

University Counseling Center - ProtoCall

Increasing and Extending Mental Health Services by Providing After-Hours Crisis Assessment and Intervention through ProtoCall Services

1) Project Description

The project aims to continue increasing and extending mental health services through the University Counseling Center at FSU by providing students the opportunity to speak with a counselor after-hours (i.e., between 4pm and 8am weekdays and all day Saturday, Sunday and on Holidays). With this project, mental health services are available to students around the clock and without interruption throughout the course of the year (24/7). The goal is to expand and utilize ProtoCall after-hours mental health services as an essential component of an integrated FSU crisis/emergency response system. This technology has positively impacted a rising number of students who require mental health services to succeed academically and remain safe.

Trends in Student Mental Health and University Counseling

Student distress and utilization rates for on-campus, mental health services are increasing across the country and Florida State University is no exception. According to the latest FSU results of the American College of Health Association's National College Health Assessment (ACHA-NCHA II, Spring 2016), approximately 33% of students endorsed finding it difficult to function within the previous 12 months due to depression. Approximately 8% of FSU respondents endorsed seriously considering suicide within the last 12 months. The University Counseling Center (UCC) at FSU has experienced increasing utilization rates over the course of the past 10 years by a high percentage of students who experience the above. In the first 8 weeks of the Fall 2016 semester, for example, approximately 1,000 students presented for initial walk-in consultations with 56% exhibiting clinical symptoms of anxiety and 38% exhibiting clinical symptoms of depression. Approximately 42% of these students endorsed experiencing thoughts of ending their lives within the prior 2 weeks. Thus, an increasing number of university students are experiencing greater distress and are turning to on-campus counseling services for help.

Historical Perspective

Prior to the introduction of the UCC After-Hours program through ProtoCall in late December 2014, mental health services were only available to students through the UCC during office hours. Students in need of mental health services outside of regular UCC office hours relied on the Florida State University Police Department (FSUPD) and 2-1-1 Big Bend. FSUPD has a Crisis Management Unit (CMU) that is comprised of 5 dedicated officers who receive a 40-hour Crisis Intervention Training class as well as a 1 to 4 hour in house CMU class. These officers are available after hours and are dispatched under special circumstances. Most of the mental-health-related calls received by FSUPD result in wellness checks and involuntary psychiatric hospitalizations (Baker Acts) when indicated and do not involve the CMU. In addition to the on-campus resources students had the option of contacting the 2-1-1 Big Bend Helpline which offers counseling and suicide prevention as well as community information and referrals over the telephone. This was a very valuable resource for students.

Thus, although mental health services for FSU students were available around the clock prior to the introduction of ProtoCall, these services were not integrated. The UCC has access FSUPD's reports but no access to the records of 2-1-1 Big Bend Helpline. The helpline is operated by an independent agency with no FSU affiliation. Thus the UCC clinicians have no access to the individual students who utilize this service. In addition, although the volunteers who answer the hotline are trained by the agency in crisis management, there is no indication that they are licensed in a counseling-related discipline by the State of Florida. ProtoCall, on the other hand, is staffed entirely with licensed or registered clinicians and is proposed to serve as an extension of services offered by the UCC to FSU students. In late December 2014, the UCC launched UCC After Hours and replaced 2-1-1- Big Bend with ProtoCall.

ProtoCall Services

A rising number of university counseling centers are using ProtoCall to supplement their services. In Florida, at least eight of the State University Schools are employing ProtoCall including the larger schools such as the University of Florida and the University of Central Florida. ProtoCall provides telephonic brief interventions that are specifically designed to help students get what they need in the moment with warmth, respect and empathy, coupled with accurate information gathering and excellent safety assessment and stabilization. Clinicians are masters-level counselors who are either licensed or registered with the state in which they are residing. They provide customized, seamless service with individual call handling procedures geared toward stabilizing a struggling student or encourage a worried parent several states away. Daily reports (see attached) provided by ProtoCall Services will enable UCC staff to follow-up with individual students who spoke with a ProtoCall clinician during the after-hours period. Thus, unlike the 2-1-1 Big Bend Hotline, the UCC will be able to provide continuity of care during the hours of regular operations.

Students with after-hours, mental health concerns will call the UCC (850-644-TALK) and be patched in with ProtoCall. Once the call is transferred, the wait time ranges in seconds. ProtoCall clinicians will assess the student's concerns and provide immediate therapeutic intervention. Much like the 2-1-1 Big Bend Hotline, ProtoCall clinicians are aware of community resources and hospitals at the time of the call. ProtoCall will notify FSUPD or TPD when students are in imminent danger and in need of an officer to be dispatched. For those students who are not in crisis, the ProtoCall clinician will work toward stabilizing the student in the moment and a UCC clinician will follow-up with the student the following morning. This service is not only available to FSU students but to faculty and staff who may be concerned about a student and need consultation with a licensed mental health professional.

