Interactive Screening Program: UC San Diego case example

Monique Crandal, PhD

Jerry Phelps, Phd

UC and the Interactive Screening Program

- Funded through the 3 year CalMHSA Student Mental Health Initiative

- Each of our UC campuses have committed to using this online program to reach students at risk

- At-risk student populations were identified by each campus based on their unique needs

- UC San Diego focused on graduate students

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The Interactive Screening Program

UC Counseling Center Resources

Informs student of the type of intervention

Emergency Services

Garnering Support and Feedback for ISP

To: [Student's Email Address]

From: [Counselor Name and Title] (I.e. Steve Wilson, Director of Counseling Services)

Subject: [Confidential Stress and Depression Screening]

We are writing to let you know about a unique online service offered to [College/University] [Target Group] (I.e. University of North Carolina Graduate students) from the [Program/Counseling Center Name] (I.e. UNC Wellness Center). Our goal is to enhance student wellness by helping students identify – and do something about – stress, anxiety, depression and other problems that can interfere with academic, social and personal functioning.

Clicking the link at the bottom of this message will take you to a secure website where you have the option of completing a brief online questionnaire, which you'll submit using a self-assigned User ID. This will be the only way your responses are identified, and thus, the process is entirely confidential.

An experienced [College/University] counselor will then review your questionnaire and will send a personal response to you over the secure website, which will include any recommendations for follow-up. You will then have an opportunity to exchange online messages with the counselor through the anonymous dialogue feature using only your User ID, or to set up a face-to-face meeting to talk to the counselor in more detail.

Completing the online questionnaire and making use of this service is completely voluntary. Your access to student health and counseling services will not be affected in any way if you choose not to make use of this service. (Also, if you've completed the questionnaire in a past semester, it's fine to do it again if you think it would be useful).

We urge all students to take advantage of this safe and easy way to find out if stress, anxiety or depression may be affecting you. The good news is that treatments for these challenges are highly effective and are available right here on the [College/University] campus, or off-campus, if you prefer.

If you have any questions about this service, please contact [Primary ISP Contact] at [Phone #].

We hope all of you will take a few minutes right away to go to the secure website, log in and complete the *Stress & Depression Questionnaire*:

[Link to secure website] (I.e. www.uncwellness.org)

- Received feedback from the following:
  - Graduate School Assistant Dean
  - Graduate Life Steering Committee
  - Graduate Peer Mentors
  - UCSD School of Medicine HEAR Program

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- Placed link at the beginning of the email invitation

- Bulleted list

- Clarity about anonymity and that it is not connected to their academic record

| Clipboard | Basic Text | Names | Include | Tags | Zoo |

To... graduate students of the department

Cc...

Bcc...

Subject: Anonymous and Optional Stress Questionnaire for Graduate Students

Over the next few weeks, all XXX graduate students will receive an invitation to participate in an anonymous and confidential online service offered to enhance your well-being.

We invite you to take a few minutes right now to click on this link to a secure website www.UCSDtritonshelp.org and complete the Stress & Depression Questionnaire.

The Stress and Depression questionnaire:
- Is entirely anonymous, confidential, and completely voluntary
- Is safe and easy way to find out if stress, anxiety, or depression may be affecting you
- Is a free service from UCSD Health, Recreation, and Well-being
- Will not affect your access to student health and counseling services

There are 3 easy steps:
- Fill out a simple, 10-minute Stress and Depression Questionnaire identifying yourself *only* with a User ID that you select.
- An experienced UCSD counselor will respond with a personal response including any recommendations for follow-up.
- You decide what's next. You may talk with a counselor through the website or schedule a face-to-face appointment. Or, you may do nothing further at this time. It's all up to you.

If you have any questions about this service, please contact Jerry Phelps, Ph.D. at 858-534-5989 or tritonshelp@ucsd.edu.

As always, if you would like to schedule an initial intake with a CAPS counselor, please contact our central office at 858-534-3755.

Sincerely,

XXXX

Department of XXXX

UC San Diego's Roll Out Strategy

Department's Involvement

1-2 Lead e-mails → **One Invitation E-mail** → **Stress and Depression Questionnaire** → **Dialogue**

- 1. Department-wide email explaining the program. Sent week prior.

