysis

0%

Both

0%

Neither

0%
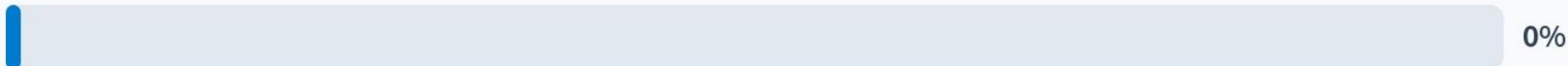
The Solution:

Stepped Care Models

Stepped Care is a system of delivering and monitoring mental health treatment so the most effective, yet least resource–intensive treatment, is delivered first.

7 Off-campus referrals

6 Individual Therapy

5 Psychoeducation workshops and therapeutic groups

4 Online support counseling and self-paced education

3 Peer wellness coaching

2 Referrals to on-campus supports or off-campus providers

1 Screening and Triage
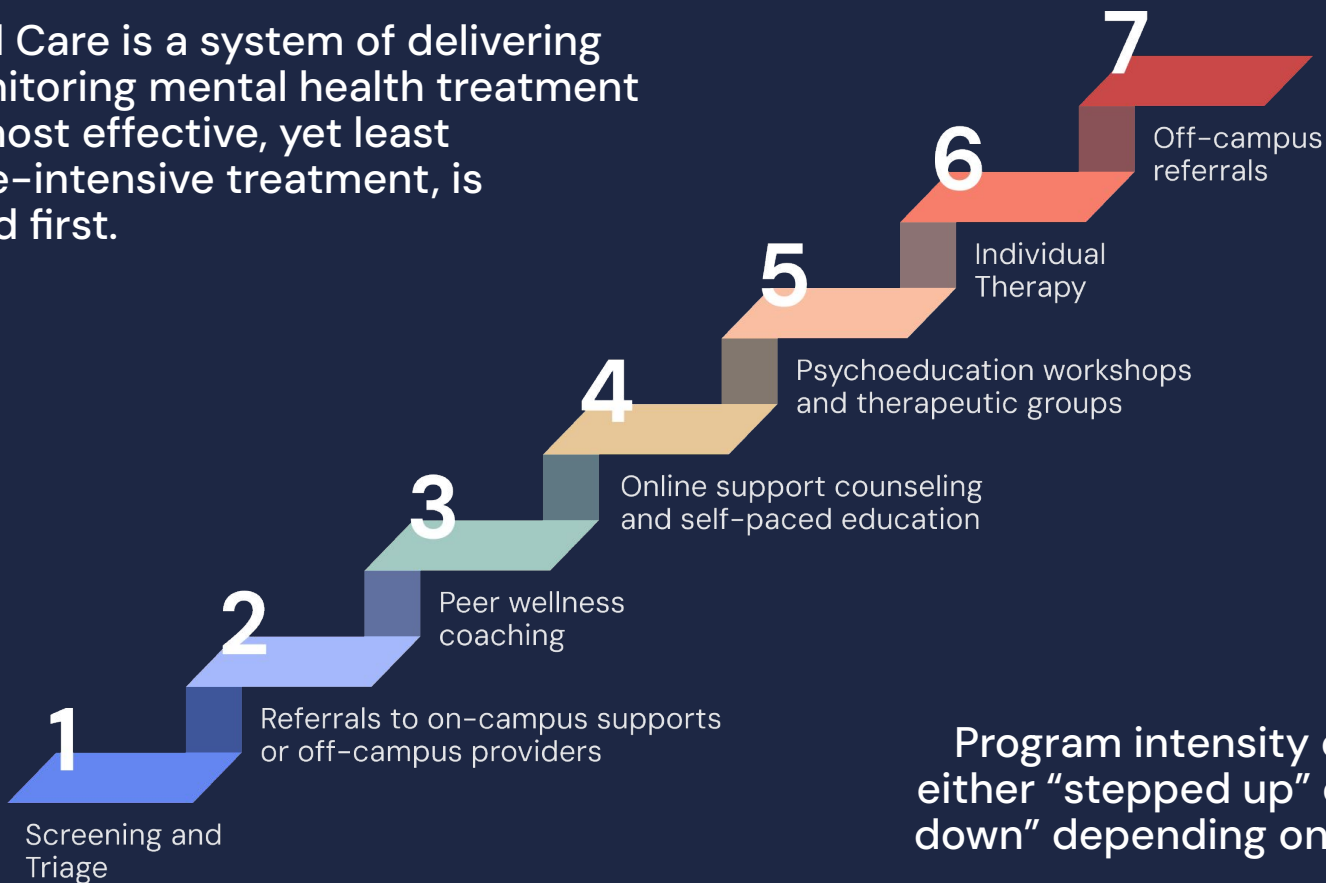
Program intensity can then be either "stepped up" or "stepped down" depending on the level of client need