2.) Impact of Project

The link between student mental health concerns and academic success is well established in the literature. Lower GPA and higher probability of dropout have been associated with Depression and Anxiety (Eisenberg, Golberstein & Hunt, 2009). The 2012 National Alliance on Mental Illness Survey found that more than 50 percent of those who stopped attending college because of mental health related reasons did not access mental health services and supports. The overall impact of this project is inherent in the continued expansion of the provision of mental health services from 8-10 hours a day, 5 days a week to 24 hours a day, 7 days a week. The goal is to

continue to utilize ProtoCall as a first step toward an integrated FSU crisis/emergency response system. Consistent with numbers found at other major universities, between 7-10% of the FSU student body utilizes services offered by the UCC each year. This utilization rate is expected to rise as indicated by national and local trends. This project increases access and impacts a large number of students by improving mental health care, academic functioning and retention rates.

Additional Advantages to Students, Faculty & Staff

Reasons for students, faculty and staff to actively use the UCC After Hours service through ProtoCall Services include:

- The growing number of students in need of mental health counseling have immediate access to services after hours without needing to travel.
- FSU faculty and staff members have an immediate resource for consultation regarding students of concern.
- Campus partners including FSUPD and Housing staff are able to offer additional services to students who are the subjects of wellness checks or risk assessments.
- ProtoCall licensed clinicians are able to determine after hours if a student caller is in need of immediate assistance and falls under the Baker Act. In these cases, they are instructed to notify FSUPD.
- ProtoCall clinicians are instructed to notify and consult with UCC administration regarding complex cases and those in severe crisis, thus, providing a more efficient on-call system and connection to UCC administration.

3.) Project Plan

UCC after-hours services was launched on December 23, 2014. Students who call the UCC after hours (850-644-TALK) are answered by a phone tree that provides them with the option of speaking to a counselor immediately. Those who choose this option are forwarded to ProtoCall. All students who call ProtoCall during the evening or weekend are followed up by UCC clinicians on the following business day. As utilization of the UCC continues to rise and the demand begins to potentially surpass our resources, one potential remedy is to utilize ProtoCall as a backup to our clinical services during peak seasons within regular office hours. Although UCC clinical staff has thus far been able to meet the demand, it is a good strategy to have backup plan be in place.

4.) Relationship of project to other university activities

The notion of expanding the hours of availability for mental health services is in line with the Strategic Goals of the Division of Student Affairs. The Strategic Goal of ensuring operational excellence calls for maximizing resources to create safe, healthy and supportive learning

environments with the future initiative of increasing mental health and wellness resources. In addition to expanding the services offered by the UCC, the availability of an after-hours licensed clinician may serve to reduce or, at least, filter the calls received by FSUPD for mental health related concerns. It will also serve as a resource for professors and staff members who are seeking consultation regarding a student of concern.

5.) Cost of On-going Support

In addition to the cost described below in the Budget Explanation section, additional staff time has been needed to support this system given that the UCC clinicians follow up on many of the students who called in after-hours. This responsibility has been assigned to the Associate Director of the UCC.

6.) Description of Project Team

Because this system will be fully integrated into the University Counseling Center services, all clinicians (between 20-24 individuals) will have some level of contact with the ProtoCall system. The following project team will evaluate and seek enhancements to improve the system in order to better meet the needs of students and concerned faculty/staff or family members.

Dr. Carlos J. Gomez is the Director of the UCC at FSU. In this role, he leads a team of clinical and administrative professionals who provide mental health and primary prevention services to the University Community. Dr. Gomez is the Chief Mental Health Administrator for the University and is working toward integrating the University's crisis response and emergency protocol.

Dr. Donald English is the Associate Director of the UCC at FSU. He provides management and oversight for the UCC's clinical service. Dr. English manages and ensures integration and consistency within an established, comprehensive clinical program which includes therapeutic and psychological assessment services.

7.) Budget Explanation/justification

This project request is to pay the service fee for ProtoCall. With an allowance of 75 calls a month, the package is priced at \$19 a call. Any calls that exceed will cost \$20 per call. **Thus, the annual fee will be approximately \$17,100.** This expense represents a fraction of what it would cost to extend the hours of operation of the UCC. Support of this crisis management system will have a university-wide impact.

8.) Supporting Documentation

See below:



“ProtoCall’s masters-level counselors provide customized, seamless service with individual call handling procedures for each program. We can support your brick-and-mortar center’s appointment-setting needs or your efforts to stabilize a struggling student or encourage a worried parent several states away.

Our model of telephonic brief interventions is specifically designed to help your students get what they need in the moment – warmth, respect and empathy, coupled with accurate information gathering and excellent safety assessment and stabilization to help your day staff follow up smoothly.”

