

Mental Health Services at UWM

Chancellor's Advisory Committee on Mental Health



Current Student Mental Health Needs

Demand for Mental Health Services is likely to increase
Prior to the pandemic, college students' mental health needs were a top concern for college and university presidents.

Utilization has outpaced enrollment
Prior to the pandemic, utilization of counseling services grew by 30% while enrollment grew by 5% in the same time framework.

Causal relationship between students engaging in counseling services and improvements in academic performance and retention.

Access to mental health care is a social justice issue. UCCs provide "safe spaces" for marginalized students who may have greater difficulties accessing services off-campus.

Postvention is key to prevention. Regarding COVID-19, how our campus responds to the losses, disruptions, and psychological toll will shape the health of the campus going forward.

STRESS IN AMERICA 2020: A NATIONAL MENTAL HEALTH CRISIS

Gen Z Adults Commonly Report Symptoms of Depression in the Past 2 Weeks



% REPORTING TRUE/SOMETIMES TRUE

75% felt so tired they sat around and did nothing



73% felt lonely



74% felt very restless



71% felt miserable or unhappy



73% found it hard to think properly or concentrate



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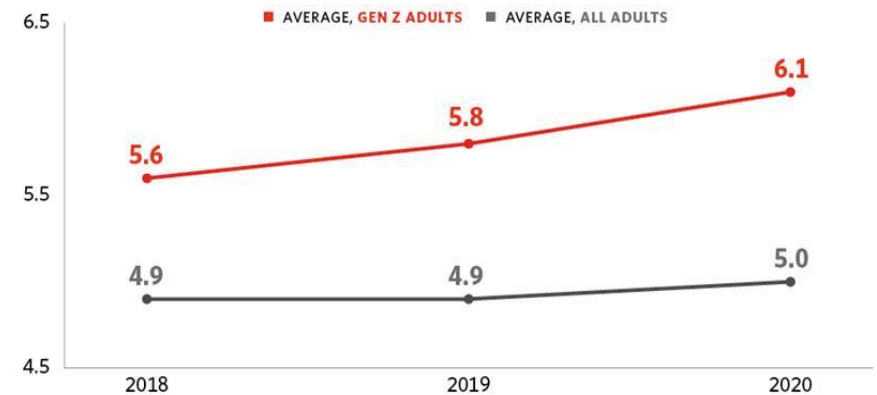
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STRESS IN AMERICA 2020: A NATIONAL MENTAL HEALTH CRISIS

Gen Z Adults: Generation Stress



AVERAGE REPORTED STRESS LEVEL DURING THE PAST MONTH



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Available Mental Health Resources: On Campus

- **University Counseling Services**

- Virtual Appointments Available, Weekday Business Hours
- Contact: 414-229-4133
- <https://uwm.edu/norris/university-counseling-services/>
- Services:
 - Short-term therapeutic services for all students at UWM
 - Crisis response
 - Case management
 - Outreach
 - Psychiatry
 - Group counseling
 - Consultation for faculty and staff on concerning student issues.

- **Let's Talk** is a daily informal problem-solving drop-in discussion where students can meet with a counselor. Students can schedule a session by logging on to the UCS webpage.

- <https://uwm.edu/norris/counseling/lets-talk/>

Available Mental Health Resources: Community/Crisis

UWMPD - Call 911 or UWM Police 414-229-9911 (9-911 campus phone) for immediate assistance

Local Resources:

- Columbia-St. Mary's Emergency Services (24/7) - 414-291-1200
- Milwaukee County Crisis Line (24/7) - 414-257-7222
- Washington County Crisis Line (262) 365-6565
- Waukesha County Crisis Line (262) 548-7666 (business hours) (262) 547-3388 (non-business hours)

24/7 Suicide Prevention Hotlines:

- National Suicide Prevention Lifeline (24/7) - 1-800-273-TALK (8255) (TTY Accessible - 1-800-799-4TTY)
- Trevor Lifeline for LGBTQ (24/7) - 1-866-488-7386
- Veterans Crisis Line (24/7) - 1-800-273-TALK, Press 1
- Crisis Text Line - text HELLO to 741-741 or visit: www.crisistextline.org

Available Mental Health Resources: Digital



Silver Cloud - Online, self-guided, interactive mental health resource available to faculty, staff and students at any time, on any device. Self guided programs address anxiety, depression, stress, sleep, and resilience.