End to End Mental Health Support

Stepped–Care

Promotion		Prevention			Intervention		
Develop life skills and resilience	Foster social connectedness	Increase help seeking behavior	Identify at risk students	Prevent symptom escalation	Deliver high quality care	Streamline external referrals	Manage crises that arise
Self Care	Peer Support Community	On–Demand Support	Navigation and Triage	Wellness Coaching	Clinical Care	Specialty Clinical Care	24/7 Crisis

No Wrong Door

Counseling Center

Faculty or Staff Referral

Mantra Care Hub

Navigation and Triage

Self Care

Peer Support

On-Demand

24/7 Crisis

Coaching

Therapy

Psychiatry

Specialty Care

Open to everyone

Screening required

Streamlined Care Experience

Counseling Center

Mantra Care Hub

Faculty + Staff

Refer students to the Hub

Direct refer students into care or let Mantra triage

Navigation and Triage

Students can self refer into select solutions

Campus services

| | In Person Care |

Screening Required

↗	Ext. Referral
	Psychiatry
	Therapy
	Coaching

Self Referral

On Demand

| | 24/7 Crisis |
| | Support |

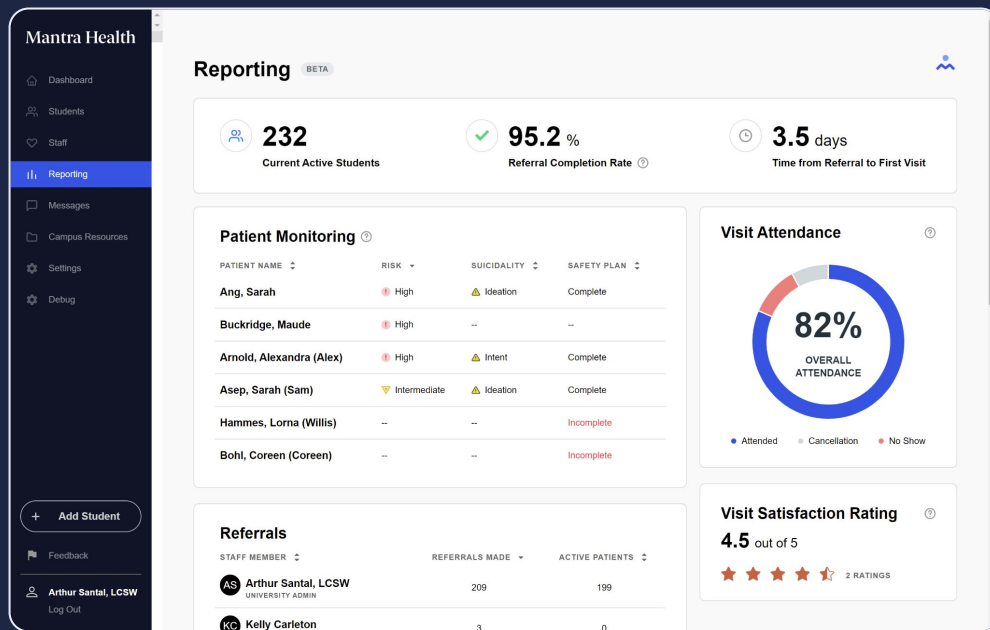| | Peer Support |
| | Self Care |

34
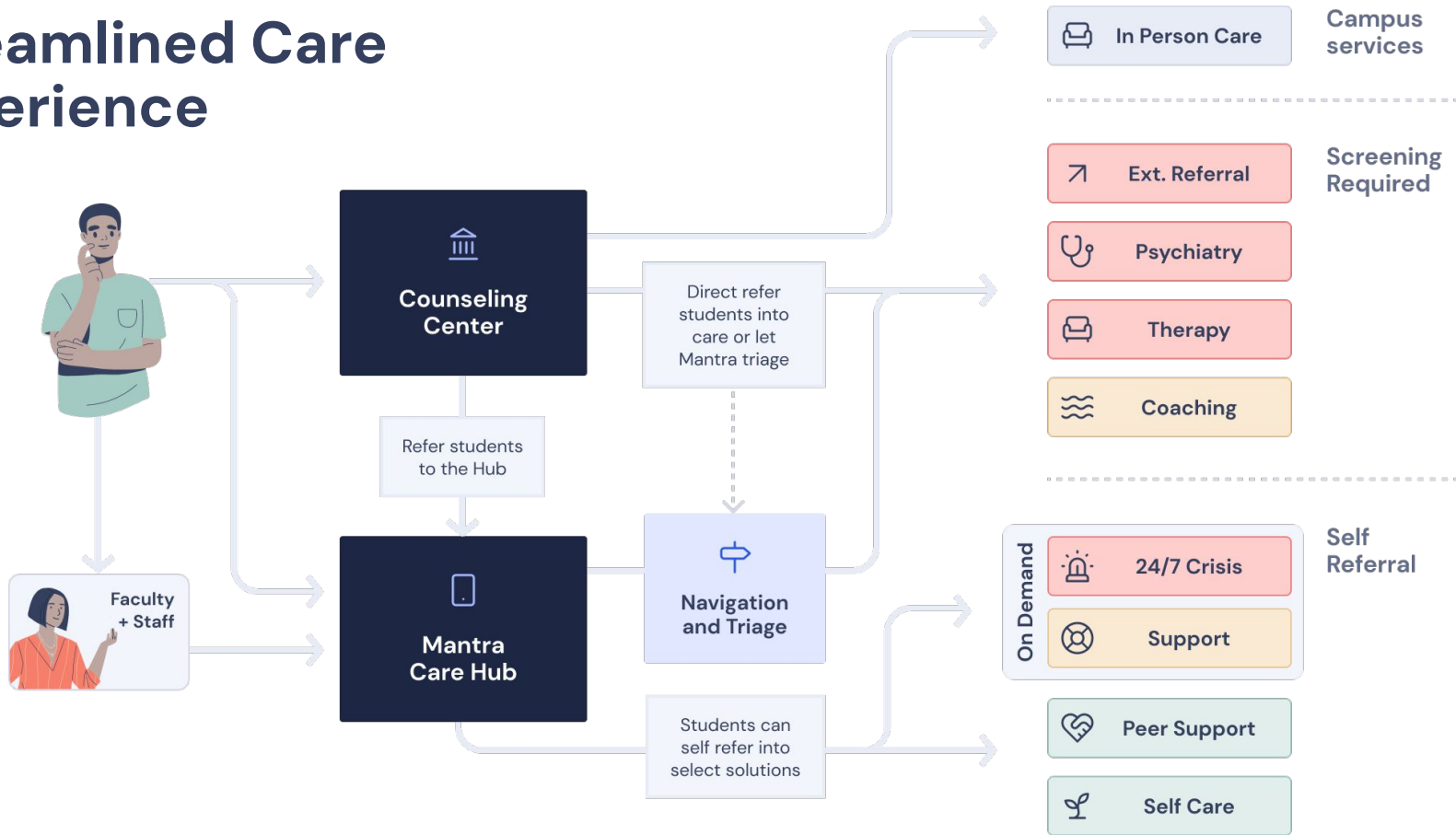
Reporting

- Single Data source for multiple interventions
- Ensure students are accessing most appropriate levels of care
- Allows for informed pivots in marketing, promotion, and outreach efforts
