



THE UNIVERSITY OF TENNESSEE BOARD OF TRUSTEES

AGENDA ITEM SUMMARY

Meeting Date:	November 8, 2019
Committee:	Education, Research, and Service
Item:	<u>Review of Campus Mental Health Services for Students</u>
Type:	Information
Presenter:	Linda Martin, Vice President for Academic Affairs & Student Success

The Chair of the Board requested that a comprehensive review of campus mental health services for students be presented at this meeting.

REVIEW OF UT CAMPUS MENTAL HEALTH SERVICES FOR STUDENTS

Presented to the Education, Research, and Service Committee

November 8, 2019

Student mental health and well-being is one of the top student success concerns expressed among faculty and administrators across the UT System. UT campus leaders are committed to providing quality mental health resources for students, and are actively working to address existing gaps in services to ensure students can thrive during their time at UT and beyond graduation. Each campus is employing unique and innovative measures to comply with 2019 suicide prevention legislation; reduce the stigma around mental health concerns; identify and support students in distress; and connect students with resources. Furthermore, campus leaders are looking at ways to better support staff members who are at risk of “compassion fatigue.” The following review provides a summary of campus mental health resources, describes the impact of current mental health programs, and outlines future mental health needs of our students across the UT System.

UNIVERSITY OF TENNESSEE AT CHATTANOOGA

UTC Background:

The University of Tennessee at Chattanooga (UTC) manages the impact of mental health on the campus community in a collaborative manner. Frontline services include the Counseling Center, Office of Student Outreach and Support, Center for Student Wellbeing, Disability Resource Center, and University Health Services. The University also utilizes two interdisciplinary teams; Students of Concern (SOC) and Case Assessment, Review and Evaluation (CARE), which aid with the coordination of care. These teams manage behavioral intervention strategies and conduct threat assessment measures for the entire campus. The professionals in these functional areas understand the overall impact of mental health on the University community and have begun to identify additional resources needed to appropriately serve our community.

Demand for services continues to climb at UTC. Students are presenting with more persistent and severe mental illness than in the past. Additionally, the current cohort of young adults entering



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college, Generation Z, are more likely than previous generations to report poor mental health and more likely to seek professional services for mental health issues (APA, 2018). Additionally, in 2019, the University of Michigan's School of Public Health conducted a survey of UTC students to understand mental health service utilization rates and areas of greatest need. The results found that 44.5% of respondents (n=1302) reported experiencing symptoms of at least one mental health problem. The study also found that 78% of students reported emotional or mental difficulties that hurt their academic performance. The increased desire from students to seek mental health resources and the severity of the manifested illnesses are driving significant increases in overall utilization rates. For example, the Counseling Center served approximately 11% (1283) of the total student population during the 2018-2019 academic year. Given the current pace of students accessing services, a conservative estimate predicts the Counseling Center will serve approximately 13-13.5% (approximately 1,575) of the enrolled population by the end of the current academic year. The Office of Student Outreach & Support (SOS) has experienced similar levels of service utilization. SOS served approximately 11% (1283) of the total student population during the 2018-2019 academic year, with the majority of services relating to mental health concerns. Furthermore, SOS has received 60% more mental health related reports from faculty and staff compared to the same period last year.

UTC Mental Health Services:

The Counseling Center. The UTC Counseling Center increased access to clinical psychiatric services by hiring a full-time psychiatric nurse practitioner in 2018. This change, along with developing a closer link to our Counselor Education program faculty, enhanced its ability to diagnose clients seeking services and understand intake needs. For clarity, any mental illness (AMI) is defined as a mental, behavioral, or emotional disorder. The impact of AMI can range from mild to severe impairment, with more severe impairment resulting in classifying individuals as having a serious mental illness (SMI). SMI is defined as a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. In the 2017-2018 academic year a total of 1026 unique clients were served at the Center, of these 20.08% met criteria for a diagnosis and impairment that meets criteria for severe mental illness. In the data collected in the 2018-2019 academic year a total of 1283 unique clients were served at the Center, of these 20.24% met criteria for a diagnosis and impairment that meets criteria for SMI. The Counseling Center staff currently includes 7 counselors, an executive director, an associate director, 4 interns, and 2 administrative assistants.