- Clinicians are either licensed or registered with the state they are residing.
- Began contracting with Florida based schools in May 2010 with UWF, followed by UF and UCF
 - University of Florida
 - University of North Florida
 - University of West Florida
 - University of South Florida
 - University of Central Florida
 - Florida Atlantic University
 - Florida Gulf Coast University
 - Florida International University
- For UF ProtoCall also answers their Faculty & Staff EAP line as a "subaccount" (different line). For UNF, they answer their Victims Advocacy Line as a subaccount.

Procedures:

- The University Counseling Center – Main Line – Phone Tree
- University partners can refer students to call the Counseling Center after hours
- Students will have the option to speak to a counselor immediately via ProtoCall
- ProtoCall answers 90% of calls within 30 seconds (4-5 rings)
 - Counselor is immediately supplied with region information (Local Hospital Information, FSUPD, TPD)
 - ProtoCall clinician determines level of care-**Routine, Urgent, Emergent**
 - Course of action depends on Counseling Center preferences
 - For students who are not affiliated with FSU-This line is for FSU students only and then they'll connect them in to the local crisis line.
 - They check for “overusers” as well.
 - Frequent calls-students concerned for other students.-They'll try to get the student on the phone
 - Counseling Center provided with an individualized report within 2 hours

ProtoCall Report

7950-0001-7950-Florida State University

Call-ID--[11293287]--Date/PacificTime--[07/01/2011 12:38:52 PM]-

Question	Answer
-New Call	
"Student Counseling Center"	
-Student's Name	Stephanie Testcall
-Name Read Back	Read back per policy _____
Student's Affiliation	*Current
Primary Contact	(850) 555-5555
Primary Contact Number Read Back	Read back per policy _____
Primary Contact Type:	Cell
-Secondary Contact	(850) 555-1234
-Secondary Contact Type:	Home
-Secondary Contact Number Read Back	Read back per policy _____
Service Request Type:	b. For Self
Type of message or other: (Leave blank if unnecessary)	_____
Message or Other Content (Leave blank if unnecessary)	
If a call back is requested, student can best be reached at: (Leave blank if unnecessary)	_____
End	
-Student Information	
Student's Gender	Female
-Student's Address	Deviney Hall Room 555 Tallahassee, FL 32306
Service Options	a.Continue to Account Specific Information
End	
-Account Specific Information	
Student ID#	XYZ123
Year in School	Sophomore
-Clinical Form	
Purpose of Call	To access services
Initial Level of Distress:	Severe
Primary Problem Category:	Suicidal
Presenting Problem	***This is a test call*** Stephanie is a 20 y/o full time student who reports she is currently

	<p>having thoughts of hurting herself. Caller reports recently changing majors, much to the disagreement of her parents. Her first term grades were posted yesterday and she received a C- average for the term. Caller reports believing her parents will highly disapprove and will "pull a told-you-so" with her when she sees them this weekend. Caller reports her roommate just left for an evening class so she is alone in her apartment. She denies history of suicide attempts and has not thought of a plan as to how she would harm herself. She has no access to weapons.</p>
Denied Assessment Items	<p>Student Denies Concerns Related to Thoughts of Harm to Others Student Denies Concerns Related to Substance Abuse Student Denies Concerns Related to DV and Abuse Student Denies Taking Psychotropic Medications</p>
Student's Presentation:	Anxious, Tearful
Interventions	<p>G. Discussed Coping Skills & Strategies H. Created Self Care Plan With Student</p>
Additional Intervention Details and Clinical Justification, if necessary	<p>Positively reinforced Stephanie for calling for help. Engaged Stephanie in safety planning. Stephanie reports that while she has thoughts of "not wanting to be around anymore" she denies intentions to harm herself. She reports she will invite a friend over to her room to hangout and watch a movie tonight. She agrees to call back if her safety plan becomes ineffective and is aware of the 24 hour nature of this line. She agrees to go to the urgent walk-in appointment at the Center tomorrow.</p>
Plan	<p>Stephanie reports intention of coming to the Center tomorrow morning. She reports familiarity with the Center's location.</p>
Concluding Level of Distress	Moderate
Level of Care	Urgent
During office hours, student can best be reached at:	<p>Cell Should the Center need to contact Stephanie, the cell number is best.</p>
It is okay to leave messages at:	Cell
Did you consult on this call? Info for ProtoCall purposes only (does not go to account)	No
End	
-(Call Information)	
Phone Start Date and Time	07/01/2011 12:38:52 PM
Phone End Date and Time	// : : PM
Phone Duration	Start=07/01/2011 12:38:52 PM End= // : : PM
Person being called about	Stephanie Testcall
STUDENT NAME	Stephanie Testcall
F-Counselor Name	NOT FINALIZED
CALL ID	11293287
Calls Database	Proteus Main System - 7xxx
CID-SID-PID	7950-0001-7950
Account Name	Florida State University Counseling Center