

Welcome to the Mental Health Guidebook

For the University of Connecticut

Please be aware that some services listed may have changed due to COVID-19.

VOLUME 1

Last Updated August 31, 2020

Crisis Statement

[Immediate Help for Mental Health Crises](#)

Life Threatening Emergency – Call 911

If you are experiencing a serious and immediate life-threatening crisis, please bypass calling Student Health and Wellness and call 911 or the [UConn Police Department](#) immediately. Although most people associate 911 with medical emergencies, they also support people with mental health emergencies such as thoughts of suicide.

I need to talk to someone now:

SHaW – Mental Health offers free and confidential 24/7 support for mental health crises. Crisis support is available during business hours (Monday-Friday, 8:30-4:30) in our Arjona, 4th floor office. After-hours support is available by phone by calling 860-486-4705. *Please note that 24/7 support is available during the fall and spring semesters. During summer and winter breaks, crisis support is available during business hours.*

If you choose to call our office (during or after business hours) for crisis-support, please tell the receptionist that you are experiencing a crisis and wish to speak to the on-call therapist. Students will be seen or spoken to by the on-call therapist as soon as possible.

Examples of a mental health crisis include: thoughts or plans to hurt yourself or someone else, engaging in life-threatening behaviors, and/or recent assault or trauma.

State and National Resources:

[Crisis Text Line](#) – Text HOME to 741741

[National Suicide Prevention Lifeline](#) – 1-800-273-8255

[Connecticut Alliance to End Sexual Violence](#) – 1-888-999-5545

[Rape, Abuse & Incest National Network \(RAINN\)](#) – 1-800-656-4673

[National Domestic Violence Hotline](#) – 1-800-799-7233

[United Services](#) - 860-456-2261

Local Hospitals:

[Manchester Memorial Hospital](#)

71 Haynes St., Manchester, CT 06040

860-646-1222

[Rockville General Hospital](#)

31 Union St., Vernon, CT 06066

860-872-0501

[Windham Hospital](#)

112 Mansfield Ave., Willimantic, CT 06226

860-456-9116

Goal/Purpose statement

Welcome to the Mental Health Matters Guidebook!

This is a consolidated guide of mental health resources made for UConn's community by UConn students. Students created this guide in affiliation with SHaW professionals. We believe that our community deserves to know what support is available to them in hopes that these resources will be more accessible. The guidebook will be an opportunity for Huskies to come together to educate the community on mental health related topics.

The Guidebook provides education on mental health resources and supports within UConn as well as outside of the University. Our goal is that Huskies will better be able to help themselves, their peers, and their community.

This is a live document that is not entirely comprehensive. It is not meant to be an avenue for self-diagnosis or a single source of support. Further, we are not endorsing the resources we list that are not UConn affiliated, but rather we are providing information for Huskies to use as they see fit. Please be aware that some services listed may have changed due to COVID-19.

Enjoy~ we hope you learn a lot along the way!

Any questions or concerns please reach out to: studentservices@usg.uconn.edu

Thank you to all that made this guidebook possible:

A collaborative experience between folx from SHaW-MH, Diversability, and USG.

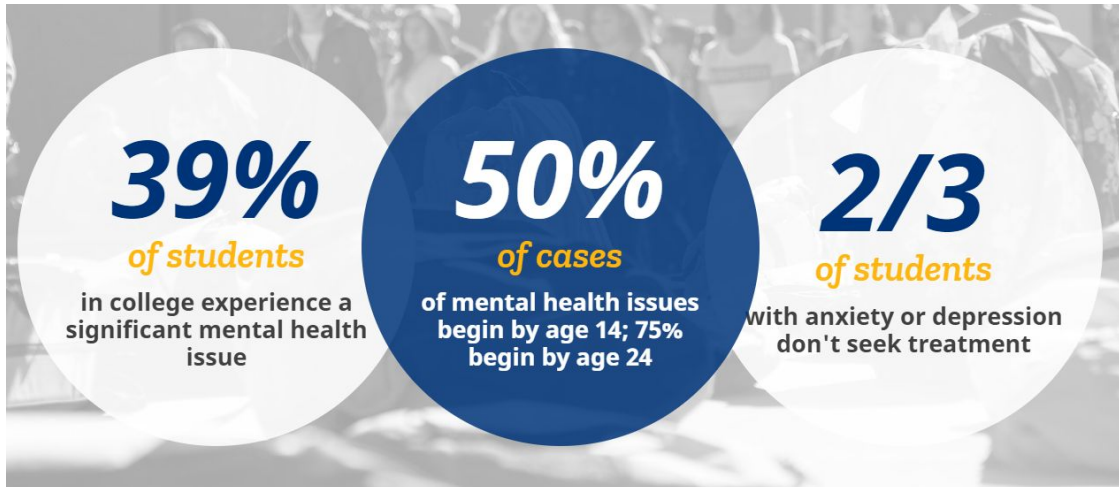
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National Mental Health Statistics