The Center for Student Wellbeing. The Center for Student Wellbeing was established in October 2018 and operated with one staff member during the 2018-2019 academic year. The focus of the center is prevention and awareness initiatives related to substance use, mental health, sexual assault, domestic violence, dating violence, stalking, and suicide. In 2019 a Preventionist was added to the team. As of 2019 2,350 students, faculty, and staff have attended programs conducted by the Center. Sixty (60) faculty and staff have been trained in youth mental health first aid and 354 employees and students have been trained in QPR and Assist.

The Disability Resource Center. The Disability Resource Center supports UTC students with physical and learning disabilities. This support is most often focused on removing barriers due to the impact of a disability both in and out of the classroom. For the Fall 2019 semester, 44.5% of students requesting and approved for accommodations are significantly impacted by mental health. This impact has been diagnosed by qualified professionals as a psychiatric disability. For these students,



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the professional staff of the DRC often serve as coaches and liaisons with other campus resources. To best support these students, staff will often spend time each week working through issues impacting them, making referrals to other resources and walking students to appointments to help them feel supported.

The Office of Student Outreach & Support (SOS). The Office of SOS advocates and supports students experiencing challenges in their personal and academic lives. SOS staff help students navigate University administrative processes; connect with University and community resources; and develop resiliency, self-advocacy, and coping skills. SOS also educates faculty and staff on how to work with students of concern, including when to make appropriate referrals. As of October 3, 2019, SOS has received 362 students of concern reports from the UTC community. Two interdisciplinary teams, SOC and CARE, are managed through this department.

UTC Impacts:

Students with mental health related issues, such as depression and anxiety, are two times more likely than their peers to leave their institution according to research conducted by The University of Michigan School of Public Health (2019). Increasing the availability of evidence-based services and preventative programs can reduce the risk and increase student retention. For example, at UTC, if mental health services were expanded to reach 500 of the students who currently have untreated mental health problems, this could lead to the retention of approximately 37 students per year who would otherwise leave the institution without graduating. This could save the institution approximately \$778,401 in lost tuition revenue, as well as increase the expected lifetime earnings of these students by more than \$7,455,237. On average, providing high-quality mental health services to these students would cost less than \$500,000 (University of Michigan School of Public Health, 2019).

UTC Emerging Trends & Future Needs:

UTC is diligently working to close the gap in resources for mental health related services, but much work remains. According to the International Association of Counseling Services (ICAS), the recommended staffing ratio is one FTE for every 1,000-1,500 students. UTC currently has a ratio of 1:1,667 in the Counseling Center. For case management, the national standard and recommended ratio is one FTE per 3500 students. At UTC we currently have a ratio of 1:5833.

Care for students has created an increased need to address the well-being of the staff caregivers. The institution should research and enhance efforts to support the care of the staff through resiliency and compassion fatigue supportive work. We support adding one FTE to support faculty and staff who are experiencing compassion fatigue and the added stress related to caring for high need students. Additionally, recurring training funds should be provided and supported each fiscal year.

To appropriately demonstrate institutional commitment to supporting the mental health needs of our community, UTC is working on a suicide prevention, intervention, and postvention policy and plan for students. This policy will increase the amount of reports and referrals for all departments working with students impacted by mental health problems. The implementation of the policy will also increase the demand for suicide prevention and UTC policy training.



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UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

UTHSC Background:

The University of Tennessee Health Science Center serves approximately 3,200 students pursuing degrees and training in health sciences including professional programs such as medicine, dentistry, nursing, and pharmacy. Research shows that most health science students enter their programs with as good or better mental health compared to the general population, but by the time they complete their programs their rates of depression range from 15-50% higher than students in other types of programs. Depression, hopelessness, and stress impact learning along with, as future healthcare providers, rates of medical errors and burnout. As Dr. Stuart Slavin and Dr. John Chibnall have noted, "... we can begin to move forward to create a new paradigm in medical education and health care that supports rather than diminishes and that inspires rather than disheartens." UTHSC has committed to moving toward that end.