- 2. Alert's the student to Monday's invitation
- Sent the Friday before

- Sent Monday morning by Dean/Graduate coordinator.
- Targeted e-mail sent to ~100 randomly selected students per week in the department.
- All students in department will be invited over the course of a few weeks

- Students are invited to complete the Questionnaire
- 10-15 minutes to complete
- Student's responses are anonymous
- Ucsdtritonshelp .com

- Student receive personalized feedback by an ISP counselor though the Tritonshelp website
- Responses sent to the student within 24-48 hours.

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Counselor Response to Questionnaire

- **Student responses were tailored from the AFSP suggestions**

- **Wellness Resources were provided to all students in the counselor's response**

- **Bulleted lists were also used in the response**

Dialogue

TIER: 1A

This window will remain open for a two-hour period. Please submit your message in that time frame to avoid losing what you have written.

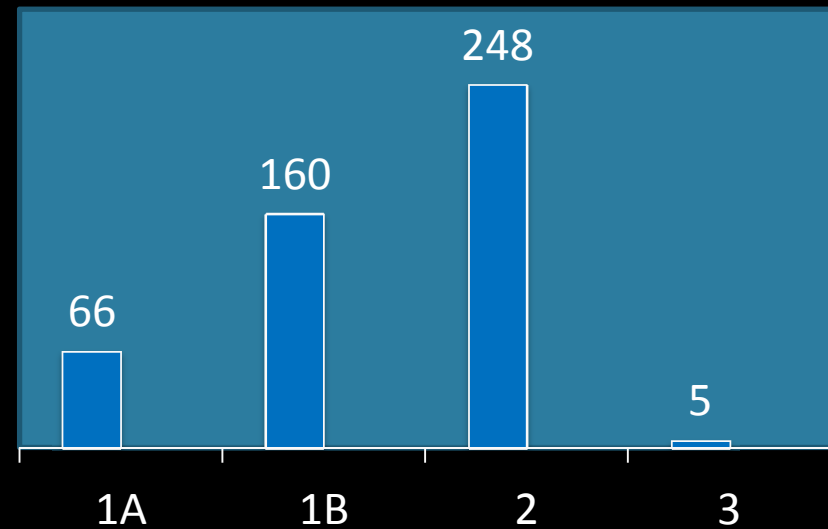Click on **Submit New Note** for delivery of your message.

Submit New Note

Note History (Most Recent First):

Originator	Post Date	Notes
Counselor - Monique Mendoza Crandal	05/30/2013 1:37 PM	Hello Jeffrey, I have time this afternoon until 3:30pm if you would like to call me before then. I can also speak with you tomorrow 5/31 between 11am and 1pm. Please let me know what might work for you. Monique Mendoza Crandal, Ph.D. University of California, San Diego Counseling and Psychological Services (CAPS) University of California, San Diego Thurgood Marshall College Administration Building, Rm. 108 Tel: (858) 822-2614 (my direct line)
politicalsc1	05/30/2013 3:37 AM	I would love to be able to talk to you over the phone. Is there a good time? You can also text me if there's a good time. Thank you very much, Jeffrey

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ISP at UCSD: By the Numbers

Invited
3337

↓

Responded
479

↓

Dialogued
73

↓

Sought Treatment
43*

Questionnaire Respondents

| 1A | 1B | 2 | 3 |
| 66 | 160 | 248 | 5 |

- Of 479 respondents, 56 (11.6%) acknowledged currently being in treatment at the time of the survey.
- 15 1A respondents acknowledged being in treatment at the time of the survey.