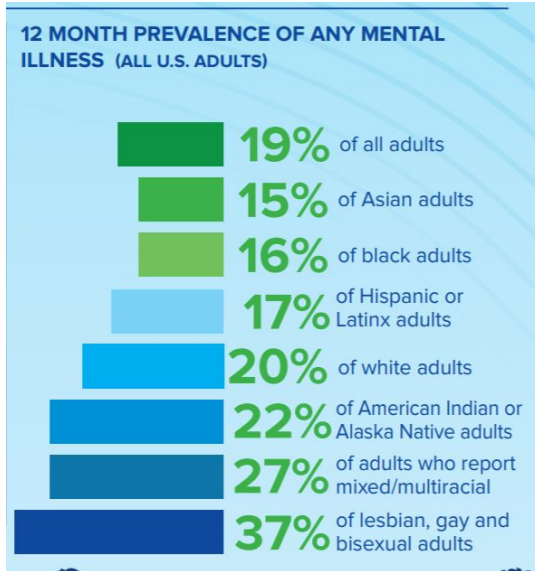


1 IN 5 ADULTS
have a diagnosable mental illness

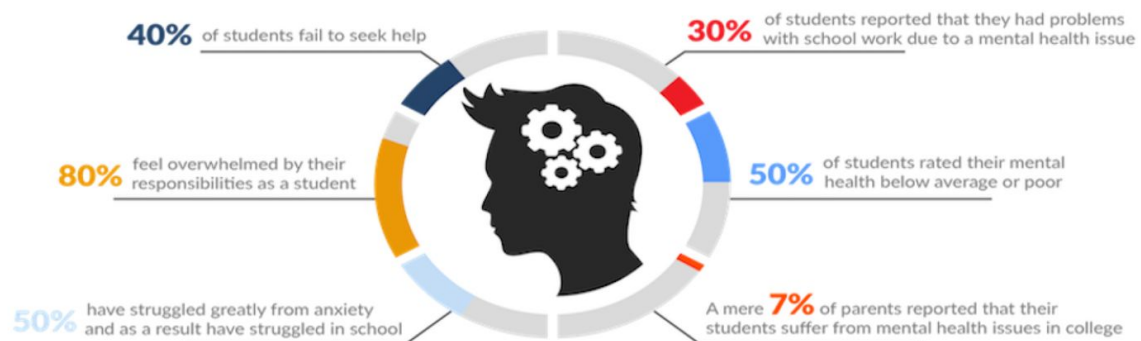
#2 LEADING CAUSE
of death among college students is suicide

50% OF US
will experience a mental health condition in our lifetime

SOURCE: <https://www.activeminds.org/about-mental-health/statistics/>



SOURCE: <https://nami.org/Learn-More/Fact-Sheet-Library>



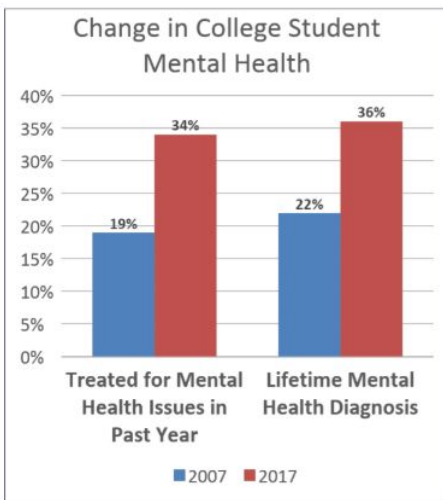
SOURCE: <https://collegestats.org/resources/mental-health-guide/>

UConn Mental Health Statistics

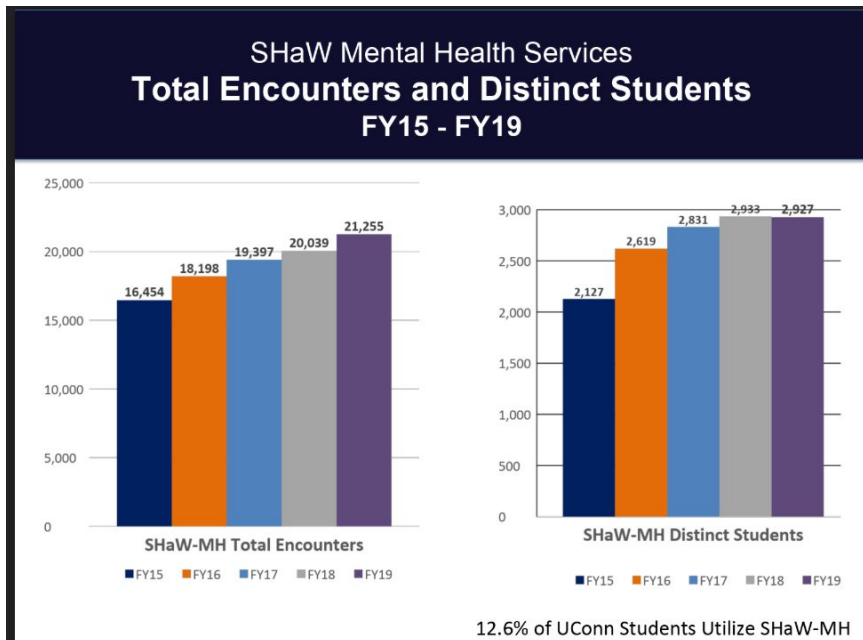
Changing Student Needs - Challenging Collegiate Mental Health Services

Increased Rates of Mental Health Service Utilization by U.S. College Students: 10-Year Population-Level Trends (2007–2017)

