



BEACH WELL: Well-Being Elevated to a Living Legacy

The Beach model for mental health and well being

2022-2025

1. 2021 - 19 CAPS Counselors – highest # ever
2. 2021 - 11 Case Managers – highest # ever
3. Most diverse counseling staff ever
4. NO waitlist for CAPS appointments
5. Mobile Crisis Unit Grant Awarded – 1st in CSU

**EARLY WINS
& PROGRESS**

GO BEACH

OUR APPROACH AND COMMITMENTS

INTENTIONAL: Our organized and proactive public health approach means we are ready for the challenges students face now and in the future.

PERCEPTIVE & PROACTIVE: We will provide a high-touch experience by mobilizing our resources and getting help to students even if they are hesitant to seek it themselves.

EXTENSIVE & RESPONSIVE: There is no wrong door for students to walk through at the Beach, anytime 24 hours a day, 7 days a week.

EQUITABLE & ACCESSIBLE: We recognize how historical contexts have shaped our students' experiences and our health structures. Our methods will create health equity with purpose.

COLLABORATIVE: We are dedicated to a campus and community movement, where student mental health is a collective responsibility and priority.

OUR CONTINUUM OF CARE



NATIONAL DATA POINTS

53%

of students were worried/scared **often or constantly** in the past six months

(Inside Higher Ed, March 2021)

59%

of students turn to parents, family or extended family for help first

(Kaplan, 2021)

75%

of faculty members nationally are willing to help students in distress, but only **50%** of those know how

(Healthy Minds Network)

65%

of students rate their behavioral health as **fair or poor**

(Inside Higher Ed, March 2021)

Disparities for first-gen, low-income students of color are NOT in their symptoms, but largely in their **help seeking-behaviors.**

(Healthy Minds Network)

CSULB DATA POINTS

85%

of our campus mental health services require a student to initiate an action (make an appointment, visit a site, go to a program or group)

86%

reported moderate or high stress in the last **12 months**
(NCHA, 2021)

27%

reported a death of a family member, loved one, or friend due to COVID-19
(NCHA, 2021)

57%

reported witnessing online or in-person **discriminatory or hostile exchanges** due to someone's race/ethnicity
(NCHA, 2021)

39%

of our students have accessed the Enrollment Services chat bot for help between **5pm-8am**

OBJECTIVE #1

WE WILL HONOR OUR STUDENTS' DIVERSITY

BY USING CULTURALLY INFORMED PRACTICES

AND DEVELOPING STRATEGIES TO PROMOTE

INCLUSIVE EXCELLENCE IN SERVICES.

1

Ensure professional staff and peer mentors in our behavioral health units have demonstrated skill and commitment to serving diverse student populations using culturally-informed and trauma-informed approaches

2

Employ recruitment strategies that continue to increase candidate diversity

3

Engage identity center staff and student groups in prevention and support efforts

4

Create 10 or more physical spaces where students feel comfortable sharing sensitive experiences

OBJECTIVE #2

WE WILL BUILD A COMMUNITY OF CARE

AGENTS (STAFF, PARENTS, FAMILIES, FACULTY,

AND PEERS) ON AND OFF CAMPUS TO HELP US

IDENTIFY STRUGGLES EARLY AND OFTEN.

- 1 Collect **emergency** contact information and expand engagement with families (Beach 2030)
- 2 Align peer mentor programs to maximize impact
- 3 Provide a menu of training options based on level of engagement and skill set
- 4 Promote faculty and staff well-being

OBJECTIVE #3

WE WILL INCREASE AWARENESS, EXPAND

OUR REACH AND DECREASE STIGMA.

- 1 Milestone maps and marketing campaigns built around times of anxiety and stress
- 2 Increase behavioral staffing availability during times of peak demand
- 3 Update programming to reflect contemporary challenges

OBJECTIVE #4

WE WILL ALIGN OUR RESOURCES TO

ENSURE STUDENTS HAVE EASY ACCESS

TO SERVICES.

- 1 Evaluate Case Management models (CARES, CAPS, BMAC, SHS, BN)
- 2 Explore on-demand virtual solutions to accessing care (telehealth)
- 3 BEACH Crisis Text Line & Mobile Crisis Team
- 4 Establish community partnerships with local non-profit organizations and resource centers (Beach 2030)

OBJECTIVE #5

WE WILL LEVERAGE TECHNOLOGY

TO REACH STUDENTS FASTER AND

MORE PROACTIVELY.

- 1 Automate health services reminders
- 2 Establish a peer-to-peer texting tool and expand the chatbot to reach students where they are
- 3 Develop protocols to reach student identity groups or impacted student groups during national crisis/trauma
- 4 Create virtual social communities

BASELINE METRICS

PHASE 1

NATIONAL SURVEYS

(already accessible)

- National College Health Assessment
- NSSE/BSSE
- Bystander Intervention Surveys
- Basic Needs Surveys

GI 2025 METRICS

- #Student Leaves of Absences
- DFW Rates
- Student Stop/Out & Drop/Out

* *(unduplicated students receiving services disaggregated by race/ethnicity, gender, age, source of insurance)*

CRISIS DATA

(BEACH 2030)

- Housing emergency transports
- Voluntary Hospitalizations
- Involuntary Hospitalizations (51-50)
- Beach Crisis Text Line
- Counseling Resources accessed after hours

UTILIZATION DATA*

- Basic Needs
- Bob Murphy Access Center
- CARES
- Counseling & Psych Services
- Student Health Services
- Student Rec & Wellness Center
 - Points of service entry

COUNSELING SERVICES


- Average wait time per student
- Average # of appointments per student
- # of students referred to the community
- Identity groups represented by CAPS
- Counselor Critical Load Index

RESOURCES

- You@College
- Visits to Beach Wellness Website
- Parents subscribed to parent portal



**IMMEDIATE
NEXT
STEPS:**

- 
- Assemble working groups
 - Baseline data collection across care units
 - Gap analysis of existing training
 - Identify spaces where students feel comfortable sharing sensitive experiences
 - Pilot peer-to-peer texting tool
 - Increase parent & family engagement in-person and online
 - Kick-off meetings with community health professionals
 - Implement Mobile Crisis Unit
 - Recruit CAPS Director