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Q6. How did the feedback you received affect the likelihood that you would seek services with UCSD Counseling and Psychological Services?
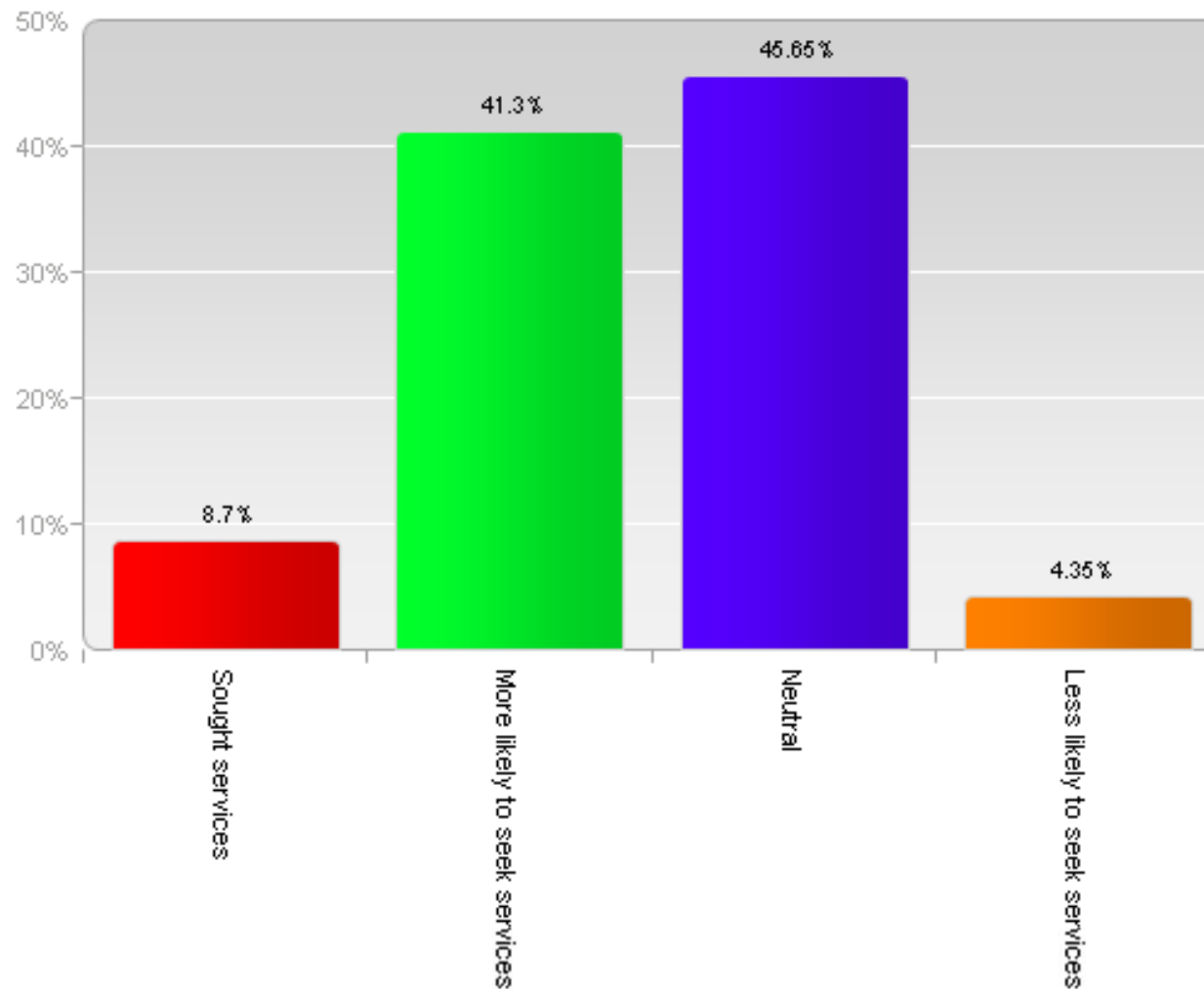
- *A very thoughtful response to my survey answers. Made me feel like I could be in good hands.*

- *I was advised to seek services, but I did not contact CAPS because I'm already under the care of a psychiatrist and a counselor. I appreciated the feedback, however.*

- *I got a few emails mentioning that it might be good for me to go see someone and gave me various opportunities to do so in a manner that I felt comfortable with.*

- *They seemed helpful*

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"False Positive" or "Over reacting"

- *I have to say, it was a pretty dumb screening. Maybe it is just because I have a pretty low-stress life, but my responses should have garnered a "you're doing fine" response.*

- *I'm not sure how to do this, but I felt like the response was a little alarmist. ... but it just made me anxious*

- *My concern is that I got the impression that anyone who indicated any type of stress/depression would be encourage to get counseling, and if people get that feeling, maybe they'll think that's what CAPS advises regardless of if they really "need" to seek services with CAPS.*

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Not useful/Formulaic Response

- *I did not feel as though the counselor really read my comments, but was simply given a fairly standard answer about the benefits of seeking services.*

- *It seemed like a form-response, which I would guess it was given the number of students they have to respond to.*

- *Not very useful, it seemed a answered compiled word by word by the survey web site.*

- *CAPS responding to every single concern noted on questionnaire, and instead only to those that seem most important (i.e. top 2 issues?).*