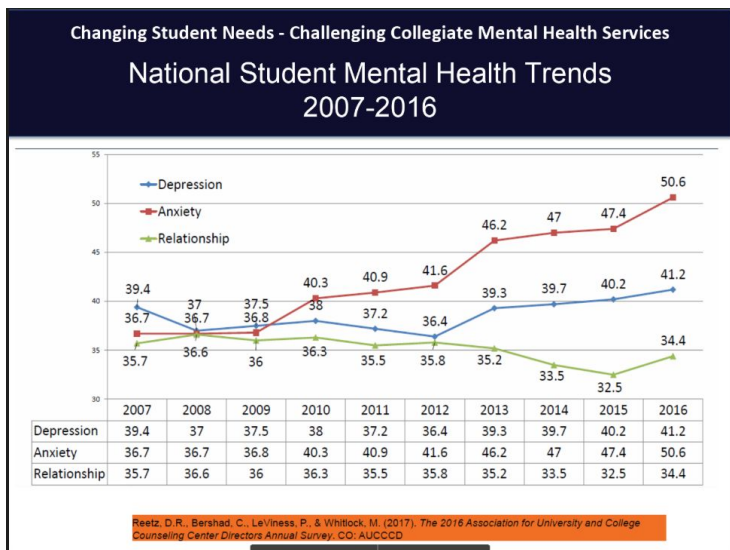
Sarah Ketchen Lipson, Ph.D., Emily G. Lattie, Ph.D., Daniel Eisenberg, Ph.D., American Psychiatric Association, 2018.



- 155,000 students at 196 college campuses.
- 79% increase in students treated for mental health issues in past year from 2007 to 2017.
- 64% increase in students with lifetime mental health diagnosis from 2007 to 2017.
- Depression and suicide risks also increased.
- Stigma of being diagnosed with a mental illness decreased, which could explain some of the increases.



12.6% of UConn Students Utilize SHaW-MH



Source: Mental Health Task Force Presentation - Dr. Onorato

Warning Signs

These are just a few examples of common warning signs for mental illness. They are not meant to diagnose, but rather provide some signs to look out for. Each condition and person is different and signs/struggles may present differently or perhaps not at all.

Com SIGNS of Mental Illness

Diagnosing mental illness isn't a straightforward science. We can't test for it the same way we can test blood sugar levels for diabetes. Each condition has its own set of unique symptoms, though symptoms often overlap. Common signs and/or symptoms can include:

- ! Feeling very sad or withdrawn for more than two weeks
- ! Trying to harm or end one's life or making plans to do so
- ! Severe, out-of-control, risk-taking behavior that causes harm to self or others
- ! Sudden overwhelming fear for no reason, sometimes with a racing heart, physical discomfort or difficulty breathing
- ! Significant weight loss or gain
- ! Seeing, hearing or believing things that aren't real*
- ! Excessive use of alcohol or drugs
- ! Drastic changes in mood, behavior, personality or sleeping habits
- ! Extreme difficulty concentrating or staying still
- ! Intense worries or fears that get in the way of daily activities

*Various communities and backgrounds might view this sign differently based on their beliefs and experiences. Some people within these communities and cultures may not interpret hearing voices as unusual.

SOURCE:

<https://nami.org/About-Mental-Illness/Mental-Health-by-the-Numbers/Infographics-Fact-Sheets>

If you are looking for more specific warning signs or questions to ask yourself or a friend related to Depression, Anxiety, Eating Disorders, Suicide, and Addiction please see:

<https://www.bestcolleges.com/resources/top-5-mental-health-problems-facing-college-students/>

Protective Factors

SOURCE:

<https://www.americanmentalwellness.org/prevention/risk-and-protective-factors/>

Protective factors, imagine them like a warm blanket on a really cold night. They are something protecting you from being cold, sometimes also associated with a proactive approach. Similar to warning signs, they are not an end all be all, but are positive factors.

Some examples:

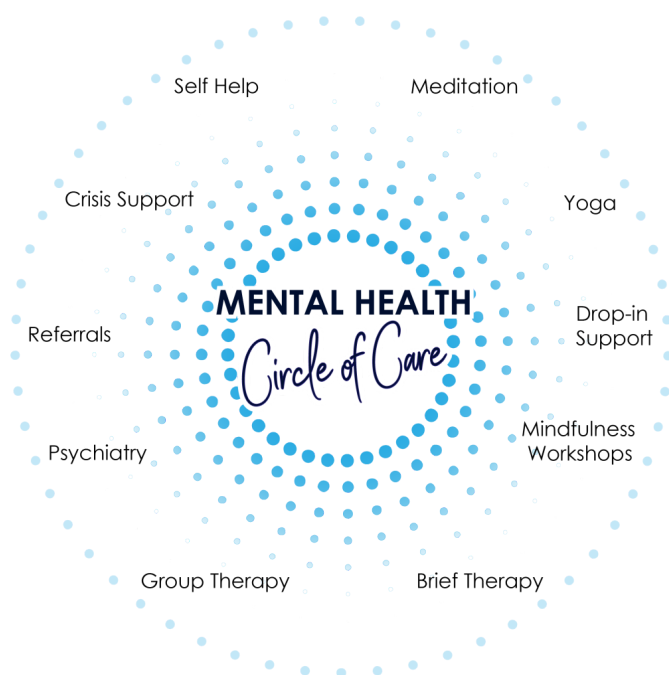
- Healthy diet, exercise, and development
- Good coping skills and problem solving skills
- Subjective sense of self-sufficiency
- Optimism
- Ability to make friends and get along with others
- Good peer relationships
- Supportive relationship with family
- Thinking about and planning for the future
- Achievement motivation
- Participation in sports team, club, community, or religious group
- Access to support services