After reviewing current trends and data of health science students and rates of anxiety, depression, and suicide, Dr. Lori Gonzalez, Vice Chancellor of Academic, Faculty, and Student Affairs, recommended an audit of UTHSC counseling services. The audit was completed by the National Behavioral Intervention Team Association (NaBITA) and the National Center for Higher Education Risk Management (NCHERM) over two days and included small group interviews across all colleges/programs with over 70 individuals including deans, administration, and students. Through the interviews and anonymous surveys, NaBITA/NCHERM recommended adding two full-time counselors and a case manager specifically housed in the office of Student Academic Support Services and Inclusion (SASSI). Additionally, during the interviews, SASSI was identified as an office where students felt comfortable accessing services, even at this level, for academic and counseling support. Due to the relationships SASSI Staff had created with students, strategic marketing approaches developed by the office, and the quality of services, administrative supervision was recommended to fall under Ms. Kathy Gibbs, Assistant Vice Chancellor of SASSI, with clinical supervision by Dr. Kim Williams-Collins.

To further address the needs of students, a three-year contract with The JED Foundation was initiated to evaluate counseling support and additionally to review, recommend, and be a 24/7 resource for online materials and services to the campus including topics such as stress, resilience, eating disorders, anxiety, alcohol, and other drug prevention, use, and abuse.

UTHSC Mental Health Services:

#TakeCare. In fall 2018, the University of Tennessee Health Science Center kicked off a new *#TakeCare* campaign designed to support the physical and emotional health and well-being of its students. The "Take Care" slogan was adopted with the hope that it communicates that UTHSC "cares" about students as they navigate through challenging programs and training. As part of *#TakeCare*, events and programming such as Student Welcome Back Cookout, Student Appreciation Day, and others have integrated self-care and mental health care into campus and community activities.

The campaign offers resources and opportunities for faculty/staff and students to interact and learn together about important mental health topics. These include:

- Resources through workshops and online resources to learn about stress, coping, and adjustment, and campus offices with support.



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- Suicide Prevention training for faculty, staff, and students.
- Student access to suicide prevention resources and information through films, JED resources, and staff-created materials and presentations.
- Warrior Within panels (faculty and students) where panelist shared their journeys including difficult times, how they dealt with mental health issues, etc.
- Initial CARE Team training for faculty/staff to share new and improved CARE website and share a concern portal.

CARE Team. The Office of Student Academic Support Services and Inclusion (SASSI) works in partnership with the Behavioral Intervention Team (CARE Team) which is comprised of members of Student Academic Support Services and Inclusion, Student Affairs, Student Conduct, and includes a counseling psychologist, and a clinical psychologist. The CARE TEAM's mission is to identify and assist students in accessing resources that will help them succeed academically, personally, and socially. The CARE Team engages in a proactive, preventive, and collaborative approach to identify, assess, and mitigate risks associated with students who are exhibiting distressing or disruptive behaviors or thoughts. The CARE Team applies best practices set by NaBITA and has contracted with NaBITA for management and training focused on student concerns and threat assessment. As a result, the team utilizes the NaBITA Threat Assessment tool to standardize assessing risk and determining interventions.

The CARE Team offers various means of support and resources and maximizes use of the Share-a-Concern Portal which is marketed to the campus community as an avenue to easily report concerning, distressing, and disruptive behaviors on campus. The portal is managed by the care navigator and can be used anonymous to increase access to care, upload concerning emails/Facebook posts, and more.

