CSU Health Network – Supporting the Mental Health and Well-Being of Historically Marginalized Students and Students Holding Multiple Identities

Updated May 12, 2020

Clinical Services

- The Counseling Services Clinical Service Delivery Model launched in Fall 2019 has decreased wait times, and in turn, freed up staffing time to increase efforts to support students with marginalized identities, such as expanded group options and increased contact between Counseling Services staff and Student Diversity and Program Services’ offices.
- Counseling Services facilitates therapy groups specifically for students with marginalized identities: Women of Color Support Group, Rainbros, Coming Out and Being Out Support Group, Story Circle, Transgender and Gender Fluid Support Group.
- Counseling Services has realigned the Coordinator of Diversity and Outreach Services position to broaden reach to students with marginalized identities across campus.
- Workplans for Counselors holding marginalized identities have been redesigned, so if desired by those counselors, they can focus on taking referrals for students holding marginalized identities and provide consultation to other counselors for working with students holding marginalized identities.
- Counseling Services provides weekly Multicultural Drop-In Hours in Counseling Services, specifically for students holding marginalized identities. These drop-in hours provide flexible opportunities for urgent support, mentorship and timely access to more traditional therapeutic services.
- Counseling Services, and specifically the Coordinator of Diversity and Outreach Services, has created and facilitated social and emotional support meetings for Dreamers United students.
- The Trans Health Committee brings together Counseling Services and Medical Services staff to focus on creating inclusive and high-quality health and mental health care services for students who identify as transgender, non-binary, gender non-conforming or intersex.
- Psychiatry Services clinicians, experienced to support the needs of students who hold marginalized identities, provide immediate consultation and rapid transfer of care from Medical Services and Counseling Services, if a higher level of mental health care is needed.
- The Psychiatry Services team collaboratively work with Behavioral Health and Counseling On-Call Services staff. An urgent psychiatry appointment is available daily and is used by providers in these areas, when the needs of students with marginalized identities are acute to assure timely access.

Prevention and Outreach

- Health Education and Prevention Services (View full summary of HEPS Initiatives):
  - Health Education and Prevention Services oversees the CSU Health Network’s biannual process to systematically collect and analyze CSU student health data. A summary of findings for the general student body and students with marginalized identities is created to inform efforts and has been used to advocate for student mental health and support resources across the Division of Student Affairs.
  - Intentional, inclusive initiative and outreach development, implementation and evaluation, based on prevention best practices and student health data themes is occurring, with outreach modifications, based on audience identities. Advisory committees, consisting of diverse campus and community representation, are used to guide work, provide feedback and assist with sharing information. Feedback is used to modify efforts.
  - There is higher-risk student targeted use of the Interactive Screening Program, that involves email deployment of a brief screening, personalized feedback and an opportunity to connect virtually with a Counselor, a bridge to additional support. This includes use with marginalized student groups.
Spring/Summer 2020 - YOU@CSU:
- The YOU@CSU student success online portal audit will help ensure content, visuals and search mechanism best serve marginalized students and multiple identities. Additionally, auditors are creating more than ten unique and original pieces of content focused on the impacts of identity on mental health and targeted communications to students with marginalized identities.
- YOU@CSU tier one evaluation, funded by the VP of Research Office, is focused on assessing portal components' use by demographics to inform modifications.

- Spiritual Care Services offers individual and group consult for students and employees with varying beliefs, faiths and identities. The resident provides campus spiritual well-being outreach, co-advises the Multi-Faith and Belief Student Council and participates in Multi-Faith Partners meetings and the Faith, Belief and Cultural Inclusion Committee. The position plays an active role in the CSU Student Death Response Team and assists with campus memorial services like Rams Remember Rams.
- Located on the first floor of the CSU Health and Medical Center, the StillPoint Reflection Space provides a spiritually nourishing, inclusive environment for CSU faculty, staff and students from all backgrounds and cultures. This is a space to prioritize self-care, pray, reflect, meditate and relax. Biofeedback technology is available to learn important self-regulation and stress management skills.

Communications
- The CSU Health Network Communications team is supporting CSU Inclusive Communications efforts, including staff training and committee participation, and applying guidelines to CSU Health Network service line communications and health messaging.
- Summer 2020 - Counseling Services is in the process of creating a multicultural counseling services “landing page” to provide a central place for students with marginalized identities to find information about counseling support services.

Staff Hiring, Training and Support
- The CSU Health Network, in partnership with Human Resources, have implemented strategies to increase the recruitment of diverse staff. Counseling Services have made intentional and successful efforts to increase the recruitment and retention of diverse counselors and psychologists.
- CSU Health Network staff participate in regular diversity-focused trainings covering various topics. The Health Education and Prevention Services team have regular engagement in diversity and inclusion training, including health equity and disparities and other topics.
- Counseling Services staff have engaged in monthly diversity trainings for numerous years. A bi-weekly consultation group is provided for staff who identify as people of color (POC) and who hold more broadly marginalized identities.
- The CSU Health Network Diversity Committee is working to enhance the depth and breadth of cultural competency and humility among CSU Health Network staff.

Future Plans and Ideas
- Summer 2020 - In collaboration with the Colorado Health Foundation and the Steve Fund Supporting the Mental Health of Students of Color, the CSU Health Network and other campus colleagues are exploring application of this training and program review opportunity. This could help create a process to systematically determine strengths and areas for improvement, to include a more focused approach on health disparities.
- FY22 Implementation – Health Education and Prevention Services staff will assist in establishing the new student Diversity, Equity and Inclusion (DEI) module implementation process and offer support to help secure ongoing funding for the module and campus infrastructure to administer.
• CSU Health Network leadership plans to revisit using the Multicultural Organization Assessment, in consult with the VP of Diversity Office, to conduct an internal review of operations.
• Counseling Services leadership intends to encourage counselor training programs, that send trainees to the CSU Health Network, to recruit more diverse cohorts and train through a more culturally competent lens.
• Counseling Services is exploring the creation of a multicultural counseling team and would like to assess how and where students want Counseling Services offered.
• Health Education and Prevention Services is working on a more coordinated effort to engage students with marginalized identities to participate in health campaign creation focus groups.
• Inspired by Student Demands Group requests, the Health Education and Prevention Services is exploring the idea of a student well-being “challenge”, ran through the YOU@CSU student success portal. As students learn important information about their health, they would be encouraged to set health and well-being goals. Participation would be incentivized to encourage engagement and goal attainment. Various departments and diverse student groups would be brought to the table to inform and help promote.