- *From the feedback response, I would take out the listing of issues that the student specified. ... seeing a list of their 'issues' may be overwhelming or anxiety-provoking for students.*
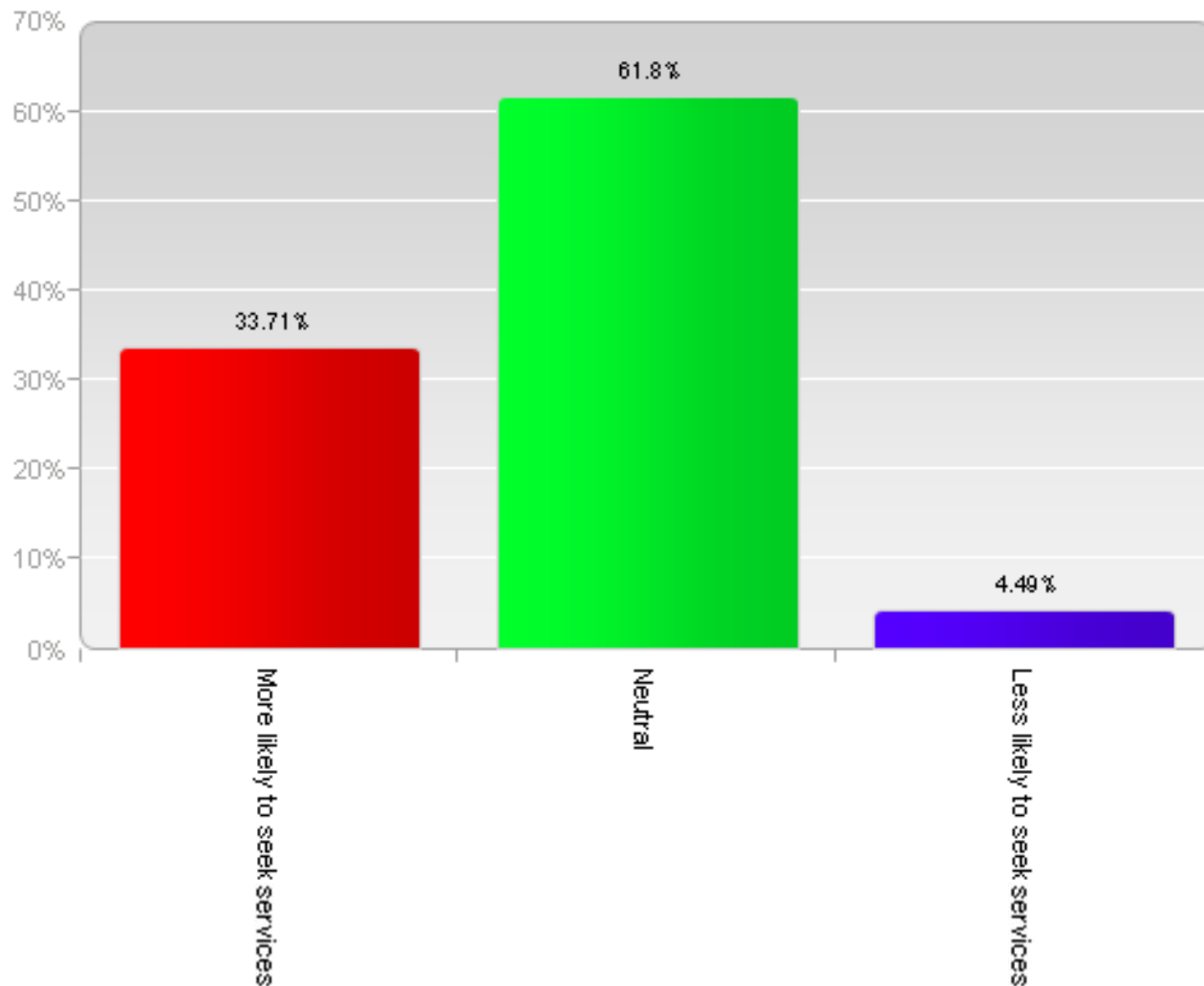
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How did this screening affect your impression of CAPS?

Q9. How did this screening program affect your impression of UCSD Counseling and Psychological Services?