CARE Navigator. The Care Navigator works strategically with the SASSI team and the CARE team to:

- Provide behavioral risk assessments, advocacy, resources, and referrals.
- Serve as a point of contact in triaging students to support services including counseling, ensuring continuity of care, coordinating and tracking referrals to internal units such as Student Academic Support Services and Inclusion, University Health Services, Student Conduct, Behavioral Intervention Team (CARE Team), and other University offices as directed.
- Maintain accurate electronic case management records.
- Compile statistical data and prepare reports for program operation, activities, and progress.
- Design and implement individual action plans for identified students using evidenced-based practices.
- Serve as a liaison for all University departments.
- Compile and maintain a directory of community resources and develop on-going referral relationships with community partners.
- Work with CARE Team to facilitate access to medical care and/or treatment.



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- Facilitate broader resource linkages for students such as medication management and longer-term counseling services.
- Provide emergency consultative services as needed.
- Coordinate student transitions to external, community providers (e.g., psychiatric/psychological treatment services, alcohol and drug treatment services, etc.).

UTHSC Impacts:

Through these mental health efforts and others, UTHSC has seen a 63% increase in one-on-one counseling visits during the 2018-2019 academic year. In the first two months of the 2019-2020 academic year, SASSI counselors and education specialists have seen over 423 student appointments in July and August 2019, demonstrating an ongoing increase in student demand and utilization of services.

UTHSC Emerging Trends & Future Needs:

The University has added two full-time counseling personnel and a care navigator, improved student access to mental health services, and aims to destigmatize mental health care by marrying academic assistance with mental health support. To accomplish this, student mental health services have been moved out of the traditional health clinic setting and into the Office of Student Academic Support Services and Inclusion (SASSI). The initial focus has been on what could be most directly influenced, which includes increased counseling and coaching support, training of faculty, staff, and students across all campuses, marketing, and programs providing models of self-care and resiliency.

The following are needs identified going forward:

- Continued evaluation, revision, and creation of procedures for centralizing and streamlining student care.
- Develop faculty training and scenarios on classroom behavioral intervention and communication models to impact retention and progression.
- Develop communication plan for increased attention to prevention of substance abuse.
- Continue Campus Wide Suicide Prevention Training and Train the Trainers.
- Hire an additional full-time position for a CARE Navigator/Intake Coordinator.
- Initiate support groups for high risk students.
- Continue initiatives around building resiliency.

UNIVERSITY OF TENNESSEE, KNOXVILLE

UTK Background:

University counseling centers across the country have experienced unprecedented demand for mental health services for the past ten years or more. At the University of Tennessee, Knoxville (UTK), students in distress are seeking the support they need to succeed in the high-pressure environment of a Research 1 university. For the past ten years UTK and the Student Counseling Center have actively promoted help seeking behaviors, worked to reduce stigma around mental health concerns, created mechanisms by which to identify students in distress and connect them to resources, and trained hundreds of students, faculty, and staff on how to recognize the warning signs of suicide and to assist students at risk in getting the help they need. The surge of students



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seeking help at the counseling center is the outcome sought by UTK. Students in distress are seeking help.

UTK, like most of its peer institutions, was caught off guard by this rapid growth in demand, creating a backlog in services that has been characterized by many as a college mental health crisis. The Center for Collegiate Mental Health (CCMH) tracks data about students using university counseling center services. Their most recent report from 2018 describes the characteristics of nearly 180,000 students who sought counseling services from 152 university counseling centers. The 2018 report showed steady increases in the proportion of students endorsing symptoms of anxiety, depression, and thoughts of suicide. UTK has faced similar trends in students seeking services at the Student Counseling Center as evidenced by the following:

- 53% increase in the provision of mental health services to students over the last 5 years vastly outpacing enrollment increases.
- 49% more students sought mental health services in AY19 than in AY15.
- Average sessions per client dropped from 7 to 4.6, recovering somewhat to 5.8 sessions per client in 2018-2019; a trend that reflects the attempt to stretch resources across more students.
- Acuity levels are rising with 44-48% of the students seeking services endorsing thoughts of suicide.

