

# Increasing Behavioral Health Access:

Implementing Stepped Care Models to Decrease Barriers and Use Resources Effectively



# Quick Grounding







UNIVERSITY of

A.B. C



WICHE

Western  
for  
Men



YOU



Mantra  
Health



## Where is everyone coming from?





## What is your role on campus (or otherwise)?

Nobody has responded yet.

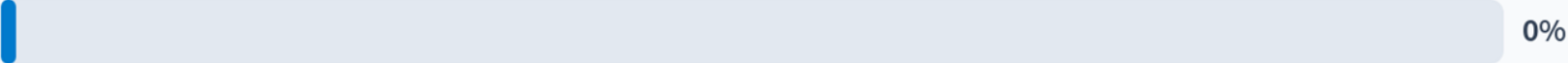
Hang tight! Responses are coming in.



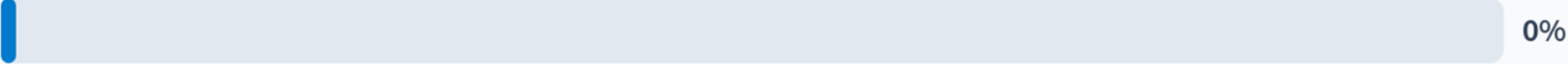


# Are you familiar with the concept of "Stepped-Care" ?

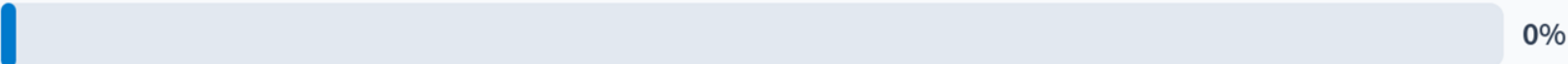
Yes



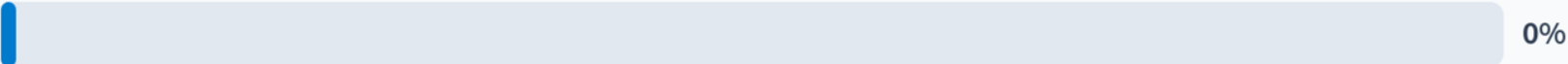
I've heard of it, but not much more



No



Unsure



# Mantra core set of values

## Unmatched Quality

We are a clinical organization providing services digitally, not visa versa. We function as a virtual extension of your college counseling center.



## Collaboration is key

Our partnerships are rooted in transparency, flexibility, and collaboration – as no two campuses are alike.



## Designed to empower students

We connect with students *on their terms*, then connect them with the right level of support at the right time.



## Grounded in cultural humility

We prioritize diversity of values, beliefs, faiths, cultures, and lived experiences in everything we do. .