Services Provided by SHaW-MH

Circle of Care

Student Health and Wellness – Mental Health (SHaW-MH) provides a wide range of supportive services. The [staff](#) is committed to providing quality care in a safe, confidential, and non-judgmental atmosphere. SHaW believes in a strengths-focused, biopsychosocial model of care that honors the fundamental dignity of each person.

The Circle of Care overviews their main offerings that students can utilize.



Free Drop-In Services

Consultation & Support: Drop-In Hour

What is it?

The Consultation & Support program provides informal, confidential consultation with therapists from Mental Health. ***The service is free of charge and offered on a first come first serve basis.***

Who is it for?

Students who may benefit from attending a Consultation & Support session include:

- Students who are looking for advice on a non-clinical issue.
- Students who are unsure about therapy and are curious about what it is like to talk to a therapist.
- Students who may have concerns about the mental health of a friend and seek advice on how to support their friend.
- Students who require assistance connecting to campus resources but are unsure where to begin.

How is this program beneficial?

The Consultation & Support program gives space for students to seek same-day support for non-crisis issues. By doing so, SHaW-MH provides support to students in need before they reach the level of crisis.

Meditation & Neurofeedback

Free classes throughout the semester

What is it?

“What is meditation?”

Meditation isn't about becoming a different person, a new person, or even a better person. It's about training in awareness and getting a healthy sense of perspective. You're not trying to turn off your thoughts or feelings. You're learning to observe them without judgment. And eventually, you may start to better understand them as well.”

-SOURCE: <https://www.headspace.com/meditation-101/what-is-meditation>

SHAW-MH uses neurofeedback devices as seen on <https://choosemuse.com/>.

“Brain Sensing Headbands That Improve Your Meditation Practice.

Muse gives you real-time feedback on your brain & body activity to help you know when you're in the zone.”

What is Neurofeedback?

“Neurofeedback, also known as EEG (electroencephalogram) biofeedback, is a therapeutic intervention that provides immediate feedback from a computer-based program that assesses a client's brainwave activity. The program then uses sound or visual signals to reorganize or retrain these brain signals. By responding to this process, clients learn to regulate and improve their brain function and to alleviate symptoms of various neurological and mental health disorders”

-SOURCE: <https://www.psychologytoday.com/us/therapy-types/neurofeedback>

Free listening for guided meditations:

Resources for Black folx and those experiencing oppression: <https://studenthealth.uconn.edu/equity/>

Key elements to Mindfulness

“Mindfulness means paying attention in a particular way: on purpose, in the present moment, and non-judgmentally.”

~ Jon Kabat-Zinn

**Being in the present moment
Non-judgement**

Acceptance
Curiosity
Kindness
Practice

Yoga for Stress Relief

[What is it?](#)

What is Yoga?

“Yoga is a mind-body practice that combines physical poses, controlled breathing, and meditation or relaxation. Yoga is considered one of many types of complementary and integrative health approaches. Yoga brings together physical and mental disciplines that may help you achieve peacefulness of body and mind.”

[-https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/yoga/art-20044733](https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/yoga/art-20044733)

Drop-in yoga classes emphasize mindful awareness and self-compassion. Each class includes a brief overview of yogic philosophy/techniques, a centering and/or body scan, yogic breathing, postures, and final relaxation. All skill levels welcome, no prior yoga experience needed. Classes are free, and open to UConn students, faculty and staff. Equipment provided, just come dressed comfortably! Classes will be capped at 30 participants, on a **first-come basis**.

See UCONN REC for more yoga classes offered -

<https://recreation.uconn.edu/programs/group-fitness-class-descriptions/>

Scheduled Services

What is a Triage?

Generally, the first step for students to get support from Student Health and Wellness—Mental Health (SHaW-MH) is called a triage (exceptions include [Mental Health Crises](#) and [Consultation and Support](#)).

These appointments are typically held over the phone. Triage is a brief assessment with a therapist to help us learn more about why you are seeking support. We will ask you questions like, “What’s going on that brings you in?” and “how is your sleep/eating/academics?” as well as questions pertaining to your safety including thoughts about suicide and thoughts of harming others. You and the therapist will discuss options for next steps that best address your particular needs. Resources and support may include a referral to a workshop, short-term individual or group therapy, discussion of medication services, and/or referrals to other campus or community resources.

Students may schedule a triage [online](#) or by phone (860-486-4705) and should be prepared for the appointment by being in a quiet and private location. Please call us for any specific requests or accommodations.

Group Therapy

[What is it?](#)

Facilitated by Student Health and Wellness (SHaW) counselors, our therapy groups encourage peer support, promote emotional wellbeing, and increase a felt sense of connection. Participants often find that they feel less alone in their struggles, and walk away with newfound support and ideas for coping.