In summary, the Student Counseling Center has seen a trend of rising need for mental health services for students along with increasing severity of those needs. In response, it has dedicated an increasing amount of resources each year to immediate crisis needs or “rapid access” care which reduces the time available for ongoing, follow up care where the issues underlying the crisis can be addressed. Consequently, staff often feel like they are working in constant crisis stabilization mode, which contributes to staff burnout, compassion fatigue, and in the long term, less effective care.

UTK Mental Health Services:

The Student Counseling Center (SCC) serves as the primary facility for counseling and psychotherapy for students at UTK. Services include individual, couples, and group therapy, wellness workshops, mindfulness training, and online therapy assistance (TAO Connect). Services are fully covered through SPSF funds. The center provided nearly 14,000 clinical contacts to 2,600 unique students in academic year 2019.

In AY19, SCC staff provided 77 educational presentations to 2,140 students, faculty, and staff, including the certification of 410 “Gatekeepers” in suicide prevention utilizing Question, Persuade, Refer (QPR). QPR is widely recognized as a best practice for training students, faculty, and staff to recognize warning signs of suicide, to ask the question, “Are you thinking about suicide?” to persuade students in distress to seek help, and to help students connect to resources.

Supporting the mission of serving student mental health needs, the SCC also administers an APA-accredited doctoral psychology internship program as well as practicum training opportunities for graduate students in the Counseling and Clinical Psychology programs.



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The Psychological Clinic located in the UT Conference Building, administered by the Clinical Psychology Department, provides individual and couples counseling, psychological assessment, and a social skills group. This clinic provides fee-based services to both UT students and to the Knoxville community. Information from their website indicates that upwards of 80% of their services are provided to the community. All services are provided by doctoral trainees under supervision by licensed staff.

The College of Education is establishing a training clinic that will provide fee for service individual counseling to students and to the community. Services will be provided by graduate students in the mental health counseling program under supervision by licensed staff.

UTK Impacts:

According to internal survey data, students who receive services at the Student Counseling Center are highly satisfied and report significant benefits. Ninety-five percent of respondents to satisfaction surveys each semester report they would recommend SCC services to their friends. Around 58-60% each semester report that SCC services helped them stay enrolled at UT. Between 50-55% of respondents report that SCC services improved their academic performance. In the end, local data and extensive outcome research show that counseling is effective for most students, and that these services can improve student retention and success, and overall health.

UTK Emerging Trends & Future Needs:

In response to a growing demand for services, the SCC has implemented a number of changes to enable it to make the best use of available resources, including:

- Adding clinical staff each of the last 4 years to make more resources available to students.
- Adopting a brief, solution focused model for most clients and establishing an annual 12 session limit for individual therapy.
- Expanding group services by 38% over the last two years to enable SCC to serve more students more efficiently. This change has also contributed to more effective treatment for many college students with concerns such as depression, anxiety, and relationship problems.
- Expanding workshop offerings to help students develop coping skills to enhance their resilience, manage their symptoms, and possibly avoid developing mental disorders requiring more intensive care.
- Expanding drop-in hours and crisis hours to respond quickly and effectively to students with immediate needs.
- Developing a community referral database and increased utilization of community referrals to help students access more intensive care.
- Contracting with the JED foundation to become a JED campus to support and guide SCC efforts to take a comprehensive approach to suicide prevention, substance abuse mitigation, and overall campus mental health (<https://www.jedcampus.org/>).

While each of these changes has benefitted SCC care of students, they have not fully addressed the challenges previously described. The annual pace of growth in demand for services has easily outpaced the addition of staff, while the increased stress has contributed to burnout and turnover



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leading to routine staffing vacancies. Further, while a brief solution focused model is appropriate for many students, other students need longer term care to succeed. These students often have no medical insurance or transportation, making a community referral impractical. Additional clinical staff will be critical to meeting the growing need for mental health services on our campus.