# Trusted by over 100 campuses



Cornell University



PennState



# Outstanding outcomes, driven by stellar quality

Appointments

**50,000+**

Appointments from 2020-2023

Hours of Psychiatry

**1,198**

Hours of psychiatric care  
provided in the 2022-2023  
academic year

Unique Students Served

**6,917**

Total unique students  
served in the 2020-2023







# Behavioral Health Trends:

Landscape Data: Healthy Minds

# Belongingness, Mental Health, & Persistence

52%

Emotionally depressed or  
distressed



41%

I felt socially alone



29%

I felt unwelcome here



# SAMPLE CHARACTERISTICS (N=76406)

## Gender



- 54% Female
- 41% Male
- 4% Transgender and non-binary

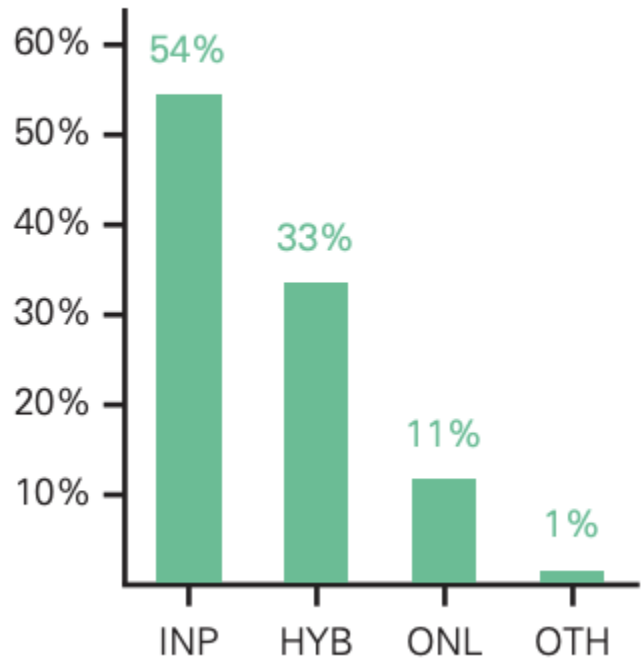
## Living Arrangement



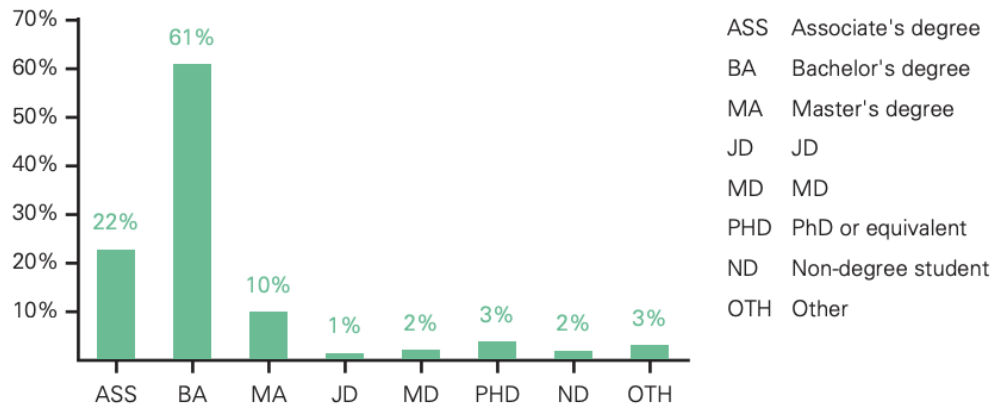
- 30% Campus residence hall
- 1% Fraternity or sorority house
- 8% Other university housing
- 32% Off-campus, non-university housing
- 26% Parent or guardian's home
- 4% Other



## Class format



## Degree program





# LONELINESS

56-61%

How often do you feel...

you lack companionship



34%  
37%  
19%

left out



29%  
39%  
22%

isolated from others



29% Hardly ever  
36% Some of the time  
25% Often

## DEPRESSION SCREEN

Any depression



## ANXIETY SCREEN

Any anxiety



## POSITIVE MENTAL HEALTH

Positive mental health



# Knowledge of campus mental health resources

If I needed to seek professional help for my mental or emotional health, I would know where to go to access resources from my school.



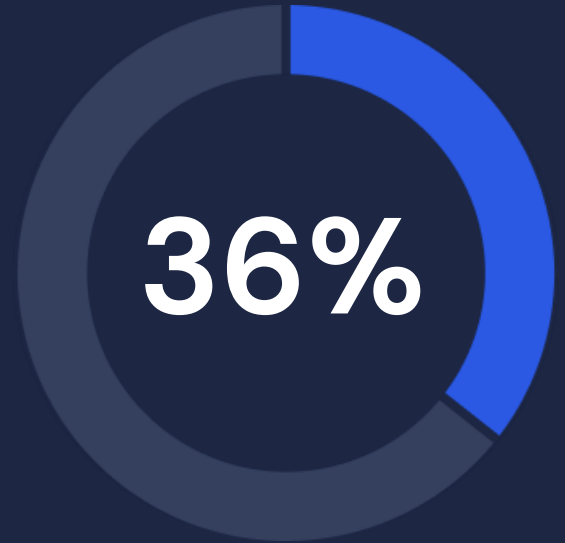
21%	Strongly Agree
25%	Agree
18%	Somewhat Agree
6%	Somewhat Disagree
8%	Disagree
5%	Strongly Disagree

19%



## Mental health counseling/ therapy, all students (past year)

In the past 12 months, have you received counseling or therapy for your mental or emotional health from a health professional (such as a psychiatrist, psychologist, social worker, or primary care doctor)?





# Perceived Need (Past Year)

In the past 12 months, I needed help for emotional or mental health problems such as feeling sad, blue, anxious or nervous.



25%	Strongly Agree
17%	Agree
15%	Somewhat Agree
5%	Somewhat Disagree
12%	Disagree
13%	Strongly Disagree

