Welcome and Introductions
Tips for responding with compassion

• Listen sensitively and carefully
• Trust your gut
• Connect with campus resources
• Take care
• Stay safe
• Share what you know
"Helping Students in Distress"

This resource is available to help you:

- **Recognize** signs of specific problems a student may be experiencing.
- **Respond** in specific ways that can support the student with their particular difficulty.
- **Refer** the student to the specific campus resources that can help.
- **Report** the situation to the campus professionals who can offer additional support.
Guide to Helping Students in Distress

Faculty and staff are often able to recognize when a student is struggling, but it can be hard to know what to say or do. You can reference this guide when you’re concerned about a student. Each WSU location has a guide with specific campus and community resources.

Campus Specific Resources

- Everett
- Global
- Pullman
- Spokane
- Tri-Cities
- Vancouver
- Yakima
Family or Personal Tragedy Loss or Crisis

(Illness or death of family member, job loss, breakup, legal difficulties, etc.)

Recognize

- Frequent or extended absences
- Decline in academic performance
- Mentions relationship, financial or other challenges
- Difficulty concentrating and making decisions
- Exhaustion/fatigue, excessive worry, sleeping/eating problems

Respond

- Express concern and care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Listen to and believe student’s responses
- Be supportive and encouraging if student agrees to get help

Refer

- Advice and consultation:
  - Counseling Services
    360-546-9238
  - Office of Student Affairs
    360-546-9571
  - Student Legal Services
    509-335-9539

Report

- Student Affairs
  360-546-9573
- Student Care Report
- Academic Coordinator
Campus Connect

Campus Connect is an evidence-based 2-hour suicide prevention training program, offered free of charge for all WSU staff and students, on any campus or location.

Participants learn:

- Statistics and facts about college student suicide
- How to ask if someone is feeling suicidal
- Appropriate referrals
- Active listening, communication, and relationship-building skills

Pre-registration is required and course seating is limited. We invite all WSU campus locations—Pullman, Everett, Tri-Cities, Spokane, Vancouver, Yakima, and Global—to participate. You have the choice to participate in-person or online via Zoom.

Register for one of the following Fall 2021 offerings:

**In-Person**

- Monday, September 20 | 1:00-3:00 p.m.
- Thursday, October 21 | 2:00-4:00 p.m.
- Tuesday, November 16 | 3:00-5:00 p.m.
- Friday, December 10 | 2:00-4:00 p.m.

**Zoom**

- Thursday, September 2 | 9:00-11:00 a.m.
- Wednesday, October 6 | 9:00-11:00 a.m.
- Tuesday, November 2 | 1:00-3:00 p.m.
- Wednesday, December 1 | 10:00 a.m.-noon
Mental Health First Aid

Mental Health First Aid consists of a 2-hour pre-work session followed by a 6-hour training that teaches skills to help someone who is experiencing a mental health crisis. WSU Pullman, Global, and Vancouver Campus students can participate for free with support from student activity fees. See more about cost below.

Participants learn about symptoms, crisis response, and active listening skills to support many disorders:

- Depression and anxiety
- Trauma
- Psychosis
- Eating disorders
- Substance abuse

Pre-registration is required. We invite all WSU campus locations—Pullman, Everett, Tri-Cities, Spokane, Vancouver, Yakima, and Global—to participate. All sessions will be facilitated via Zoom.

Register for one of the following Fall 2021 offerings:

- Wednesday, September 15 | 9:00 a.m.–4:00 p.m.
- Thursday, October 7 | 9:00 a.m.–4:00 p.m.
- Tuesday, October 26 | 9:00 a.m.–4:00 p.m.
- Wednesday, November 17 | 9:00 a.m.–4:00 p.m.
- Tuesday, December 7 | 9:00 a.m.–4:00 p.m.

Cost:

- WSU Pullman, Global and Vancouver students—FREE (supported by student activity fees)
- WSU students from any other campus location (Everett, Spokane, Tri-Cities, Yakima) – $50
- WSU faculty/staff from any campus location—$50

If your department is paying for the training, you can submit an IRI through the registration form, or email Health Promotion. Seats will not be held until an IRI is received.

If you are paying yourself, select cash or check on the registration form and email Health Promotion to arrange a time to pay for class prior to the course date.

If you have a group of at least 15 interested in taking the course, contact us to schedule a private outreach. For questions, email Health Promotion.
Each WSU campus has a designated Student Care Team comprised of professionals who can recommend resources and services to help students succeed.
WSU Spokane Student Care Network contacts:

Jane Summers
Senior Director of Student Affairs

Dr. Jim Mohr
Vice Chancellor of Student Affairs
WSU Vancouver Student Care Network contacts:

Dr. Domanic Thomas
Vice Chancellor for Student Affairs and Enrollment

Eric Scott
Director for Student Development
WSU Tri-Cities Student Care Network contacts:

**Dr. Kate McAteer**
Vice Chancellor for Student Affairs

**Dr. Anna Plemons**
Associate Vice Chancellor for Academic & Student Affairs

**Jordyn Creighton**
Director of Campus Student Support Services
WSU Everett Student Care Network contacts:

Dr. Mark Beattie
Associate Vice Chancellor for Academic and Student Affairs

Anna McLeod
Associate Director of Student Affairs
• Student Care Network contacts in the Office of the Dean of Students for Pullman, Global Campus, and Extension students

Karen Fischer  
Associate Dean of Students

Search in Progress  
Student Care Case Manager

Lori Manzanares  
Student Care Case Manager
• **Student Care Network**
  - Coordinated care for students
  - A place to refer students and seek additional support to assist students

• **Serving ALL students**
  - Undergraduate / Graduate / Professional / Non – degree seeking
  - Domestic Students / International Students
  - Documented / DACAmented / Undocumented students
  - Returning / re-entering students after separation

• **Partners and support with all University stakeholders**
WSU’s Student Care Network is dedicated to supporting student success across the system through access to resources and early intervention. Each WSU location has a designated Student Care Team comprised of professionals who can recommend appropriate resources and services that can help students succeed.