SHaW offers numerous therapy groups throughout the year, including the summer months. Groups are led by SHaW counselors, and consist of 6-10 student members. Before starting a group, students have the opportunity to meet individually with their group counselor in order to specify their current difficulties and learn more about the group format.

Examples of Group Offerings:

- General Therapy: General Therapy groups are designed to help members learn to deal with a variety of concerns including (but not limited to) depression, anxiety, relationship issues,

and other personal concerns. Members will explore their concerns, learn more about their relationship style, boundaries, and increase their self-awareness.

- Graduate & Older Student Support: This group is designed for graduate and non-traditional age undergraduate students. In addition to supporting students around issues such as depression, anxiety, relationship difficulties, and more, this group highlights the particular challenges of being a graduate and older student. Members will have the opportunity to connect with others who may share their experience, and learn coping strategies to support their mental health and wellbeing.
- In the Clear – Alcohol and Other Drug Recovery: The “In the Clear” group is for students who are seeking or considering to make changes in their substance using behaviors to reduce the potential for negative academic, social, legal, and health consequences. This group is also appropriate for those students engaged in potentially addictive behaviors such as gambling and internet gaming and would like to lessen the impact it is having on their lives.
- Bereavement: The Bereavement Group is intended for students who are experiencing difficulties in handling the death of a loved one. The primary goals of this group are to: provide support for students who have experienced loss in their life; offer a safe place for students to talk about their feelings regarding their recent loss; and to normalize the experience of bereavement using psycho-education and experiential exercises about grief. Topics will include normal grief, dimensions of grief, fears related to loss, and coping strategies.
- STRONGER: STRONGER is a free support and discussion group for individuals whom have experienced any type of sexual violence, dating violence, and/or stalking. This group is open to both undergraduate and graduate students. It is a supportive, confidential environment to help victim-survivors gain strength and empowerment.

Brief Individual Therapy

[What is it?](#)

Student Health and Wellness (SHaW) offers brief, goal-oriented individual therapy to support students in managing their mental health concerns. Students commonly seek therapy for difficulties such as anxiety, depression, grief, trauma, eating and exercise difficulties, addiction, relationship difficulties, and academic problems. SHaW Mental Health clinicians provide a safe and non-judgmental environment for students to discuss their challenges and learn new ways of coping. Many students find benefit after one session of therapy, and some students find that additional sessions are useful.

Psychiatric Services

[What is it?](#)

In consultation with a Student Health and Wellness therapist, you may decide that your presenting problem may be addressed with psychiatric medication in conjunction with your talk therapy. To help you decide if medications would be beneficial for you, your SHaW therapist may arrange for you to have a psychiatric assessment with a SHaW psychiatrist or an advanced practice registered nurse.

Psychology vs. Psychiatry Treatment

Because psychiatrists are trained medical doctors and advanced practice registered nurses (APRNs) are medically-trained nurses, they can prescribe medications, and they spend much of their time with patients on medication management as a course of treatment.

Psychologists, social workers, and marriage and family therapists focus extensively on psychotherapy and treating emotional and mental suffering in patients with behavioral interventions and talk therapy. Psychologists are also qualified to conduct psychological testing, which is critical in assessing a person's mental state and determining the most effective course of treatment.

SOURCE: <https://www.allpsychologyschools.com/psychology/psychology-vs-psychiatry/>

Self-Help - Free

There is a lot of information online, on SHaW's website, and insight you can gain from your peers and family about positive behaviors that can help yourself begin to heal and grow.

SHaW-MH offers a mental health screening tool that is meant to check in on oneself or a friend's behavioral health, it is not meant to self-diagnose, but perhaps act as a platform to seek further help. <https://www.helpyourselfhelpothers.org/>

SHaW's website also offers guidance on
COVID: [Managing Mental Health During the Pandemic](#)
[Anxiety & Stress](#)
[Alcohol, Drugs, & Addictive Behaviors](#)
[College Adjustment](#)
[Depression](#)
[Grief & Loss](#)
[Interpersonal Violence](#)
[Relationships](#)

Training Offered by SHaW

SHaW offers specialized training which raises awareness, reduces stigma, addresses barriers, and promotes holistic wellness.

[Training](#) is offered to UConn faculty, staff, and students on an array of topics. Some commonly requested presentations are listed below or you can contact us to request a workshop tailored to your group.

1. **Stress Management**
2. **Meditation/Mindfulness**
3. **Helping Students in Distress**
4. **Healthy Relationships**
5. [Narrative 4](#)
6. [Helping Everyone Learn to Prevent Suicide \(HELPS\)](#)
7. [Ask Listen Refer](#) Free, online 20 minute self-paced training

The University of Connecticut Suicide Prevention Training Program was designed to help faculty, staff, and students prevent suicide by teaching you to:

- identify people at risk for suicide
- recognize the risk factors, protective factors, and warning signs of suicide
- respond to and get help for people at risk

How to schedule a training?

To request a presentation or program, [please click here](#).

Insurance & Billing Info

*****Students should contact their insurance companies and/or [SHaW](#) to better understand their benefits*****

SHaW - Mental Health uses a fee-for-service billing model, similar to your private physician's office. Many of these charges are reimbursable by the University-sponsored plan or other private health insurance plans based on your benefits.