- <https://uwsystem.silvercloudhealth.com/signup/>

Online Mental Health Screenings - Anonymous, online mental health self screenings are available for depression, anxiety, post-traumatic stress, and disordered eating behaviors.

- <https://screening.mentalhealthscreening.org/choice>

Mental Health Resource Website - Website designed to help members of the UWM community who are experiencing emotional distress and to support those who provide support for these individuals.

- <https://uwm.edu/mentalhealth/>

YOU@UWM - A wayfinder for students to access tips, guidance and resources designed to help keep their academics, well-being and social connections on track. This web-based portal provides a space to check in, set goals, and explore UWM resources and services.

- <https://you.uwm.edu/>

Additional Support Resources

One-on-One Student Interactions Guide helps each of us develop general consistency and promote UWM as a caring and respectful campus! The guide, compiled and edited by the Dean of Students Office, contains some easy methods and quick reminders of how to work with and respond to students when they come to us with questions or concerns.

- <https://uwm.edu/deanofstudents/resources/interactions/>

The **Virtual Student Union** is a digital space where students can browse upcoming events, find links to activities and ways to engage with other students and even find community at UWM.

<https://uwmil.instructure.com/enroll/WTABYK>

The **UWM Student Handbook Resource Website** has been reconstructed to give readers better access to student resources, services and a greater ability to navigate their time at UWM.

- uwm.edu/student-resources

Proactive Steps in Supporting Students

- Include a list of helpful resources in your syllabus, Canvas course, or department Newsletter.
- If relevant, consider including a general disclaimer about course or program content.
- Send out resource reminders during high-stress times of the semester.
- Convey your care and support to our students.
- Take action and reach out to students in distress.

Special
Considerations in
the Online
Learning
Environment



When You've Become Concerned

Make note of what concerns you.

- Online courses lack face to face interaction, and red flags may look different than in a traditional classroom. This may include: a noticeable lack of engagement, a sudden change in tone/ communication, and/or personal disclosures through student written work (such as a sexual assault, suicidal ideation, abuse, hopelessness, etc.).

Contact your department chair.

- There are often specific policies your department follows for reporting students of concern. By engaging with your department you're no longer the only person who knows what's happening, and they may provide you with suggestions for next steps if warranted. You may also learn that others are reporting similar concerns.

Report It.

- Consider reaching out to the student's advisor through Navigate.
- If you are worried about a student's welfare/ safety/ behavior, you can always use the Dean of Student's REPORT IT system.
 - Please note: campus teams may only meet weekly, and may not provide an immediate response or detailed recommendations. This is a resource available to ensure that others within the University are aware of students of concern.
 - You can access the Report It website here: <https://uwm.edu/deanofstudents/report-it/>

Consult.

- If you are worried about a student's mental health, and would like to consult with a mental health professional, you can call University Counseling Services at 414-229-4133 (ask to consult with the crisis counselor or on call clinician). Please note: UCS is unable to discuss any confidential student information.

Engaging with a Student of Concern Through Digital Communication

- Keep in mind, engaging with a student about your concerns through online communication is not ideal and can further complicate your involvement.
- It may be most appropriate to express concern and provide additional resources to your student.
- Such as:
 - *Based on what you've communicated in your (discussion posts/ summaries/ reflections/ etc), it seems that you may be struggling a bit. Although I may not be able to help with "X", I wanted to provide you with some resources that could offer some additional support....*
 - *In your last assignment you seemed pretty down and commented on feeling hopeless. I wanted to remind you of the resources available, and strongly encourage you to reach out to someone for additional support.*

You are not responsible for *fixing* the problem. Instead, we are asking you help *connect* students with appropriate resources.

Remember: UWM supports you and has resources for you when responding to students in distress!

Q&A

