

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

*Updated January 21, 2021*

*Most of the services, programs and initiatives below are funded by student fees.*

### **Clinical Services, Prevention and Outreach**

- 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 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. In order to facilitate more access to counselors who identify as people of color and part of the LGBTQ+ community, counselors who staff these hours hold various marginalized identities.
- Counseling Services facilitates therapy support groups specifically for students with marginalized identities: Women of Color Support Group, Coming Out and Being Out Support Group, Transgender and Gender Fluid Support Group and International Student Support Group.
- Counseling Services, and specifically the Coordinator of Diversity and Outreach Services, has created and facilitated social and emotional support meetings for Dreamers United students.
- In partnership with campus offices, Counseling Services facilitates and/or consults on several wellness peer support groups and wellness workshops that support historically underserved communities. These wellness outreach efforts are intended to support student mental health and well-being in a preventative manner. Students will interact with counselors with marginalized identities in a non-clinical format as they also build connections with peers who share similar identities in a supportive and community-driven environment. Peer support groups and workshops include partnerships with the Native American Cultural Center (NACC Wellness Hour), Black/African American Cultural Center (Racial Battle Fatigue Series, Chloe's Corner), Asian Pacific American Cultural Center (Story Circle), Adult Learner and Veteran Services (Parenting Support Group and Thriving Thursdays) and Pride Resource Center (Rainbros, QTPoC Voices and Embodied Queerness: Artfully Healing in Community).
- 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.
- If the urgent need for psychiatric care is identified by CSU Health Network counselors or medical providers for students with marginalized identities, psychiatric clinicians offer urgent consultations to assure timely access to a higher level of mental health care.
- 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 historically marginalized, racially minoritized 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.

- Health Education and Prevention Services works to engage in intentional, inclusive initiative and outreach development, implementation and evaluation, based on prevention best practices and student health data. Examples related to mental health and well-being initiatives are:
  - The targeted use of the Interactive Screening Program with higher risk students, including identified marginalized student groups. Administering entails email deployment of a brief mental health screening, personalized feedback and an opportunity to connect virtually with a Counselor, as a bridge to additional support.
  - A review of the [YOU@CSU](#) student success online portal involving:
    - An audit to help ensure and update content, visuals and search mechanism to best serve marginalized students and multiple identities.
    - Tier one evaluation, funded by the VP of Research Office, to analyze portal components' use by demographics to inform modifications. Tier two research will assess portal short-term health and well-being impacts.
  - The promotion of the [Well-Being in Academic Environments Tool Kit](#) developed to help faculty and staff infuse well-being practices into teaching and their work with students. Diversity and inclusion best practices and resources are integrated into the tool kit.
  - The development of the Mindfulness for Well-Being in Stressful Times skill-building workshop for students identifying as black, indigenous and people of color (BIPOC) and potentially a LGBTQ+ identifying students offering, as part of the [CSU Health Network Groups and Workshops](#) series.
  - The delivery of Community Care for High Stress and Trauma trainings Spring 2021 to assist colleagues in best supporting students and our campus community during traumatic and high stress situations. As part of this training, tools are taught to help reset the nervous system.

See [Health Education and Prevention Services Initiatives](#) and the [CSU Health Network Mental Health Support Resources for Students](#) summaries for a full listing of initiatives. Advisory committees, consisting of diverse campus and community representation, are used to guide work, provide feedback, cultivate collaboration and assist with sharing information. Feedback is used to modify efforts.

- 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. (Closed during COVID-19 pandemic.)

## 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.
- Counseling Services has created a [Multicultural Counseling Services web page](#) designed to reduce barriers for students who have been historically underrepresented to access and navigate Counseling Services.

## Staff Hiring, Training and Support

- The CSU Health Network have implemented strategies to increase the recruitment of diverse staff. Counseling Services and Health Education and Prevention Services have made intentional and successful efforts to increase the recruitment and retention of diverse counselors, psychologists and health educators.

- 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 black, indigenous and people of color (BIPOC) 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.

