

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

Updated January 2022

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; BIPOC Support Group; Coming Out and Being Out Support Group; and Transgender and Gender Fluid Support Group.
- Counseling Services, and specifically the Coordinator of Diversity and Outreach Services, has created and facilitated social and emotional support meetings for Undoc-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 interact with counselors and prevention staff 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.
- A [mental health related podcast](#) has been created, with a focus on and hosted by staff that hold marginalized identities.
- 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.
- CSU Health Network staff partnered with the CSU and Fort Collins Police Department and campus stakeholders and collaborated with UCHealth to create a co-responder model for the campus community. A pilot program has been designed to address behavioral health crises by partnering a co-responder with police officers on campus.

- 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 that involved:
 - 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, that analyzed 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 pilot of a Mindfulness for Well-Being in Stressful Times skill-building workshop for students identifying as black, indigenous and people of color (BIPOC) and 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 presentations and trainings in 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 support the nervous system.

See [Health Education and Prevention Services Initiatives](#) and the [CSU Health Network Mental Health and Well-Being Student Support Resources](#) 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. There are also [other reflection space on campus](#).

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.
- A [Multicultural Counseling Services web page](#) was collaboratively developed and designed to assist the CSU community in learning about and navigating support these specific services and resources. There is also regular promotion of Multicultural Counseling Services through email, social media, handouts/giveaways and other communications channels. In partnership with ASCSU Health, a video is being created Spring 2022 to further help promote Multicultural Counseling offerings.

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 CSU Health Network 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 by reviewing policies and procedures. This committee is also reviewing quantitative and qualitative input from CSU Health Network staff to support the development of strategic planning.

Plan Progress Notes as of Spring 2022

- **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:

- FY22 - 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.

Progress: Feedback has been provided across campus to the Courageous Strategic Transformation committee, as part of the new campus strategic plan creation and review process. TBD on if this will be included in the new plan.

- 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. Marketing should help address cultural barriers to seeking mental health support. Continue to promote well-being integration tool kit for academic environments.

Progress: Happening; see prior Communications section. Further tool kit integration and marketing in the works.

- 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, a Mindfulness for Well-Being in Stressful Times skill-building workshop was piloted for students identifying as black, indigenous and people of color (BIPOC) and also for LGBTQ+ identifying students. See [Multicultural Counseling Wellness Workshop](#) offerings.

- Estimated Fall 2022 - Create a formal employee talent management plan for hiring and retaining diverse staff. The vision is to accomplish this through recruitment, onboarding, ongoing support and awards and recognition programs.

Progress: Have required CSU Health Network search committees to utilize at minimum one diversity advertising resource outlined on the Office of Equal Opportunity diversity resources webpage. All Administrative Professional positions are automatically posted on job boards affiliated through the CSU partnership with Direct Employers Association Job Syndication Alliance.

- **CSU Health Network leadership will revisit using the Multicultural Organization Development Assessment, in consult with the Office of the VP of Inclusive Excellence (VP of IE), to conduct an internal review of operations and determine next steps.**

Progress: Fall 2020 the CSU Health Network Leadership Team met with the VP of IE (formerly the VP of Diversity) Office staff to learn more about the Multicultural Organization Development Assessment and engaged in monthly meetings to set the stage for future Diversity and Inclusion work.

As a first step, the CSU Health Network Leadership Team launched a Diversity Statement Committee to work with employees across the Health Network to create a statement, a “point on the horizon” where organization staff are working toward in terms of diversity, inclusion, belonging and health equity. The statement will help set cultural and behavioral expectations and help guide future organizational efforts.

- **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: January 2021, the training team hosted a virtual visit to support Doctoral Psychology Interns prior to the matching process.

- **Communications and Health Education and Prevention Services are 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 student Diversity, Inclusion and Belonging (DIB) module implementation process and support roll out.**

Progress: The module was rolled out Fall 2022. For details regarding implementation and ongoing use, visit: <https://inclusiveexcellence.colostate.edu/diversity-module/>

- **Inspired by Student Activism Group requests, the Health Education and Prevention Services team is exploring the idea of a student well-being incentivized program. 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: In development, with potential roll out Fall 2022.