Submitting a Care Network Referral

The Student Care Network can help when you have a concern about a student’s well-being, behavior, academic performance, or their access to financial, food or housing assistance. Please submit a referral to your colleagues via the Student Care Network. Students can also use this form as a way to reach out for themselves or others. We will contact whoever submitted the form to gather additional information, talk about the situation, and identify next steps. Reports may also be submitted anonymously.

Student Care Network Process

1. Your concern is submitted to our network and the appropriate care team members are notified.
2. We will reach out to you to gather any additional information and identify resources.
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**Student Care Network Process**

1. Your concern is submitted to our network and the appropriate care team members are notified.
2. We will reach out to you to gather any additional information and identify resources.
An online referral process to outreach for assistance when you have a concern about a student’s well-being, behavior, academic performance, or their access to financial, food or housing assistance.

The online referral is routed to the campus that the student is currently enrolled for response.
Refer a Student

Request Support for Yourself

Student Care Network Process

1. Your concern is submitted to our network and the appropriate care team members are notified.

2. We will reach out to you to gather any additional information and identify resources.

3. Together, we will determine the best course of action for support. Response time is typically one business day.
Chat Question 1:

1) What do you see students experiencing that might require support and referral to the Student Care Network?
Early intervention is key to student success...

• If someone poses an immediate threat to themselves or to others, call 911
Reasons to refer:

- Food, home, or other fundamental need security concern.
- Decline in academic performance, irrational or bizarre behavior or content in communication, sudden change in demeanor.
- Significant medical or mental health concerns.
- Family or personal tragedy loss or crisis.
- Written or verbal statements preoccupied with themes of death, suicide, or harming self or others. Statements of hopelessness.
- Disruptive or disorderly conduct. Threatening statements or concerns.
- Not sure what, but something is wrong.
The online referral form has space for basic description of the concern you are referring for additional support, the individual you are concerned about, your contact information.
• If the concern includes information regarding sexual assault, sexual harassment, sexual misconduct, or discrimination, the student may receive additional outreach from the WSU Office of Compliance and Civil Rights.

• The concern includes information regarding an alleged violation of the Standards of Conduct, the Center for Community Standards staff may reach out seeking information.
Student of concern

Faculty, Staff, Student submits a Student Care Referral

1. Case Manager reviews the Student Care Referral and involves campus partners as needed

2. Review & assess appropriate student support resources

3. Outreach to reporter:
   - Resources to share
   - Coaching Conversations
   - Additional student follow up

4. Plan of care developed and executed by Case Management in conjunction with Campus partners and / or person who submitted the referral

5. Additional follow up with the student of concern from reporter, Case Manager, or a campus partner with connections to the student (i.e. academic advisor, RSO advisor, faculty, residence life staff)

6. Assess care plan and adjust as needed

Student Care Referral Case Management Response Model
I've referred...What happens now?

• A representative from your campus team will contact you to gather additional information, consult about the situation, and determine the next steps.

• The goal of this conversation is to determine the best way to help connect the student with resources that can support their success without causing additional stress.

• If the Student Care team is unable to establish a method for helping the student connect with resources discreetly, an outreach email may be sent to the student offering information about support resources and offering to connect with the student.
WSU’s Student Care Network is dedicated to supporting student success across the WSU system through access to resources and early intervention.
Direct services

• Support for students through individual consultation and wrap around care with referrals to additional support systems
• Communication with professors in supporting student success – Emergency Notifications
• Emergency funding and financial advocacy with partner offices
• Connections to fundamental security e.g. food and home
• Student crisis/illness support, coordination and referrals
• Consultations with faculty and staff on student support
• Supportive measures in cases involving sexual violence / EP15
• Student support and referral on international and study abroad programs
• Empowering students in navigating university processes
Community resources for students at any location:

- **National Suicide Prevention Lifeline**
  1-800-273-TALK (8255) Press 1 for veteran's services.
- **Crisis Text Line** Text HOME to 741741
- **SAMHSA** (Substance Abuse and Mental Health Services Administration): 1-800-662-HELP (1-800-662-4357)
- **NAMI** (National Alliance on Mental Illness): 1-800-950-NAMI (800-950-6264)
- **The Trevor Project**: 1-866-488-7386
- **Pathways to Safety** (Gender-Based Violence): 1-833-723-3833
- **LGBT National Hotline**: 1-888-843-4564
- **Trans Lifeline**: 1-877-565-8860
- **Blackline** (BIPOC Hotline): 1-800-604-5841
Chat Question 2:

1) What are some scenarios or fact patterns that you believe might be worth walking through to provide better insight to the Care Network and resources available?
Administrative/Professional staff across the WSU System are vital and trusted partners in intervention and student success.

Thank you.
• Questions and Dialogue

• Jill L. Creighton, D.P.A., Ed.M
  • Associate Vice President of Student Affairs & Dean of Students
  • Deanofstsudents@wsu.edu 509-335-5757

• Karen Fischer
  • Associate Dean of Students & Director of Student Care Case Management
  • Fischerk@wsu.edu 509-335-5757

• Loren Brown, Ph.D
  • Associate Director of Counseling and Psychological Services
  • Loren.brown@wsu.edu 509-335-4511