Should you have any questions or concerns related to the use of insurance at SHaW - Mental Health, or the costs of services, please do not hesitate to contact SHaW - Mental Health at 860-486-4705 or feel free to contact irene.benza@uconn.edu.

[For specific monetary requirements for services.](#)

Insurance & Billing Frequently Asked Questions

[FAQs](#)

Q1: What if I have a high deductible?

A: There may be options! Please reach out to Irene.Benza@uconn.edu for more information or call 860-486-4705.

Q2: What is the cost of Crisis Services?

A: SHaW – Mental Health provides mental health [crisis services](#) for **free**; these services are not billed to insurance.

If you are in crisis or have an emergency please call us right away (860-486-4705); if you are in a serious and life threatening emergency, please bypass SHaW-MH and call 911.

Q3: Why would I be assigned a trainee (i.e., pre-licensed practitioner) and not a licensed provider?

A: Our trainees work closely under the supervision of a licensed SHaW – Mental Health provider. Clinical services provided by trainees are not billed to insurance; a \$15 fee per session applies. For students where cost may pose a barrier to care, assignment to a trainee may be appropriate. Trainees \$15 and insurance copay- no charge on fee bill if paid at time of service.

Q4: Are Trainees at SHaW-MH different from at the [Psychological Services Clinic](#)?

A: The pre-licensed therapists/trainees at SHaW-MH include doctoral psychology interns and psychology and social work students. They are provided clinical supervision by licensed providers according to their disciplines. The Clinic services are provided by graduate students under the supervision of licensed clinical psychologists and faculty members in the department of Psychology.

Q5: How do I decide to go to the Psychological Services Clinic or SHaW-MH?

A: The Psychological Services Clinic is offered through the Department of Psychology at the University. The Clinic is operated by the University of Connecticut as a training clinic for graduate students in Clinical Psychology. Services are provided by graduate students under the supervision of licensed clinical psychologists and faculty members in the department of Psychology.

Q6: What might my parents see?

A: They may see “Health Services Misc Fee” on fee bill and may see an EOB. explanation of benefits. If you are concerned about what your parents might see please [Contact](#) a SHaW-MH professional to discuss it further. If you are the insured person (e.g. you paid for your own insurance), then your parents will not see any information.

Q7: How is the Co-Payment handled?

A: Students can pay on the day of service, either via cash, credit, or Husky Bucks or paid later via the student fee bill. When your insurance benefit has a deductible &/or coinsurance we will submit the claim to your insurance.

Q8:What insurances are accepted?

A: We are currently a participating provider to most plans of Aetna, Blue Cross/Blue Shield, Cigna, CT Medicaid (Husky A, B, C and D), Oxford, United Healthcare, and United Behavioral Health. Also, the University of Connecticut's Student Health Insurance Plan (SHIP) Wellfleet Cigna administered by Consolidated Health Plans, Inc.

Q9: What if I have a Federal Pell Grant?

A: Students are responsible for informing the SHaW front office staff if they are a recipient of a Federal Pell Grant at the time of scheduling your first appointment. Verification is listed under the "credits" of the term fee bill section on your admin account found at:

<https://student.studentadmin.uconn.edu> >UC student financials >Online Term Fee Bill.

Q10: Do I need to present my physical Insurance Card?

A: On SHaW-MH Portal, a student can upload their insurance card prior to appointment. It can also be brought in person

Q11: Will I be charged if I don't show for my scheduled appointment?

A: Yes. Failure to cancel a scheduled appointment 24 hours prior to appointment time will result in an automatic charge to your student fee bill of \$15.00. Please contact SHaW – Mental Health minimally 24 hours prior to your appointment if you need to cancel or reschedule so that we may offer that time to another student in need.

Q12A: What is an EOB?

12A: The EOB is a record of the fee the doctor requests, the copay you pay, the amount the insurance company agrees to pay to the provider, and any remaining amount to be written off or billed to you, the patient. An EOB looks a lot like a bill, because it is a detailed account of the billing process. This document may indicate the type of service provided, but does not include detailed clinical information. The person responsible for paying the bill (often the policy holder), will receive an EOB.

Q12B: How specific does an EOB describe to the provider what service was provided? For example, does it always say mental health or psychiatric therapy?

12B: EOB does not say mental health, only the code for the service. Note: EOB is for billing purposes only and does not share diagnoses or identify types of care in such language as mental health.

Q13: What is the typical processing time for items to show up on the fee bill or on an EOB?

A: Can be as soon as 24 hours, as long as two months.

Q14: Who can see my mental health information? How do I give someone permission to discuss it?

A: Once you are 18 in the United States, no one can access your mental health confidential information, unless you explicitly give permission to do so. Students can give their permission for a mental health care provider to discuss their mental health with another person or provider by completing a form called a *release of information*, giving legal permission for any disclosures.

University-Sponsored Health Insurance

[What is it?](#)

The group policy sponsored by the University is administered through [Consolidated Health Plan/Cigna](#).

