



CHICAGO STATE
UNIVERSITY



COMPREHENSIVE COMMUNITY CARE MODEL

Chicago State University's Comprehensive Community Care Model

SERVICES

Consultation
and Crisis
Management

Medical
Health
Services

Mental
Health
Services

Outreach

Training and
Education

COUNSELING CENTER TEAM

Director of Counseling Center - Dr. Christine Brown

Assistant Director of Abilities Office - Mrs. Nicole Matthews

Licensed Clinical Counselor - Ms. Lakeisha Robinson

Counseling Interns



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WELLNESS HEALTH CENTER TEAM

Advocate Aurora Health Staff

Amanda Harris APRN, FNP-BC

Alexis Pollard, CMA

CSU Staff

Sharahn Graves, Medical Office Specialist

Lynda Jean-Baptiste, Medical Office Specialist



OUR GOALS

1. **Enhance the Counseling and Wellness center's visibility on campus.**
2. **Provide a learning-centered environment that promotes student growth and success.**
3. **Develop a campus community that normalizes help-seeking behavior.**
4. **Creating a holistic approach of providing services and resources that encourages self-advocacy, independence, wellness, knowledge, and balance.**
5. **Promote safe, accessible and inclusive services**



DIMENSIONS OF WELLNESS



CONSULTATION

Both Counseling and Wellness Health Center staff consult with one another to address:

- Students that report or are observed with psychological and/or emotional distress during a wellness health visit/appointment/during class
- Students that have frequent absences due (illness, family, financial, community concerns)
- Students with a significant change in behavior or mood (anxiousness, hypervigilance, withdrawal), any behavioral or mood change that is not normally observed for the student
- Students that report somatic symptoms, medical conditions, or a gap in primary care
- Connecting students to both CSU and community resources

Both Counseling and Wellness Health Center staff are available to consult with faculty to address student needs and concerns. Please contact our offices via email or call our offices for any concerns. We want to consult with you prior to a student experiencing a crisis.



Crisis & Emergency Management

- **Medical Emergency** (call 911 and CSU Campus Police immediately)
- **Mental Health Crisis (Notify Counseling Center and Campus Police to assess)**
 - Students that experience psychological distress in classroom settings may have experienced some form of trauma, recent loss of loved one, are feeling overwhelmed with family, work, and school responsibilities, insecurities present (housing, food, core needs); are learning how to cope following the pandemic; Veterans, LGBTQ, former foster care, immigrants, non-traditional student learners.
 - Students that may have a history of depression/anxiety, suicide, substance abuse, eating disorders, self-injury, and sexual assault
 - When possible please escort students to counseling center and notify our office prior
- **Suicide 911 (Emergency)**
 - If a suicide is imminent, please call 911 and Campus Police
 - Imminent refers to a student that has threatened or attempted suicide, engaged in efforts to plan a suicide, or expressed a preoccupation with suicide



**Student
Medical
Emergencies**

Call 911 & Campus
Police

Inform Wellness
Center via email,
use Student ID#
only

**Classroom
Mental
Health Crisis**

Call
Counseling
Center

Escort Students to
Counseling Center when
possible

Suicide Risk

Call 911 &
Campus
Police

Inform Counseling
Center via email,
use Student ID# only

SIGNS OF DISTRESSED STUDENTS

- **Irritability**
- **Difficulty sleeping and concentrating**
- **Somatic complaints**
- **Loss of interest in activities**
- **Hyper-vigilance or nervousness**
- **Signs of substance abuse/use**
- **Decline in classroom participation, class sessions, social interaction**
- **Academic performance**

CLASSROOM STRATEGIES

- Watch for signs of intense emotions, flushed face, disjointed sentences, or irritational actions
- Be careful not to “mirror” the student’s behaviors
- Stay calm, move slowly, and be aware of safety, the more you stay calm and connected, the more likely students are to mirror you
- Practice empathy and compassion and give the student space, listen, acknowledge their feeling-but do not talk at them, touch them, make fast movements, crowd them, or give any complicated directions
- Invite student to take a nonpunitive “cool down time.” This works best if given as an option and not a command.
- Suggest simple tasks to engage the cortex of the brain. Encourage them to breathe
- When the student has begun to de-escalate, change the subject by asking them what will help them feel more comfortable and how you can best work with them.”
- Contact the Counseling Center at 773.995.2383 so that we may immediately assist and assess.
- See handout Trauma-Informed Teaching/Advising.

Comprehensive Community Care (No wrong door)

- When students do not feel well physically (impacts mood, cognition, and performance)
- There are a number of mental health concerns that may initially present with physical symptoms (e.g. panic disorder) that bring students to the wellness center
- There a number of medical concerns that may contribute to a mental health condition (e.g. cancer diagnosis/depression)
- A traumatic event may contribute to physical symptoms (headaches, insomnia, loss of appetite/energy, gastrointestinal complaints)
- A mental health condition may contribute to gaps in primary health care
- Some mental health conditions require both wellness and counseling professionals (e.g. eating disorders, substance abuse)



Wellness Center Services

Onsite Services for actively enrolled students, faculty, and staff members:

- Required immunization for full compliance with the College Student Immunization Act
- Sexually Transmitted Infection (STI) screenings
- Women's Health Screenings & Birth Control options
- Minor Illness: Cough, colds, nausea, earaches, eye infections, sinus infections, Urinary Tract infections
- Skin Conditions: rash, bites
- Consultation/Education: High Blood pressure, High Cholesterol
- Basic Physicals & Sports Physicals



Counseling Center Services

Abilities Office - Process request for accommodations for our students with disabilities

Counseling – We offer time-limited individual counseling. Each student receives a mental health assessment and are engaged in a treatment planning to determine their specific goals and the number of sessions.

- We offer scheduling in-person, online scheduling, walk-in center hours, evening and Saturday availability
- We offer group counseling, Zoom sessions, crisis intervention
- We offer case management that involves referrals to community partners/services
- We offer same day sessions (Tuesdays, 1:30-3:30 pm)

Women's Resource Center

- Women Empowerment Series, Breastfeeding/Lactation site, Case management



CSU Counseling Department Outreach Program (CDOP)

The mission of the CDOP is to facilitate student enrollment, retention, graduation ,and success across the lifespan as well as enhance the psychoeducation and psychosocial well-being of the entire CSU community.

The CDOP service is an important component and collaboration between the counseling and wellness centers. This is where we can engage a larger number of students that may not reach our offices.

The dissemination of health and mental health resources, research and health providers is offered. During the fall 2022, the following campus-wide events, workshops, and classes were provided.



Training & Education

Developing and participating in the training of mental health professionals is a commitment of the Counseling Center

- We offer undergraduate psychology students the opportunity to assist in developing our outreach efforts and assistance with facilitation
- Students pursuing graduate degrees in both counseling and social work are welcome. Graduate students complete an entire year with the Counseling Center (practicum/internship) providing direct services to CSU students.
- Faculty Workshop Request – we offer classroom workshops at the request of faculty (test anxiety, stress management, emotional self-care, psychological wellness, grief/loss, and anger management).
- We offer workshops upon request for (Athletics, Veterans office, campus organization, student orientation, RISE Academy, Colleges/Departments