Emerging trends in college mental health include rapid access to care. Students who have grown up in an age of instant information expect rapid access to support. Faculty and staff feel increasing responsibility to ensure that their students get in to see a counselor to help ensure the student's safety and fulfill faculty or staff obligations. Many schools have responded by embedding counselors in selected residence halls or academic departments. Academic and Student Life departments have sometimes partnered to fund additional positions that can be partially dedicated to the academic department. Students who have access to these counselors have someone within easy reach who is familiar with their unique challenges and concerns.

Another emerging trend is the availability of counselors online by phone or laptop, often referred to as telehealth. TAO Connect, WellTrack, and You at College are examples of companies that provide comprehensive online mental health resources tailored for specific university needs. Emergent phone apps such as TalkSpace, META, BetterHelp, and DotCom provide live counselor contact directly to the student's phone. These services have been characterized by Ben Locke with CCMH as the Uber of counseling services, offering enormous promise and numerous potential threats to traditional licensed practice. While these trends pose numerous logistical, legal, and ethical challenges beyond the scope of this document, the SCC should be on the forefront of implementing safe and effective online programs for UT students.

UNIVERSITY OF TENNESSEE AT MARTIN

UTM Background:

This August, the University of Tennessee at Martin (UTM) welcomed over 1,100 freshmen into the UTM family on both Martin and center campuses. The freshmen class of 2019 is representative of a trend evolving over the past four years and is indicative of what is anticipated will become the norm. This trend includes an increased awareness of mental health concerns and a decreased stigma regarding mental health conditions among the student population. Fall 2019 freshmen students are help-seeking, engaged, invested in one another, and dedicated to the pursuit of academic success. Each year, an increasing number of students arrive at UTM with mental health diagnoses, established care plans, and a desire to attend counseling. As a campus, UTM recognizes that more students are receiving a level of care that allows those with historically prohibitive mental health concerns to attend and often flourish in the collegiate environment. Furthermore, the rural setting presents challenges not experienced in metropolitan areas with regard to provider availability, access to services, and lack of inpatient facilities. For some students, the concern for wellbeing they experience on campus represents their first encounter with positive promotion of mental health. With the help of PEP Leaders, Housing Resident Assistants, Student Health Peer Mentors, Student Health and Counseling Services, Healthy Hawks, Campus Recreation, Wellness Wednesdays, Department of Public Safety, and the Care Team, UTM provides a framework of support to promote mental health and the overall wellbeing of its students.



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UTM Mental Health Services:

On-campus Mental Health Services. UT Martin has provided personal counseling services, clinical health services, and wellness promotion and prevention programs to students for over thirty years with trained and credentialed professionals. A collaborative care model for behavioral health services was created when Student Health Services and Counseling Services merged to form Student Health and Counseling Services (SHCS) in 2009. SHCS's three Licensed Masters Social Workers (LMSW), each has 7+ years' experience providing psychosocial counseling support services through individual and group counseling, outreach programming, and crisis intervention. SHCS operates on a Monday-Friday 8am-5pm schedule. Students can make individual appointments or use walk-in time from 10am-2pm daily. The counselor to student ratio for the 2019-20 academic year is 1:1785. During 2018-2019, 325 students received individual counseling and accounted for 1,184 total clinic encounters, and 163 students received pharmacotherapy management services for 552 total clinic encounters.

Off-campus Mental Health Services. Given the rural location of Martin, UTM is very limited in off campus mental health resources. UTM partners with Pathways Behavioral Health Service and West Tennessee Healthcare Volunteer Hospital when students are in crisis or need assistance after hours. Other local providers include Carey Counseling and Western Mental Health Institute.

Mental Health Resources at UTM Centers. Although students attending the UTM Centers have access to Student Health and Counseling Services, the distance from the Centers to Martin can create limitations to care. In many cases, the local mental health providers may be more convenient. Students attending the Jackson, Selmer, and Parsons Center have access to Quinco Mental Health Center, and those in Ripley and Somerville have access to Professional Care Services of West Tennessee, Inc.

