



CAMPUS ASSISTANCE PROGRAM

A DIVISION OF HEALTH MANAGEMENT SYSTEMS OF AMERICA



New Solutions for New Realities

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Introductions

Tell us about yourself:

- Name
- School
- Describe a student concern that you were involved with or made aware of.
- How did you handle it? Or not handle it?
- Why did you do what you did?





Overview of HMSA

Nationally Recognized Specialist in
Behavioral Healthcare Services

National Network of More Than **13,000**
Locations In Over **3,000 Cities**

A Privately Held Independent Company

Thousands of clients around the country



Growing Concern

Student Stress

- Financial
- Parental
- Graduate student dilemmas

Medicated students

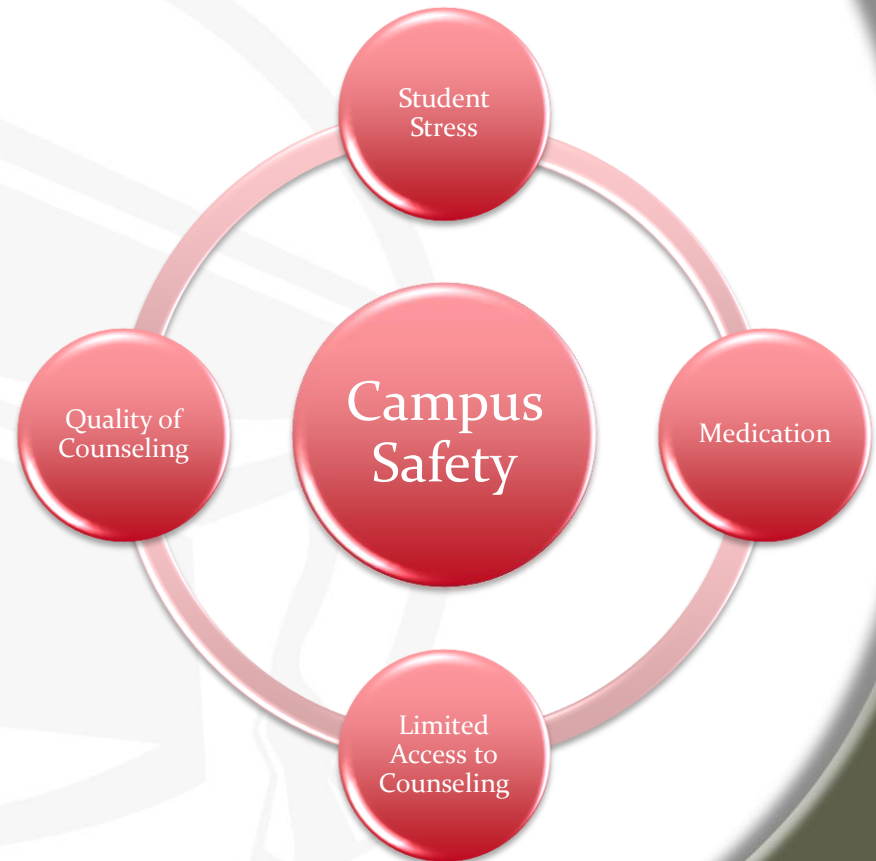
- Highest percentage ever of new students on medication

Limited Access to Counseling

- Limited hours
- Limited physical availability
- Limited diversity

Campus Safety

- Violence
- Suicide
- Homicide
- Rape





What Students Say...

[Click here to view student video #1](http://cap.hmsanet.com/video-testimonials.html) while in slide-show mode
from <http://cap.hmsanet.com/video-testimonials.html>



Best Practices from Industry



Be there when and where they are

- 24/7/365 Telephonic access
- 24/7/365 live chat
- Coverage across the country
 - Support during semester breaks, summers etc.
 - Support follows student, not just on campus

Counselor choice

- Diversity
- Maximizes Students comfort & utilization

Confidentiality

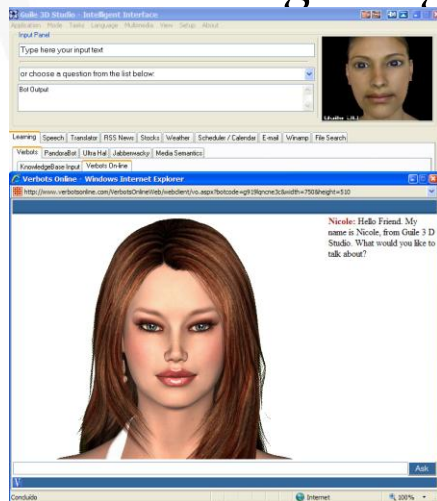
- improves participation
 - Especially among males
- Increases trust
- Eliminates conflict of interest