- Positively: 46.07%
- Neutrally: 17.98%
- No change in impression: 32.58%
- Negatively: 3.37%
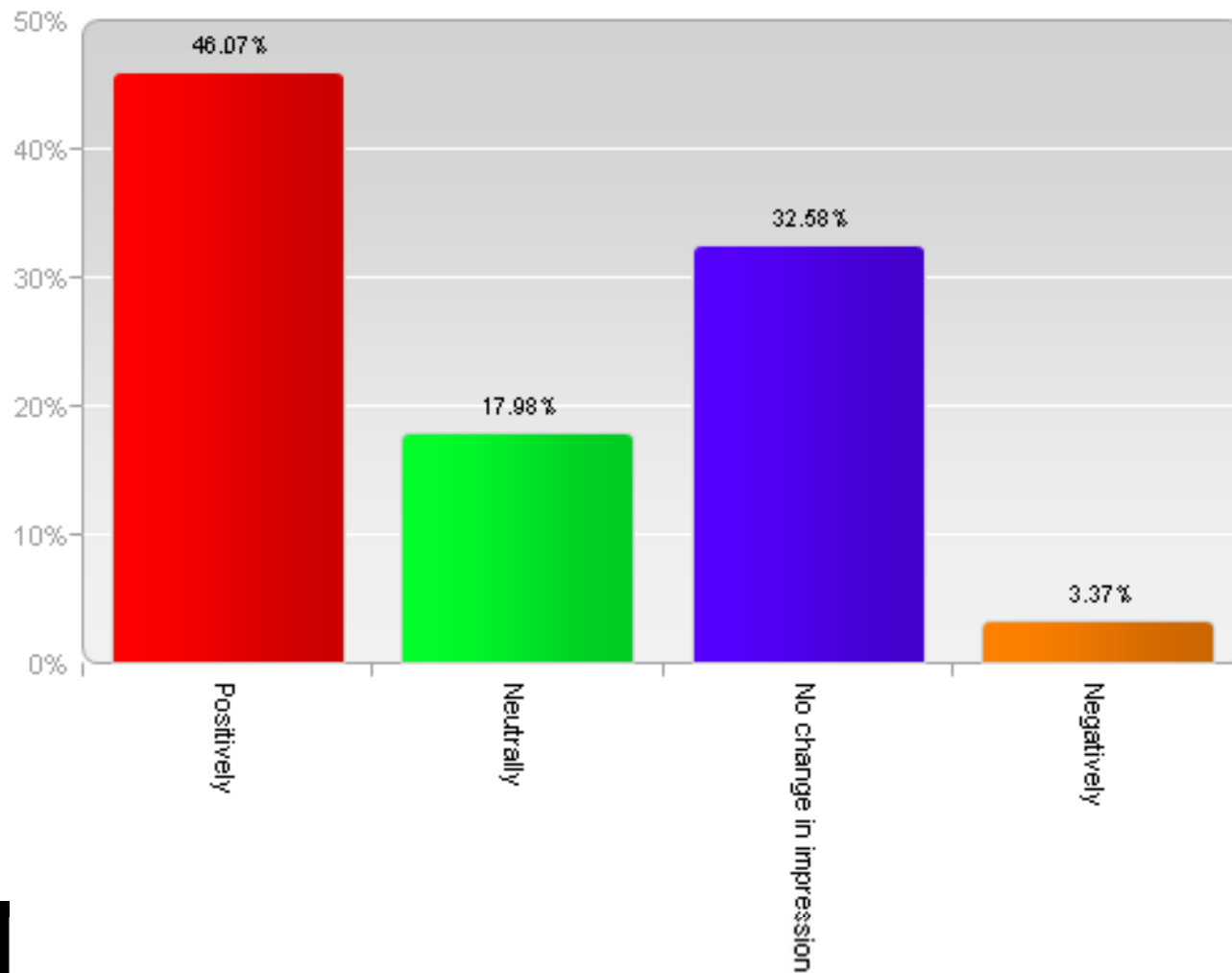
How did this affect the likelihood that you would seek services with Counseling and Psychological Services?

Q10. Overall, how did this program affect the likelihood that you would seek services with UCSD Counseling and Psychological Services?

More likely to seek services: 33.71%
Neutral: 61.8%
Less likely to seek services: 4.49%

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Recommend this program continue?

