Creating a Culture of Care at the University of Minnesota

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Learning Objectives

• History of the Behavioral Consultation Team
• Evolution of OSA Care Manager position
• How Care Manager works with campus partners
• How to identify a student of concern and provide them with support
History of the Behavioral Consultation Team (BCT)

- Started in 2007 after Virginia Tech
- Originally housed in OSCAI, Multidisciplinary team
- Number of cases has gone up each year

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Number of BCT Reports</th>
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<tbody>
<tr>
<td>2007-2008</td>
<td>21</td>
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<td>2008-2009</td>
<td>59</td>
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<td>2009-2010</td>
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<td>2010-2011</td>
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<td>2011-2012</td>
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<td>2012-2013</td>
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<td>2013-2014</td>
<td>143</td>
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<td>2014-2015</td>
<td>206</td>
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<td>2015-2016</td>
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<td>2016-2017 (to date)</td>
<td>84 Care, 80 BCT</td>
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- Evolved into OSA Care Manager position

Office for Student Affairs
OSA Care Manager Philosophy

• Support OSA Vision and Mission
• Provide coordinated care, support, and resources
• Promote an inclusive environment
• Provide personalized response when difficulties arise
Responding to students of concern

- **Recognize** common academic, personal, and physical indicators of student distress
- Determine your **role** in responding to students in distress
- **Respond** effectively to students in distress-affirm, validate, empathize, clarify.
- Utilize critical campus **resources** that support faculty and staff in responding to students in distress
Where can students go for support?

General Support
- friends and family
- Advisors
- Student organizations
- Stress reduction (mindfulness; yoga, apps)
- Center for Spirituality and Healing
- PAWS
- RecWell
- SMART/SASS

Direct Mental Health Care
- Student Counseling Service - individual, group counseling, academic skill and career counseling
- Boynton mental health and primary care - Individual, group, and couples counseling, medication management
- Online therapy
- Community MH providers

Programmatic Support
- Peer advocates (health advocates/de-stress)
- OSA Care Manager
- International Student and Scholar Services
- Aurora
- Disability Resource Services
- Center for Spirituality and Healing
- Success Over Stress
Care Manager Referral

Call Emily: 612-625-2517
Email: eohara@umn.edu
Submit report online: osa.umn.edu
Call BCT: 612-626-3030
Thank you!

Questions?