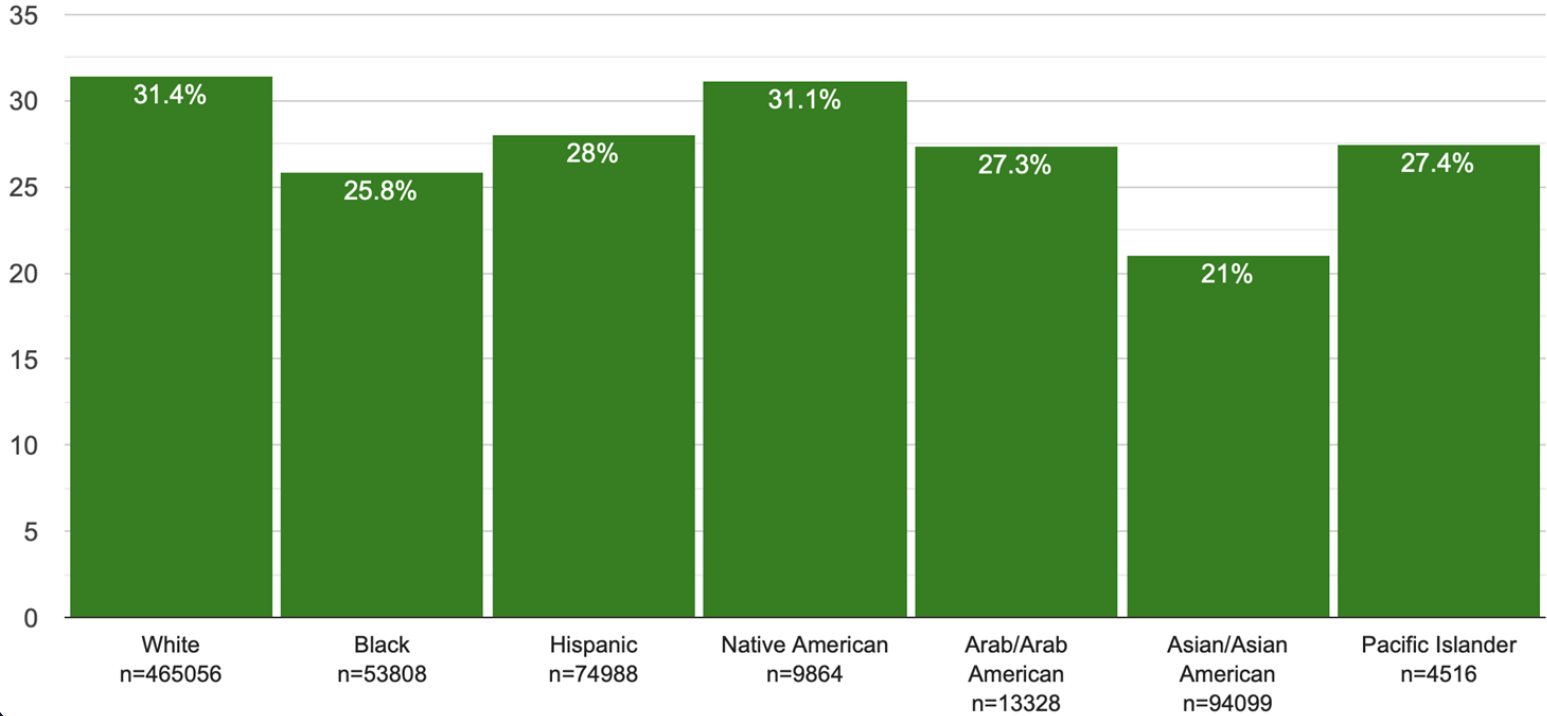
57%

-36%

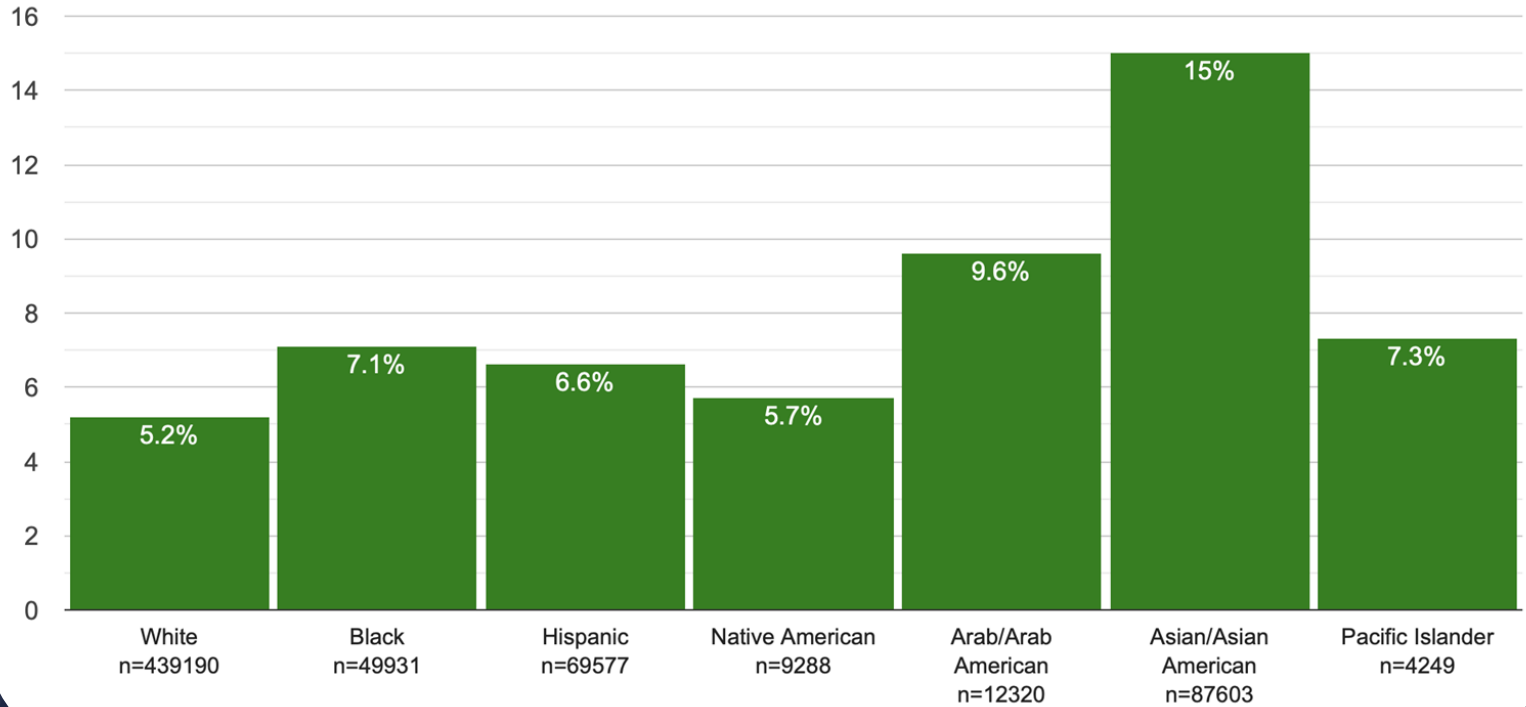
21%



### Any Therapy Ever by Race



### Personal Stigma by Race





# Macro Trend Summary



60%

60% of college students meet criteria for at least one mental health condition. This is a 50% increase in past decade <sup>1</sup>

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81%

81% of students indicate that their mental health negatively impacted academic performance in the past 4 weeks <sup>2</sup>

<sup>1</sup> [National Education Association](#)

<sup>2</sup> [Healthy Minds Report 2022-2023](#)



75%

