

# UH Mānoa Mental/Behavioral Health and Wellness

Program Summary

August 4, 2020

**Subgroup Members:** A. Tanouye (lead), R. Arndt, N. Mokuau, L. Nakagawa, and M. Tom

## Introduction

The purpose of the UH Mānoa COVID-19 Mental/Behavioral Health and Wellness Program is to respond to campus mental health needs brought on by the additional stress experienced by students, staff, and faculty as a result of the disease caused by SARS-CoV-2. The COVID-19 pandemic and its effects may cause individuals to experience stress that can be overwhelming, affecting their psychological, social, family, academic, and/or occupational functioning.

Stress can manifest in various forms, including:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on.
- Feeling anxious, overwhelmed or sad.
- Changes in sleep or eating patterns.
- Difficulty sleeping or concentrating.
- Feeling isolated and lonely.
- Feelings of loss (grief) that persists or worsens over time.
- Worsening of chronic health problems.
- Worsening of mental health conditions.
- Increased use of tobacco, and/or alcohol or other substances.

The UH Mānoa Counseling and Student Development Center (CSDC), a unit within the Office of the Vice-Chancellor for Students, in collaboration with affiliated faculty and support services, is leading the design and implementation of the Program. Clinical and outreach services available to UH Mānoa enrolled students are multifaceted and include mental health promotion, mental health prevention, treatment and crisis response. (Note: At this time, CSDC licensed psychologists and counselors are limited to providing psychological treatment and crisis intervention to individuals who are currently in the state of Hawai‘i due to state licensing laws and regulations.)

The CSDC will provide some level of support to all persons who call for assistance, with top priority given to students. Support for students during this COVID-19 response period may include evaluation of underlying problem(s), triage and case management, crisis intervention, brief solution-focused therapy, peer-to-peer support, skill-building workshops and outreach, and/or referral to on-campus resources and community providers.

Members of the broader University community and the community-at-large also benefit from the expertise of the mental health specialists within the Center. Assistance in crisis intervention and prevention, clinical consultation, training, and/or testing/proctoring services are offered to campus colleagues and eligible community members.

In support of sister campuses, the CSDC Director provides leadership in University of Hawai'i Mental Health and Wellness efforts and initiatives. Primary support to the system includes crisis consultation to mental health professionals and administrators during office hours and on evenings and weekends in the event of an emergency. Other support services include clinical supervision of campus mental health counselors and facilitation of training on mental health and wellness topics. Sharing of COVID-19 inspired plans, protocols, and resources with system colleagues along with consultation during clinical or institutional emergencies and program review/development will extend mental health expertise and tools to reach beyond the walls of individual campuses.

## **UH Mānoa Mental/Behavioral Health and Wellness Program**

There are healthy ways to cope with the stress of COVID-19 and to build resilience and promote wellness. With individuals on the campus experiencing varying levels of need and lack of support and resources, a multi-tiered approach will provide the best utilization of services and reach the greatest number of individuals.

### **Collaboration**

Mental/behavioral health providers will facilitate proactive communication and collaboration among mental health stakeholders. They will also work together with medical experts and campus health care providers by supporting:

- a. ***Medical and Behavioral Self-Screening.*** Reinforcing the use of a UH self-screening health app based on best practices to assess daily health and stressors.
- b. ***Informing Others About the Facts of COVID-19.*** Understanding COVID-19, including the dissemination of accurate information and coping/prevention strategies to promote the physical and mental health of students, faculty, and staff.

### **Mental/Behavioral Health Promotion and Training**

- a. ***Care for Personal Wellness.*** There are ways individuals can cope with stress, including caring for their body, eating well, getting enough sleep, avoiding alcohol and drugs, engaging in relaxing activities, and connecting with others. The CSDC will disseminate periodic wellness practices and resilience tools to the campus community via established social/campus media channels. Counselors will provide virtual mental health workshops to help individuals care for personal and family wellness including, social connections during physical distancing; good sleep hygiene; and living with family during a pandemic.

The University Health Services Mānoa Health Promotion Program provides health promotion, education and brief intervention services for the student population. Health Promotion outreach activities provide knowledge and decision-making strategies to enable students to make lifestyle choices that promote well-being and college success.

- b. ***Broaden existing mental/behavioral health outreach program.*** This effort includes building relationships and facilitating targeted training for those who work closely with students (e.g., undergraduate and graduate advisors, student affairs staff, faculty, graduate teaching/research assistants, residential life staff, public safety personnel, athletic coaches and trainers, etc.).

CSDC will also implement targeted outreach to parents regarding mental health, specifically focusing on available resources and the stressors, risks and protective factors associated with students at this developmental stage.

- c. ***Students Helping Students.*** The CSDC, assisted by campus partners, will launch a peer-based collaborative effort focused on engaging students in mental/behavioral health awareness and promotion. Under the supervision of Center clinical faculty, the CSDC Peer Mentor Team will organize and lead peer-to-peer and group initiatives. These efforts will include activities, development of resources, and social media messaging aimed at promoting healthy connections, strengthening student emotional and academic coping skills, and improving behavioral health and wellness.
- d. ***Student Resilience Toolkit and Resource Guide.*** The CSDC, in cooperation with campus partners, will develop and launch an on-line resilience toolkit to encourage students' wellness by helping them to engage in personal growth, learn to manage stress in healthy ways, destigmatize mental health issues, and encourage help-seeking behavior. This public-health style prevention program will showcase audio recordings, videos, skill-building activities, information and resources aimed at strengthening student emotional and academic coping skills.