Campus Programs and Training. Due to the lack of immediate mental health resources on and off campus, UTM began focusing heavily on prevention. There are several programs and trainings offered throughout the year to address mental health issues.

- QPR Training - Question, Persuade, and Refer is a three-step suicide prevention process. There are 13 QPR Gatekeeper trainers on the UTM staff. Since January 2017, over 375 students, faculty, and staff have been trained.
- Mental Health First Aid - Residence Life, CARE Team, and Athletics were trained to respond to the signs of mental illness and substance use.
- Hawk Alert - The Care Team presents to each academic college, the library, athletics, student organizations, the centers and multiple campus departments each year on general mental health topics and how to make a Hawk Alert.
- "Taking Care of Me" presentation to all incoming freshman during Welcome Weekend on the Martin campus and "Managing Expectations and Wellbeing" at the Parsons Center.
- P.E.E.R. Advocate training - Peers Educated for Early Response trains students to define mental health, to identify facts related to depression, to recognize signs of depression, to identify campus resources for students who need mental and physical assistance and to describe the 5 steps used to refer a student to Student Health and Counseling Services. Between January 2017- April 2019, 274 students were trained across various disciplines.



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- Wellness programs – Wellness Wednesdays: Partnering with departments to provide interactive programming addressing the seven dimensions of wellness.
- The Healthy Hawk’s “Walk with Carver” - monthly walks around the quad with Chancellor Carver for physical activity and to bring awareness to national health observances that affects the college population.
- Stress Management Programs: Bringing awareness to mental health treatment, encourage help-seeking, reduce stigma associated with seeking mental health treatment, and address barriers. Between January 2017- April 2019, 207 students and faculty participated.
- Chill Out Zones: Activities, stress management, and relaxation skills to help during exams. In spring 2019 there were 760 student participants.
- UTM Athletics – hosts multiple events each semester to increase student athletes’ understanding of mental health issues.

Mental health screenings. In addition to prevention programming, UT Martin also offers eating disorder screenings, alcohol screenings, and depression screenings throughout the year. At any time, students can also complete the free online mental health screening. There were 342 total screenings in 2018. The PHQ-9 (depression) and GAD-7 (anxiety) screening are completed by every patient seeking any health-related appointment at SHCS.

Hawk Alert and Care Team. The Hawk Alert allows anyone on campus to make a report when they are concerned about a student’s wellbeing. The UTM CARE Team serves as the primary resource for monitoring those reports, managing student issues, and providing crisis intervention. The Care Team aids students in removing barriers to their success through connecting them to campus and community resources and supporting them during the process. The Hawk Alert and Care Team allows for early intervention for students who may not have sought services and identifies them before they are in a crisis. The Care Team caseload has grown annually, as have referrals submitted through the Hawk Alert. At the time of this report, 45 days into the Fall 2019 semester, the campus community has made 101 referrals to the Care Team, a 58% increase in reporting from the first 45 days in Fall 2018.

UTM Impacts:

At this point, UTM lacks solid data on the impact of these efforts. As stated above, it knows how many participants have attended trainings and the number of students receiving services in Counseling, however it has not tracked the impact these interventions are having on student success. UTM has a plan to conduct the “Healthy Minds” survey during the Fall 2019 semester. These results should yield a better idea of the general mental health of UTM students.

UTM Emerging Trends and Future Needs:

As UTM continues to expand its services to students, the following service gaps need to be addressed:

- In order to address geographical service barriers, UT Martin is developing a plan to utilize telehealth technology to provide counseling services to students at the centers and online.
- As the number of Hawk Alerts continue to grow, a Case Manager is needed to meet with students and manage case follow up.



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Currently, there is no Licensed Clinical Social Worker (LCSW) on the SHCS staff. Therefore, UTM must contract with a local LCSW to provide supervision to the three Licensed Masters Social Workers. There is a plan to add a LCSW to provide supervision to the three Licensed Masters Social Workers. There is a plan to add a LCSW to the staff by 2021.