Newer Methods of Contact

On-Line Chat:

- Near instant feedback
- Stable connection
- Conducted in more controlled settings
- Widely accessible
- Unlimited message length



SMS Text Messaging:

- Near instant feedback
- Unstable connection
- Conducted in varying settings
- Most Accessible
- Message length truncated



Do you know the meaning of:

LOL

Laugh out loud



Do you know the meaning of:

IM

Instant Messaging





Do you know the meaning of:

BFF

Best friends forever





Do you know the meaning of:

BRB

Be right back





Do you know the meaning of:

TTYL

Talk to you later





Do you know the meaning of:

IMHO

In my humble opinion





Do you know the meaning of:

DGTG

Don't go there girlfriend



Do you know the meaning of:

DOC

Drug of Choice



Do you know the meaning of:

FOAF

Friend of a friend



Do you know the meaning of:

TRDMC

Tears Running Down My
Cheeks





Do you know the meaning of:

DUNA

Don't use no acronyms



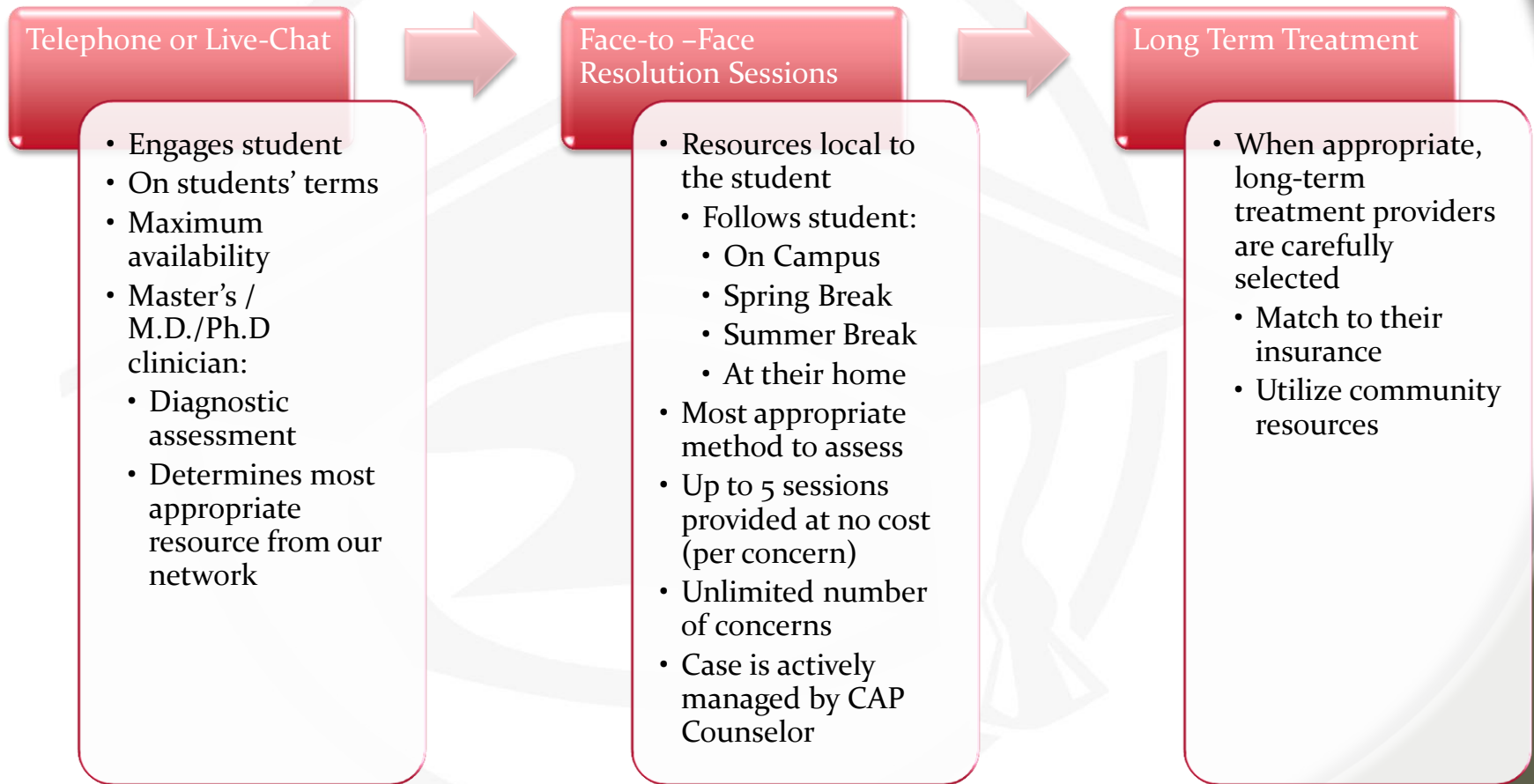
When it comes to campus safety...