### Plan Progress Notes as of January 21, 2021

- **In collaboration with the Steve Fund Supporting the Mental Health of Students of Color, the CSU Health Network is exploring application of this program review opportunity to determine strengths and areas for improvement.**

Progress: In Fall 2020 a group of CSU Health Network staff met with the Steve Fund and reviewed their best practice recommendations created for campuses to guide efforts to support the mental well-being of racially minoritized and LGBTQ+ identifying students. Below are the CSU Health Network strengths and growth opportunities identified from this review.

#### Strengths:

- CSU and the CSU Health Network has many of the strategies indicated in place and has shown a level of innovation in approach.

#### Growth Opportunities identified:

- TBD - Advocate for the mental well-being of racially minoritized and LGBTQ+ identifying students as a campus-wide priority. Some reviewers felt this was organically happening. Others felt strongly this should be part of the CSU Strategic Plan, making a clear statement and creating accountability.
- Spring 2021 and Ongoing - Create help seeking messaging with Public Safety for racially minoritized students that address cultural barriers to seeking mental health support, including not feeling deserving of help.
- Spring 2021 and Ongoing - Determine pathways and execute the marketing of CSU Health Network mental health support services, events and programs for racially minoritized and LGBTQ+ identifying students, and targeted mental health and well-being messaging. Continue to promote well-being integration tool kit for academic environments.

Progress: Discussed possible pathways and exploring execution.

- Spring 2021 and Ongoing - Ensure mental and well-being outreach includes culturally sensitive approaches to self and community care.
- Spring 2021 and Ongoing - Continue to explore ways to offer psychoeducational options for historically marginalized students.

Progress: As part of the [CSU Health Network Groups and Workshops](#) series starting Spring 2021, there will be an offering of the Mindfulness for Well-Being in Stressful Times skill-building workshop for students identifying as black, indigenous and people of color (BIPOC) and potentially LGBTQ+ identifying students.

- TBD - Clearly determine and define CSU Health Network frameworks and apply across the organization to guide work. Examples mentioned for consideration: trauma-informed, anti-racist,

health equity and intersectionality and integrative support and outreach.

- TBD - Create an employee talent management plan for the hiring and retaining of diverse staff. Although efforts have been made in areas of the CSU Health Network, there currently is no formal plan to guide approach. This growth opportunity is also an initiative identified as part of the CSU Race, Bias, and Equity Initiative.
- TBD - Support the development of safe, social spaces for LGBTQ+ identifying students on campus and in the community.
- **CSU Health Network leadership will revisit using the Multicultural Organization Assessment, in consult with the VP of Diversity Office, to conduct an internal review of operations and determine next steps.**

Progress: Fall 2020 the CSU Health Network Leadership Team met with VP of Diversity Office staff to learn more about the Multicultural Organization Assessment and engaged in monthly meetings to set the stage for future Diversity and Inclusion work. Focus next is on determining goals and organizational approach.

- **Counseling Services is exploring the creation of a multicultural counseling team and would like to assess how and where students want Counseling Services offered.**

Progress: Created team. The team is currently coordinating existing multicultural counseling services and creating new services and outreach based on student needs. Additionally, the team is exploring increased diversity and inclusion training for Counseling Services staff in order to improve the provision of competent services to students.

**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.**

Progress: No progress to report currently.

- **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.**

Progress: The Fall 2020 COVID-19 Social Norms Committee engaged in this level of campaign development through surveying and used outcomes to inform messaging.

- **Health Education and Prevention Services staff will assist in establishing the first-year student Diversity, Equity and Inclusion (DEI) module implementation process.**

Progress: The Health Education and Prevention Services Director serves on the implementation committee for FY22 roll out. January 2021 the committee met with the Race, Bias and Equity Initiative Council to request funding for the yearly module licensing, marketing costs and staffing to carry out implementation as determined.

- **Inspired by Student Demands Group requests, the Health Education and Prevention Services team is exploring the idea of a student well-being incentivized program 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. This program also serves to connect and cultivate engagement with student mental health support resources. Various departments and diverse student groups would be brought to the table to inform and help promote.**

Progress: Spring 2021 gathering information to inform development and assess feasibility and best timing for delivery.