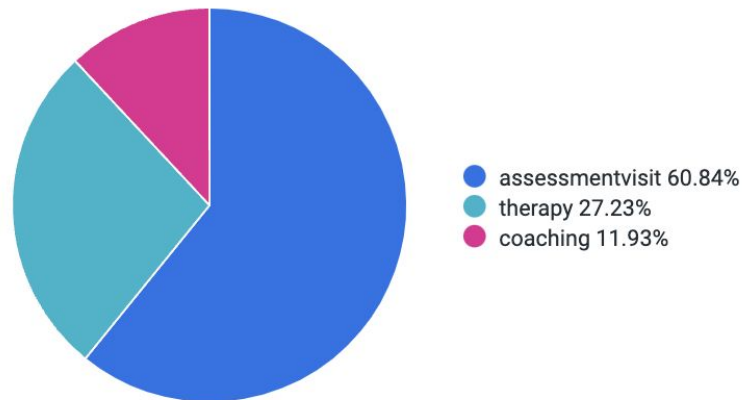
Entry Point Analysis

All Users
Unique Users

83%
Complete Level of
Care Assessment

Recommendation Percentages Over Specified Time Frame

- assessmentvisit 60.84%
- therapy 27.23%
- coaching 11.93%

STEPPED CARE GUIDE

Eastern Washington University believes in fostering a community of care. We are dedicated to students' wellbeing and connecting students with support services, on and off campus. Knowing about and engaging with resources to improve wellbeing is core to student success and beyond.

PRACTICE SELF CARE

- Get 30 minutes of movement each day.
- Get 7-8 hours of uninterrupted sleep.
- Eat balanced meals and drink plenty of water.
- Attend classes regularly and reach out to your professors if you need more support.

BUILD YOUR COMMUNITY

- Stay in touch with family and friends. Get to know your faculty.
- Reach out to your undergraduate or academic advisor.
- Find programs on campus to find connections and build a sense of community .

DEVELOP YOUR SKILLS

- Use academic support systems like PLUS and Writer's Center.
- Learn new habits and skills through educational workshops on campus.
- Use other self-help virtual resources and screening tools.

UTILIZE CAMPUS RESOURCES

- Meet with a wellbeing coach to help set goals related to your health and wellness.
- Complete a student intake form or iCare form if you need support from SASS.