[More information on coverage](#)

Insurance & Billing Flow Charts

Example of steps to making an appointment:

1. Schedule online or call to make a triage appointment 860-486-4705
2. [Triage assessment](#) appointment (**free**)
3. After triage there are a few options of what can happen
 - a. If the triage therapist recommends that you schedule an appointment with a SHaW counselor or another service offered, then to schedule appointment:
 - With participating insurance (I)
 - Without participating insurance (II)
 - [With University Health Insurance](#)

- SHaW-MH refers you to an outside service (see page 29)
- SHaW-MH refers you to some of the free resources provided (see page 14)
- (I) If SHaW takes your insurance, it will be processed and billed through that provider. (see Q8 on page 25)
- (II) If you find that SHaW does not take your insurance there are some options
 - We highly recommend you contact your Insurance plan or SHaW – Mental Health to know your covered benefit *before* your first appointment. Feel free to ask about the cost of any service that you're recommended.
 - You may choose to enroll in the Student Health Insurance Plan which provides unlimited Behavioral Health coverage with the co-pay/deductible waived for services on campus.
 - You may choose to utilize your Out-of-Network benefits.
 - You might consider a referral to a [community provider](#).
 - Some plans provide a “student away from home” benefit; if your insurance has this provision; authorization will be required for our services and your out-of-pocket cost may be as low as your participating benefits

What may occur if a student is in crisis and needs immediate care?

Disclaimer: Each student's situation is different, and handled uniquely with care. This is just a general example of one scenario that may occur.

Students meet with a therapist (either in person during the day/could be via WebEx for telehealth or by phone after hours). The student and therapist discuss what is prompting the call as well as some standard questions about the student's wellbeing--sleeping/eating/taking care of day-to-day responsibilities as well as questions regarding safety, such as thoughts of harming oneself, suicide, or harming others. The therapist and student work together to figure out a plan moving forward. This could include a wide range of options, such as scheduling a follow up appointment with a therapist at SHAW-MH, a community-based referral, connecting with friends or family members, discussing concerns with a supportive faculty or staff member, or checking in with their Hall Director. The student and therapist may also make a plan so that they can get through the distressing time. This could include things like general coping strategies (e.g., watching a movie, talking with a friend, going for a walk, taking some deep breaths, playing a video game, eating a snack, expressing gratitude, sleeping, or the like).

We know that there are some students who call us struggling with thoughts of suicide, thoughts of harming others, or are unable to care for themselves. For these students, a referral to a local hospital may be the best way to get them on their path to feeling better. We know that this option can be scary and we try to answer any questions that you have in the moment. SHaW MH staff want to make sure you understand as best as possible why we are recommending you be evaluated at the hospital. When we make a referral to a hospital, the staff there will make determinations on what the best next steps are and how long you would need to stay. SHaW MH staff can work with you and the Dean of Students' office to ensure your professors know that you will be out of class, if you would like. We take any referral to a hospital very seriously and ensure follow up with students who are

assessed and/or treated at a local hospital for a mental health concern. This usually looks like collaboration between the hospital staff and the SHaW MH staff to set up an appointment following the student's discharge from the hospital so that the student can get support in implementing the care recommended by the hospital staff.

Referrals

SHaW-MH is currently equipped to provide short term care for students. For students who are seeking or would benefit from more intensive treatment, we offer assistance in connecting you to appropriate [local providers](#) who have experience in working with college students.

SHaW provides no actual endorsement of these practitioners who have submitted information to SHaW declaring their interest in being on a SHaW referral list for UConn students. Because mental health treatment is an ongoing commitment, it is important that you find a care provider with whom you feel comfortable.

Example of steps to making an appointment with a referral:

1. Schedule online or call to make a triage appointment 860-486-4705
2. [Triage assessment](#) appointment (free)
3. Triage may assess that you may be referred elsewhere or to another service
4. This may mean another local therapist - provided 3 options & contact info provided or group therapy, mindfulness workshops, or another department.
5. From there, it is up to you, the student - to reach out to who SHaW MH recommended to get the help you need
6. Advocate for yourself! If students need or want extra support in getting a referral, just ask--SHaW MH can help with that too

Within UConn, Outside of SHW-MH Additional Services

Care Team Referrals (within the Dean of Students Office)

[What is it?](#)

The Student Care Team is a multidisciplinary team that meets regularly to evaluate behaviors by University students that are perceived to be threatening, harming or disruptive to the student, to others or to both and coordinate an appropriate response. The Student Care Team does NOT respond directly to emergencies. Call 911 if you need emergency services.

Frequently Asked Questions that all appear on the [Care Team](#) main site:

What is the Student Care Team?

Who serves on the Student Care Team?

Who should be referred?

When is it appropriate to make a referral to the Student Care Team?

When would a referral to the student care team not be an appropriate first response?

What if the student I am concerned about attends one of UConn's regional campuses?

What happens after I submit a referral to the student care team?

Please also refer to the Warning Signs section

For more information- request a student care team presentation

https://cm.maxient.com/reportingform.php?UnivofConnecticut&layout_id=23

Referral: https://cm.maxient.com/reportingform.php?UnivofConnecticut&layout_id=3

To speak with a member of the Student Care Team,

contact the Office of Student Care and Concern at

860-486-8777 or oscc@uconn.edu

Psychological Services Clinic

The [Psychological Services Clinic](#) offers an array of mental health services to adults, teens, children, and families in eastern Connecticut. The Clinic is operated by the University of Connecticut as a training clinic for graduate students in Clinical Psychology. Services are provided by graduate students under the supervision of licensed clinical psychologists and faculty members in the department of Psychology. All contact with the Clinic is completely confidential in accordance with Connecticut state law.