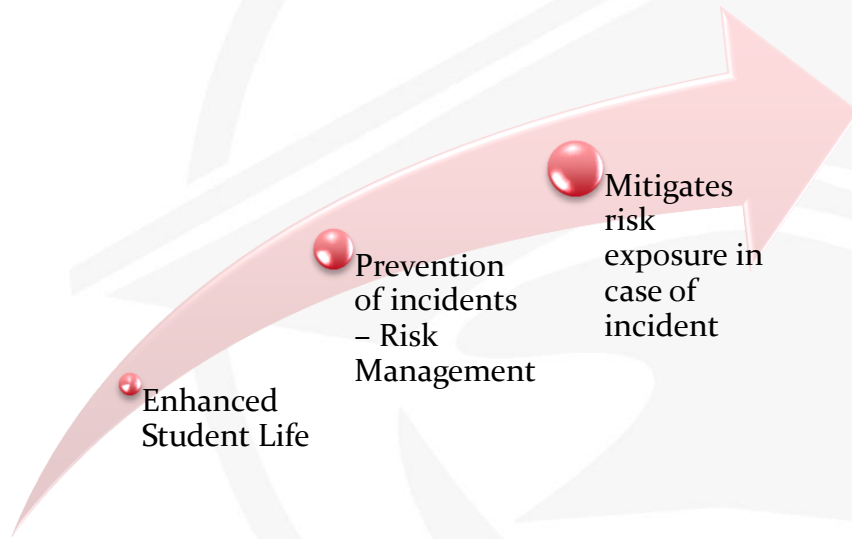
Examples of Student Issues



A Proven Process



Benefits to Campus



Strengthens institution's Enterprise Risk Management Plan (ERM)

- Strong, world-class prevention program in place reduces incidents
- Professional response also reduces exposure of the institution