- Meet with a mental health counselor for individual or group therapy support with Counseling and Wellness Services (CWS).
- Register with Student Accommodations and Support Services for accommodations.

CONNECT WITH OFF-CAMPUS RESOURCES

- Access your student health services through Multicare Rockwood Clinic.
- Download TalkCampus for peer support 24/7.
- For emotional support from a live person, call the Washington Warm Line: 1-877-500-9276
- Find your long-term counselor in the community through Thriving Campus.
- Get help finding health insurance with Better Health Together.

SEEK CARE IMMEDIATELY

- Call 988.
- Call 911.
- Use the Crisis Text Line: Text HOME to 741741.
- Call the 24/7 Regional Crisis Line: 1-877-266-1818.

Campus Activation

Campus Activation

- Cross–Departmental Activation is ESSENTIAL
    - Orientation
    - Academic Advisors
    - Faculty/Staff
    - Res Life
    - Learning Management System
    - Think "evergreen"

Campus Activation

Ethnicity	Total		
	Student Body	Mantra Users	Delta
White	78%	68%	**–10%**
Hispanic	5%	8%	**3%**
Black	7%	5%	**–2%**
Asian	2%	7%	**5%**
Other	6%	4%	**–2%**
Unknown	3%	7%	**4%**

Outcomes

Coaching Outcomes

Student Satisfaction (1–5 scale)

Support Towards Goals	Coaching Alliance	Program Satisfaction
4.47	4.79	4.58
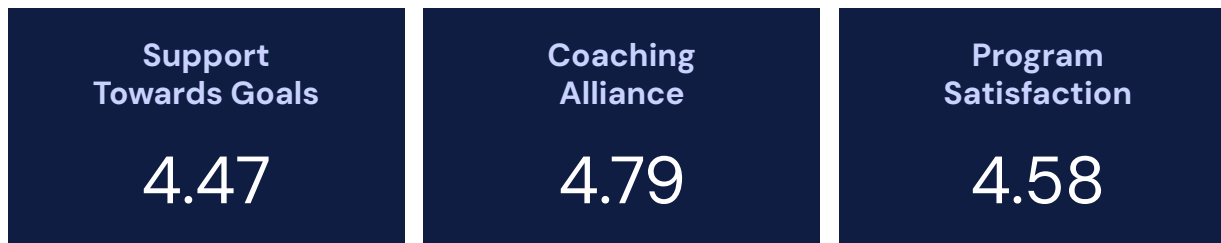
Outcome Stability & Improvement*