Q11. Would you recommend that this program continue to be offered to UCSD graduate students?
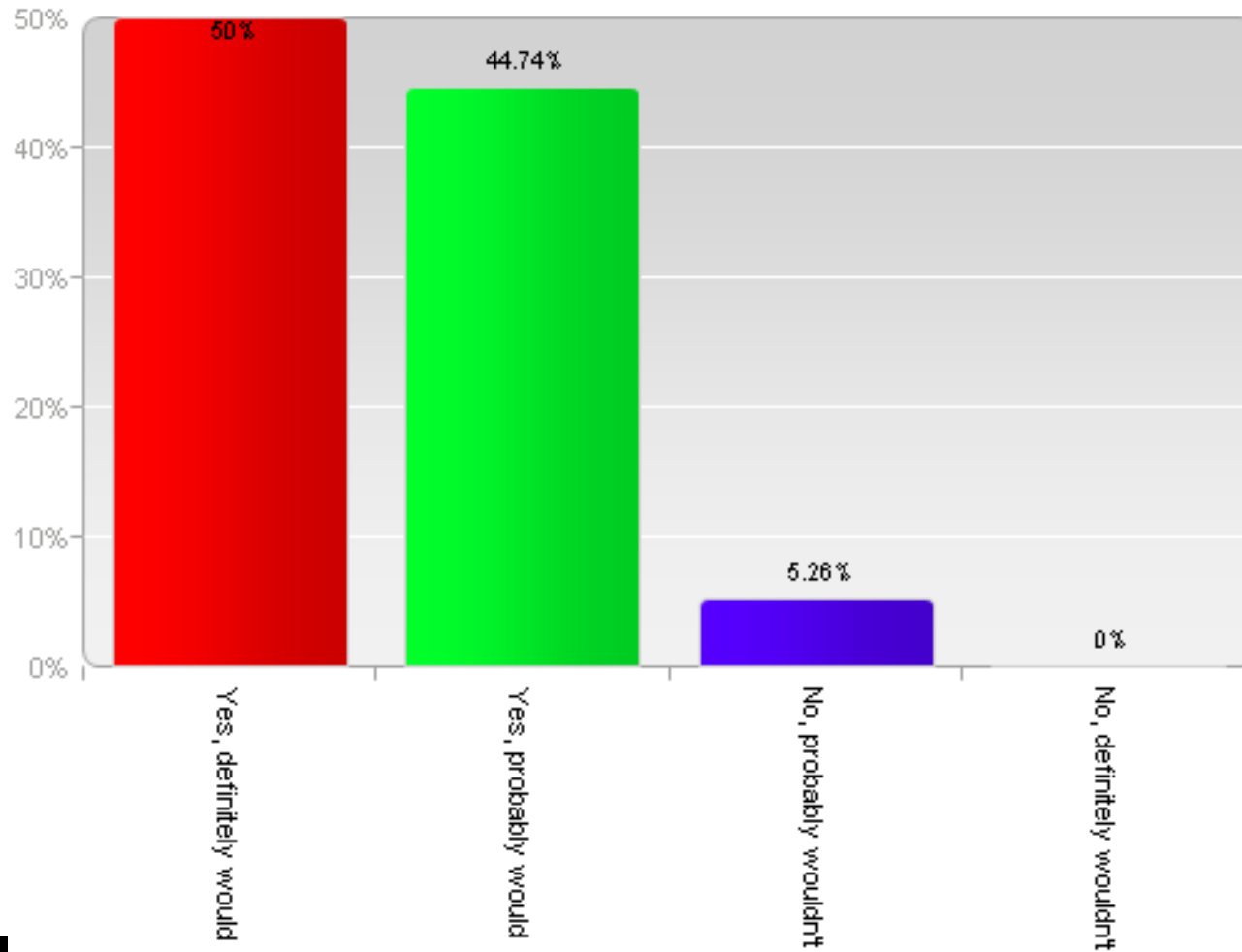
- **AFSP recommends on mental health clinician for every 10,000-12,000 students.**
  - Requires daily checking of notifications

- **UC San Diego has allocated two clinicians to ISP**
  - Clinicians switch duties each week
    - Clinicians dedicate 4-5 hours/week and as needed to ISP
  - One person designated to check ISP during times when no invitations have been sent

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Lessons Learned

External

- Use student and staff input to customize invitations and increase responses

- Use as part of a larger outreach effort

- Continue to follow up with stakeholders

Internal

- Build in staff time for set-up, management, responding, clinical time, consulting

- Use feedback to build on success

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