

How to do more with less: Best Practices in Service Delivery

Panel Speakers: Rich Beyer, Dianne Avelar, Matt Ring

- Overview of Pasadena College Mental Health - Rich
 - Intake forms
 - Data collection procedures
 - ORS, SRS
 - Pasadena College has roughly 3 FTEs for 26,000 students
 - 8 session limit (soft limit), no wait list
 - Many colleges do not advertise number of sessions
- Overview of Cabrillo College Mental Health – Dianne
 - Roughly 3 FTEs for 12,000 students, use MFT interns, hired as part time temps
 - Have created protocol to use in case of student death
 - Training and education for faculty and staff
 - Walk-in hour, used as group time
 - NAMI on campus
 - Replaced peer educator group
 - Does prevention, outreach, advocacy
 - Data collection
 - Nursing and MH staff administer surveys
 - Scheduling
 - Counselors will shorten scheduled sessions to fit crisis sessions in
- Overview of Grossmont Mental Health – Matt
 - Intake forms
 - PHQ-9 and GAD-7 at triage, 4th session, and termination
 - Roughly 2.5 FTEs for 19,000 students
 - Co-located with SH, new MH program, started 3 years ago
 - Training for F/S, presenting at department meetings
 - Scheduling
 - 2-3 weeks out for non-urgent
 - Urgent/crisis seen same day
 - no wait list
- Challenges
 - At Cabrillo College
 - Non-credit students don't pay health fee, but still access services
 - Discussion of ending MH program, or outsourcing
 - Funding is greatest challenge
 - Enrollment is declining, need is increasing
 - To do more with less – offer wellness resources (ipads with wellness/mindfulness apps for check out) or other supportive activities, refer out for students with more resources, utilize graduate level interns/trainees
- Other Discussion
 - Utilize academic counselors for personal counseling

- Educate F/S on how to use/access MH services appropriately
 - Through email, presentations at meetings
- Recommended ratios (counselor to student), can MHWA get involved in advocating for a statewide standard?
- Discussion on MediCal billing/reimbursement
 - A few CCCs have begun doing this
 - Services must be provided by licensed clinicians
 - Medical Billing Technologies (MBT), used as third party biller
- Program review/writing SLOs
 - Leslie to send out her SLOs to ListServ
 - Can get national college mental health data through Titanium (EMR)
- Discussion on using interns/trainees
 - Must provide 1 hour of supervision for every 10 clinical hours of service provided (varies by degree), usually this is in exchange for 20 hours of service
 - A couple CCCs require 2 hours of group sup, can require interns to carry their own liability insurance
- Favorite groups/workshops
 - Effects of vaping, smoking, study drugs
 - Stress reduction
 - Health and Wellness Expo
 - Campus and community partners, passport to wellness
 - Life skills/wellness provided 3 times a week
 - Yoga, paid for by Each Mind Matters mini grant
 - Self-care and student life – finding space on a full plate
 - Test anxiety
 - Website for mindfulness training/Morehouse College