A mental/behavioral health Resource Guide will be created to enhance the connection of students, faculty and staff with UH Mānoa and community resources. Web-based mental health services and/or hotlines and helpful national organizations like the Jed Foundation and the Trevor Project will complement local resources.

The Toolkit and Resource Guide will be available on the CSDC website with select resources available in printed form as well.

- e. ***Green Folder Initiative.*** The CSDC will create a quick reference guide for faculty, staff and graduate teaching/research assistants who may interact with distressing or distressed students. The folder identifies common signs of student distress and inform faculty/staff and teaching/research assistants of campus protocol to clarify who they should contact in the event of an emergency. The folders also provide tips for how to approach a student who may be in distress and connect that student with the appropriate resource. The Green Folder Initiative will be available on the CSDC website and in printed form.

### **Prevention and Intervention**

- a. ***Talk to a Counselor.*** The CSDC offers a variety of services to students, including personal counseling, couples, groups, and peer mentor services. CSDC has temporarily transitioned to tele-mental health services for crisis assessments, screenings, initial consultations, and triage. CSDC will continue to use telephone, email, and video-conferencing to provide brief check-ins and solution-focused counseling support until the COVID-19 pandemic is under control and in-person services can safely resume.

The CSDC will host virtual drop-in support spaces via Zoom designed for students who share social identities. These drop-in spaces may be of interest to students who identify as first generation to college, international, graduate learners, veterans, LGBTQ, and others. The

goals of the support spaces are to increase connection with others, enhance a sense of belonging, and boost students' sense of well-being and resilience.

Short-term skills-based groups will also be offered by CSDC clinicians online via Zoom.

- b. **Consult with a Counselor.** Faculty and staff are welcomed to contact the CSDC for assistance with a student of concern or a worrisome situation affecting their classroom or department. Group training on general mental health issues of college students, skill-building, and how to refer a student to CSDC or other resources is available along with presentations that focus on managing the impact of COVID-19 stressors.
- c. **At-Risk Mental Health for Students by Kognito.** CSDC will make available to students an online product in support of student mental health resulting in improved safety, academic performance, and retention. It uses interactive simulations that drive statistically significant changes in skills, attitudes, and behaviors, including increased preparedness to recognize, approach and discuss help for students exhibiting signs of psychological distress and suicidal ideation.

A faculty and staff version of this Kognito tool will also be available to build awareness, knowledge and skills about mental health and suicide prevention, preparing them to help support students exhibiting signs of psychological distress, talk about concerns and, when necessary, connect with support services.

### **Treatment and Crisis Intervention**

- a. **Urgent Support from a Counselor.** The CSDC provides crisis intervention and clinical consultation for individuals who are experiencing high levels of stress. They can speak with the counselor-on-duty immediately or can make an appointment for crisis support services. These contacts involve assessment and assistance in the management of the immediate crisis and helps the individual to cope while getting them connected with other resources. Psychiatric consultations are available on a limited basis.
- b. **Counselor-in-Residence (CIR) Program.** The CIR Program, jointly administered by the CSDC and Student Housing Services at UH Mānoa provides after-hours and weekend crisis response for students living in the residence halls. A team of four live-in professional counselors and a licensed psychologist supervisor are part of the first-responder team in the event of a crisis situation involving a resident. Consultation services, mental health outreach and annual training of resident assistants and professional staff are also included in this highly collaborative partnership.
- c. **Connect: Referrals and Resources.** Students who would benefit from mental/behavioral health referrals in the community will work with CSDC mental health professionals and in some cases, the Center's case manager, to find suitable resources. As a mental health emergency can occur at any time, the CSDC also promotes 24-hour crisis lines which are designed to provide immediate talk or chat interventions.

## Resources for Mental Health Emergencies

1. If you are experiencing an emergency or believe you are a danger to yourself and/or others, please call 911 or go to the nearest emergency room.
2. **Hawai'i CARES Hotline**  
24 hours a day, 7 days a week  
Call and referral center for behavioral health related services including crisis intervention, substance use disorder, and mental health services  
<https://health.hawaii.gov/amhd/>  
<https://manoa.hawaii.edu/cares/>  
Oahu: 808-832-3100  
Neighbor islands: 1-800-753-6879
3. **National Suicide Prevention Lifeline**  
24 hours a day, 7 days a week  
<https://suicidepreventionlifeline.org/>  
1-800-273-8255
4. **The Disaster Distress Helpline**  
<https://www.samhsa.gov/find-help/disaster-distress-helpline>  
1-800-985-5990  
Text *TalkWithUS* to 66746
5. **UH Mānoa Counseling and Student Development Center**  
Monday – Friday, 8:00 a.m. – 4:30 p.m.  
<https://manoa.hawaii.edu/counseling/>  
808-956-7927
6. **WorkLife Hawaii**  
The REACH Program provides confidential, short-term professional counseling services to employees who may be experiencing personal problems that are affecting job performance.  
Monday – Friday, 8:00 a.m. - 5:00 p.m.  
<https://www.worklifelifehawaii.org/>  
Phone: 808-543-8445