PHQ–8	GAD–7	Perceived Stress	Flourishing Scale	Dropout Risk
85%	85%	100%	100%	71%
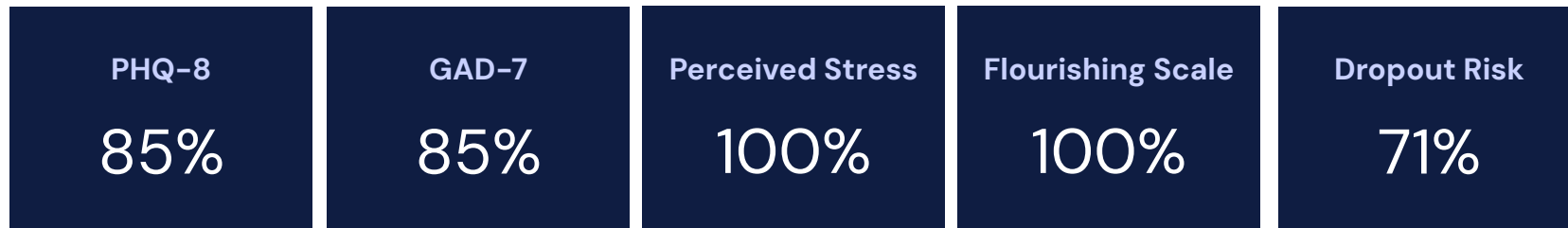
*Percent of students whose scores remained stable or improved during the program

On Demand Emotional Support

► Reasons for Calling
  ○ 40% Family Stress
  ○ 40% Academics
  ○ 20% Depression/Suicidal Ideation

► Average 30% reduction in self-reported distress scores

► 60% of ODES callers report they would not have or would not know how to seek immediate support if not for ODES

On-Demand Emotional Support

Get emotional support right now

Academic stress   Loneliness
Anxiety   Relationship issues
Feeling down   Suicidal thoughts

Video call
Available everyday from noon – 12 am ET*

Connect in 10 minutes or less via video with a mental health staff member who is trained to support you in a high-stress situation with sensitivity and expertise.

Get Connected

Phone or text
Available 24/7

Call 1-800-555-1234

Text HELP to 12345

Clinical Care Outcomes

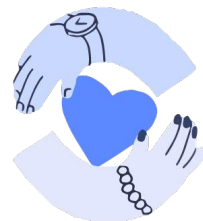**8.85** — Average number of sessions attended by students

8.8/10 — Satisfaction with provider match

94.7% — Provider helped me meet my goals

71% — Attending 3+ sessions

44

Health Outcomes

67% Improved Anxiety*

(GAD-7)

68% Improved Depression*

(PHQ-8)

33% Improved Flourishing*

(Flourishing Scale)

82% Of students who entered care with severe depression significantly improved.

*Amongst students who attended 3+ sessions

Risk of Drop Out

We use an item from the Healthy Minds Study designed to assess possible risk of drop-out.

On a scale from 1 (strongly agree) to 6 (strongly disagree), I am confident that I will be able to finish my degree no matter what challenges I may face.

% improved 1+ point	70%
% who moved from higher to lower risk category	62%

Take Homes

Take Homes

1

With increased mental health needs on campus negatively impacting student success, integrated programming is essential to support student persistence

2

Integrated Stepped Care models offer a scalable solution to keeping up with ever increasing student mental health needs

3

Building the model is not enough, it must be:

- Meet students on their terms
- Holistic staffing & buy in
- Integrated into existing technologies
- Reporting for continuous improvement

Q + A

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