Monday-Thursday: 12:00-8:00 pm

By appointment only

The clinic is open year round, with the exception of state/university holidays and several weeks in August. Short-term and intermediate length psychotherapy is available to children, teens, adults, couples, and families. The clinic uses a wide variety of clinical practices that are individualized, culturally sensitive, strengths-based, and include the use of evidence based practices and interpersonal approaches.

Payment for Services

The PSC charges for all assessments on a sliding fee scale. Individual fee agreements are negotiated at the time of assessment.

What is a sliding scale fee?

“Sliding scale therapy refers to treatment priced by each person’s income and dependents. This fee structure exists to help make therapy more affordable for people living at a lower income level. A sliding fee scale may be ideal for clients who pay in cash, often because they don’t have health insurance”

-SOURCE

<https://www.goodtherapy.org/for-professionals/business-management/money/how-to-set-sliding-scale-fees-for-your-practice>

Confidentiality

[Confidentiality Policy](#)

Records are not available to individuals or agencies, either on or off campus, without a student's specific [written permission](#).

HIPAA

What is HIPAA?

It stands for Health Insurance Portability and Accountability Act, in common terms, it protects the privacy of a patient.

SHaW-MH follows the law, HIPAA. It is the same law that is used by doctor's offices and other mental health practices. The purpose of HIPAA is to protect your privacy and rights. Click here for more information about the law, and see below for a summary of it.

<https://www.cdc.gov/php/publications/topic/hipaa.html>

<https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Since SHaW-MH follows HIPAA, **your confidentiality is protected**. In order for them to share any information with any person or department outside of theirs, they must have a signed release from which is completely your decision to make.

However, there are **three exceptions to confidentiality** within SHaW-MH that are there to protect safety of yourself and others:

1. **Intent to harm yourself**
2. **Intent to harm others**
3. **Abuse or neglect of a minor, an elder, or a dependent adult**
 - a. **A "dependent adult" refers to an adult who is legally seen to be unable to live independently. An example is an individual with severe Intellectual Disabilities who needs help with daily living.**

Additional privacy/confidentiality notes:

- Other departments within UConn follow FERPA regulations, which is different than HIPAA in that it is not confidential.
- ****In terms of sexual assault and **Title IX** related concerns, these are also kept confidential, which is unlike many other departments on campus. **The only time**

SHaW-MH may file a report is with a student’s signed consent. It is completely up to the student if they would like to file a report.

- In terms of UConn’s Care team, SHaW-MH staff have access to information relayed to the Care Team. The Care team does not get notified that the student went to SHaW-MH, unless the student signs a release, which is completely up to the student.

FERPA

Family Educational Rights and Privacy Act

Under FERPA, you have certain rights related to your education records, including the right to have access to your own education records, and the right to have control over the disclosure of personally identifiable information from your education records (except in certain circumstances specified in the FERPA regulations). FERPA also requires University faculty, staff, vendors and affiliates (otherwise known as “school officials”) to protect your education records and the information contained in those records, and to only share the contents of those records in accordance with FERPA’s requirements. Except under limited exceptions specified in FERPA, school officials can only share your education records or discuss your records with your “prior written consent”—that is, your explicit permission in writing. <https://ferpa.uconn.edu/share-my-information/>

Title IX

Title IX is a federal law that prohibits discrimination based on the sex (gender) of employees and students of educational institutions that receive federal financial assistance. Title IX’s prohibition of sex discrimination includes prohibition of sexual harassment and sexual violence.

Mandated Reporter: An individual designated under Section 17a-101(b) of the Connecticut General Statutes as someone who is required to report or cause a report to be made of Child Abuse or Child Neglect. All employees of the University, except student employees, are Mandated Reporters under state law.

<https://policy.uconn.edu/2016/03/29/protection-of-minors-and-reporting-of-child-abuse-and-neglect-policy/>

Virtually all University employees are mandated reporters of child abuse or neglect as defined by Connecticut General Statutes Section 17a-101(b) and must comply with Connecticut’s mandated reporting laws. The Department of Children and Families 24 hour hotline for reporting suspected child abuse or neglect is 1-800-842-2288. For further guidance, visit [DCF’s website](#).

Non-Retaliation Policy -

The University encourages students, employees, and members of the University community to report all incidents of sexual assault. Any threat of retaliation or other attempts to prevent the reporting of an incident of sexual assault is itself prohibited.

Confidential Advocacy

These [resources](#) offer free, confidential support and do not require you to report the incident to the Office of Institutional Equity (OIE).

Feedback for Guidebook

How to get involved

This guidebook, volume 1, is just the beginning! Lookout for volume 2 which will include additional information.

If you have a comment/critique on an aspect of this guidebook:

<https://forms.gle/NVGV6gJLHdvio8kx9>

This is a live document so your feedback is crucial!

If you would like to get involved:

Does your student organization or department create a culture of wellness for students and their mental health? If so- please fill this out if you would like to be involved in our next volume.

<https://forms.gle/Mz3pRdvbkDSWQYoV7>

