Student Wellness Enhancement: Case Management & After Hours Telephone Support

Division of Student Affairs
Strategic Budget & Planning Council
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Presented by:
Dr. Kathy Collins, Vice President of Student Affairs
Dr. Daniel Graney, Dean of Students
Dr. Jacqui Tisdale, Asst. Director of Outreach & Intervention
• May 8, 2018- Massachusetts Supreme Court ruling, MIT
  “Duty to Prevent Suicide”

• March 22, 2018- California Supreme Court ruling, UCLA
  “Special Relationship/ Duty to Protect”

Other Concerning Events:
• Bourdain & Spade Suicide
• Santa Fe, TX
• UMASS Amherst Suicide
• Parkland, FL
Student Affairs Proposal to SBPC = $135,225:

• 1 FTE - Second case manager located in Dean of Students Office
  – Provide services to Kingston, Bay, and Providence (where there are currently no student services)

• ProtoCall – after hours call service for URI Community (nights, holiday, weekends)
One Reason for a University to have a case manager…

Virginia Tech

Research after the tragedy pointed to the need for the university to coordinate services to prevent students from “falling through the cracks.”
Overall Student Wellness at URI

• Wellness services provided by many offices across campus including but not limited to those in Student Affairs listed below:
  – Dean of Students Office
  – Counseling Center
  – Health Services
  – Campus Recreation
  – Housing and Residence Life
URI OUTREACH & INTERVENTION

Hunger on College Campuses

- 21% Marginal food security
- 31% High food security
- 26% Low food security
- 22% Very low food security

44% percent of students cut the size of their meals or skipped meals because there wasn’t enough money for food.

15 percent of students lost weight because there wasn’t enough money for food.

20 percent of students did not eat for a whole day because there wasn’t enough money for food.

Source: National Student Campaign Against Hunger and Homelessness

USA MENTAL HEALTH FIRST AID

Sometimes, first aid isn’t a bandage, or CPR, or the Heimlich, or calling 911. Sometimes, first aid is YOU!

THINK BIG WE DO™

Collaboration, Referral, Training
Referrals to Outreach and Intervention: 2017-2018 Total: 355
75% increase from 2016-2017 Total: 204

<table>
<thead>
<tr>
<th>Outreach &amp; Intervention Referral Sources</th>
<th>Fall 2017 Percentage</th>
<th>Spring 2018 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff/ Parent</td>
<td>7.3% (17)</td>
<td>42.1% (51)</td>
</tr>
<tr>
<td>Police</td>
<td>8.5% (20)</td>
<td>5.0% (6)</td>
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<tr>
<td>Early Alert</td>
<td>23.1% (54)</td>
<td>8.3% (10)</td>
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<tr>
<td>Self-Referral</td>
<td>20.5% (48)</td>
<td>11.6% (14)</td>
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<tr>
<td>Faculty</td>
<td>16.7% (39)</td>
<td>13.2% (16)</td>
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<tr>
<td>Housing &amp; Residential Life</td>
<td>23.9% (56)</td>
<td>19.8% (24)</td>
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According to HECMA, overall average student/CM ratio = 7,115:1

URI student/CM ratio = 16,726:1
Need for After Hours calling services

Current situation:

• Currently Counseling Center staff available 8:30am – 4:30pm.
• After hours **crisis** support provided by Director of Counseling.
• Student Senate and others have asked Student Affairs to provide after hours/holiday/weekend call services for all of our students.
• Mental Health in Higher Education:
  – Increasing need for mental health services across colleges and universities
  – Request for appointments has increased 30% in last two years
  – Governor Raimondo holding Mental Health in Higher Education Summit in September, 2018
What would call service do for $40,000 annually:

- Call service would supplement and support the URI campus community for mental health crises, including sexual assault-related calls.
- Call service would support campus partners, such as URI Police Department.
- Call service would provide call documentation enabling URI Counseling Center to follow-up with callers the next business day.
- Accredited by:
  - CARF: Crisis and Information Call Center
  - American Association of Suicidology
Why not use our existing Counseling Center Staff?

According to one RI school that uses ProtoCall: “ProtoCall clinicians were better at 2:00am then (their own) who had worked all day, which increased the likelihood of errors (i.e. liability) and also compromised their performance the next day at work.”