FROM THE GROUND UP: BUILDING A COMMUNITY COLLEGE COUNSELING SERVICE

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A LITTLE BIT ABOUT US . . .

▸ Arellys Aguinaga, Ph.D.
  ▸ Licensed Clinical Psychologist, bilingual (English-Spanish)
  ▸ Diverse clinical background
  ▸ Research interests center around Latinx individuals

▸ Sue Stock, Ph.D.
  ▸ 30 years college counseling experience
  ▸ 12 years as a Director
  ▸ Professional writing and presentations; leadership roles
BUILDING COMMUNITY:

WHO’S IN THE ROOM?
WHAT BROUGHT YOU TO THIS SESSION?

WHAT DO YOU HOPE TO GAIN?
OVERVIEW OF PROGRAM

- College Mental Health Landscape
- Our Story at CLC
- CLC Center Milestones
- Lessons Learned at CLC: Triumphs and Challenges
- Ending Self-Assessment: Group Discussion
- Q&A
LEARNING OBJECTIVES

▸ **LEARN** about the mental health needs of college students, and of community college students in particular

▸ **EXPLORE** one college’s experiences in building a counseling service

▸ **ENGAGE** in a brief assessment of the status of mental health services at participants’ own campuses

▸ **IDENTIFY** next steps toward offering equitable mental health services on participants’ own campuses
COLLEGE MENTAL HEALTH LANDSCAPE

- “The College Mental Health Crisis”
- A Look at the Data:
  - Center for Collegiate Mental Health (CCMH)
  - Association for University and College Counseling Center Directors (AUCCCD)
  - Hope Lab
OUR STORY AT CLC

- Interim Support System for CLC Students
- Hiring a Consultant
- Started Offering Mental Health Services
- Policies & Procedures
- Introducing Outreach Work
- CAPS Expands on Many Different Levels
CLC CENTER MILESTONES

- Beginning Without a Director
  - Services Offered Before Leadership was in Place
  - We Recommend a Director First
    - Set-Up Office
    - Set-Up Database
    - Write Initial Policies, etc.
Counseling and Psychological Services (CAPS) at the College of Lake County provides culturally responsive clinical services to CLC students, contributing to their academic, personal and professional success. CAPS also offers consultative and preventative services, thus empowering the CLC community to promote mental wellness.

Counseling and Psychological Services (CAPS) at the College of Lake County is a comprehensive college counseling center providing a wide range of services at all campuses to meet student mental health needs. Through a lens of cultural humility, CAPS combats mental health stigma and is known and trusted throughout the CLC community.
CLC CENTER MILESTONES

- Policy Development
  - We had NONE
  - Lots of Stakeholders and Input
  - Positive, Collaborative Process
  - But A LOT of Work
- Recommend Initial Policy Work Before Opening
CLC CENTER MILESTONES

- Meeting the Needs of our Diverse Student Body
  - Our Student Body
  - Our College Mission
  - Few Good, Cheap Referrals
  - Our Commitment to “Doing” Social Justice

TRIUMPH: BECOMING KNOWN IN THE OFF-CAMPUS COMMUNITY

CHALLENGE: LACK OF OPTIONS RE: OUTPATIENT COMMUNITY REFERRALS

CHALLENGE: APPLYING COMPREHENSIVE MODEL TO CC POPULATION
CLC CENTER MILESTONES

- Resources & Staff are Stretched Thin
  - No FT Director
  - Staff Take on Admin Tasks
  - Worry About Burn-Out
  - Self-Care, Care for Each Other
  - Recommendation: Start with Sufficient Staff and Plan to Grow

TRIUMPH: HIRING CLINICIANS & STAFF

CHALLENGE: FUNDING HURDLES

CHALLENGE: CENTER STAFF COVERAGE
CLC CENTER MILESTONES

- What is an Urgent Concern?
  - Several Variations of Urgent Consultation Form
  - Training Front Desk Office Staff
  - Not Advertising “Walk-In Hours”
  - Limited Staff Coverage
CLC CENTER MILESTONES

- Relationship Building with the Campus Community
  - Task Force
  - Expectation Management
  - Role on BIT
  - Defining our Role as CAPS

TRIUMPH: INCREASING VISIBILITY, AWARENESS, & REFERRALS

CHALLENGE: MANAGING CAMPUS EXPECTATIONS
CLC CENTER MILESTONES

- Outreach Requests
- Evolving Procedures
- Role of Front Desk Office Staff
- Declining Requests
- New Prevention Specialist Position

TRIUMPH: INCREASING IN NUMBER & SCOPE
CLC CENTER MILESTONES

- Meeting the Needs of Three Campuses
  - CAPS Only Available on Main Campus - Also the Largest
  - Differing Needs Based on Student Population at Each Campus
  - Challenge to Build Relationships

CHALLENGE: REACHING SOUTHLAKE & LAKE SHORE CAMPUS
CLC CENTER MILESTONES

- Starting a Group Program
- Hit the Ground Running
- Advertising Questions
- Informal Group Coordinator Role
- Current Status
WHAT ARE SOME IDEAS I HAVE ABOUT MEETING THE MENTAL HEALTH NEEDS OF THE STUDENTS ON MY CAMPUS?
REFERENCES


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QUESTIONS?

THANK YOU FOR ATTENDING!