Student life is enhanced

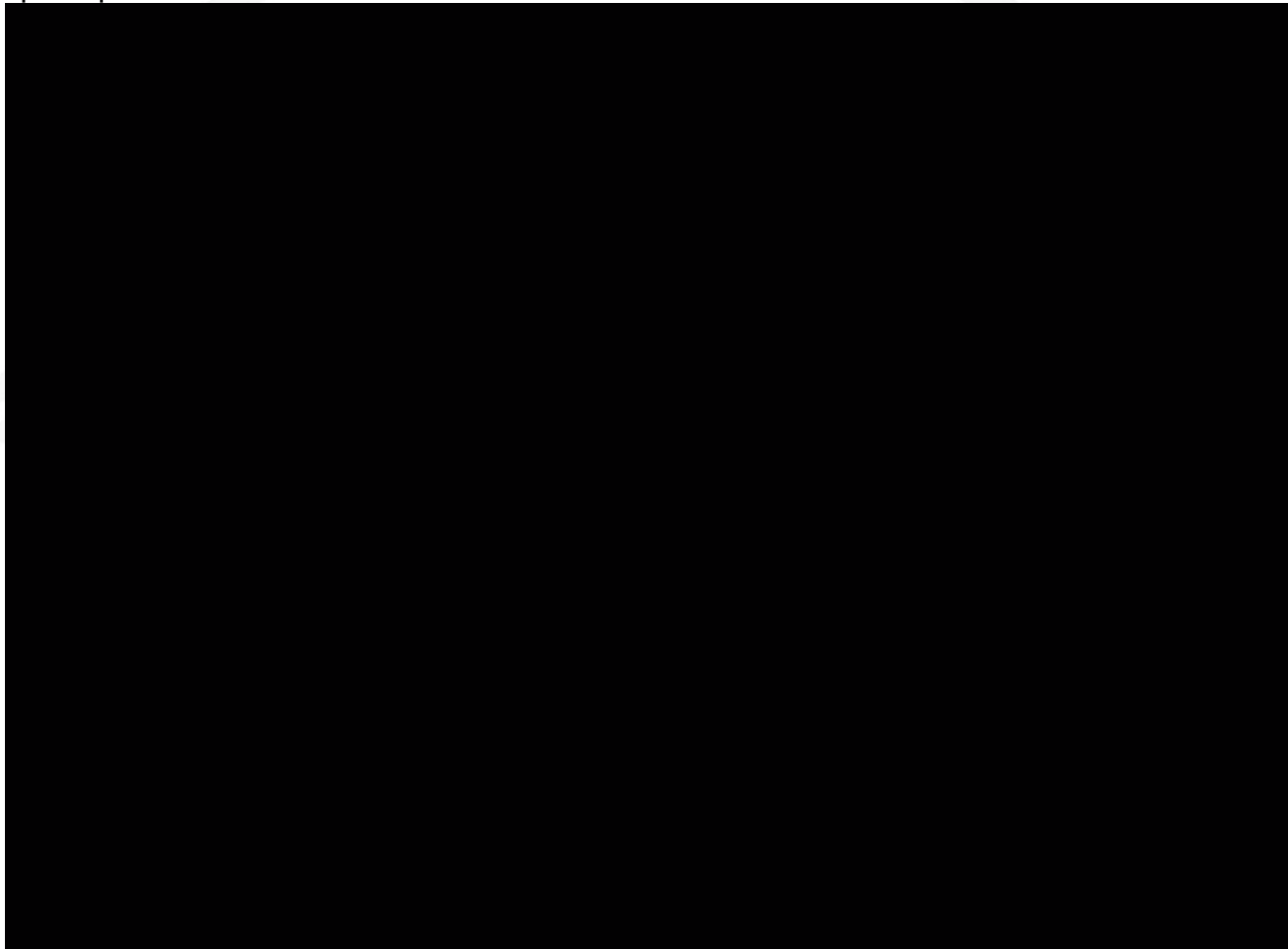
- Increased retention
- Improved engagement





Student Response

[Click here to view student video #2](http://cap.hmsanet.com/video-testimonials.html) while in slide-show mode
from <http://cap.hmsanet.com/video-testimonials.html>





Outreach, Education & Implementation

Registration/
Orientation

Student Benefit
Summaries

Faculty
In-Services

Faculty/BIT
Consultations w/
CAP Counselors



Advanced Reporting

Detailed, regular reporting on utilization

- Demographics of participating students
- Issues resolved
- Method of resolution
- Short-term vs. long term
- Case activity

Regular reporting allows leadership to determine

- Program effectiveness
- Program reach
- Better targeting of underutilized groups



Critical Incident Stress Management



When a campus experiences a critical incident, it can interfere with students' ability to function on the campus and personally.



Examples include

- Acts of Violence
- Sudden Death
- Accidents
- Robberies
- Natural Disasters
- Medical Emergencies



CAP provides on-site management of these incidents to help students cope & restore normal campus operations



Specially trained CISM counselors will assess the situation and conduct a debriefing to help affected students process event & work through reactions.





Critical Incident Stress Debriefings

- One component of CISM process; ritual of closure
- For those who have recently experienced a critical incident
 - Create distress
 - Overwhelm usual coping mechanisms
- Goal of CISD response: To reduce likelihood of post traumatic stress disorder
- Active, short term, stabilizing process
 - Similar to first-aid for physical injuries
 - Mitigate symptoms
 - Reduce dysfunction
 - Foster healthy coping behaviors





Setup of CISD

- Occurs 1-14 days post incident
 - Voluntary
 - Facilitate discussion
 - Homogeneous groups
-
- *Not* a substitute for therapy



Thank You!

**Questions, Comments &
Discussion....**