75% students now saying that they considered leaving college at some point over the last six months due to emotional stress <sup>1</sup>





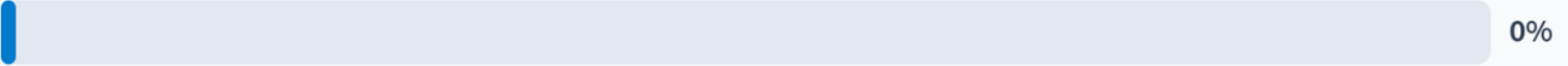
# \$5.5 billion

**invested in behavioral health tech in 2021**

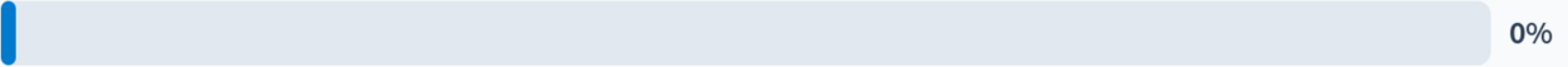
Dramatic rise in mental health solutions on campus;  
however, there are associated challenges with  
quality and information overload

## Does your campus utilize any form of digital mental health or wellness tool?

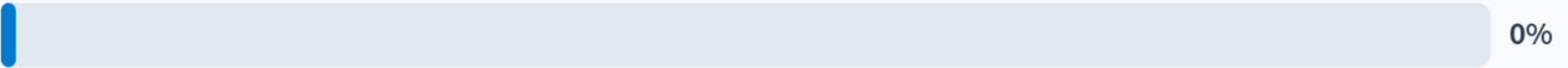
Yes



No

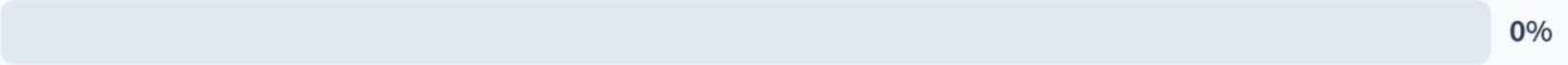


Unsure



## Are these tools embedded in student success initiatives?

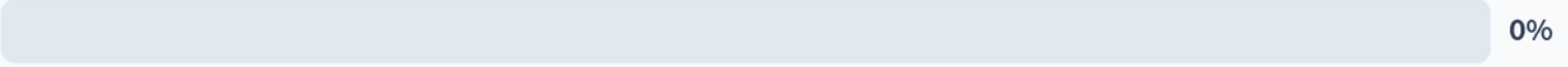
Yes



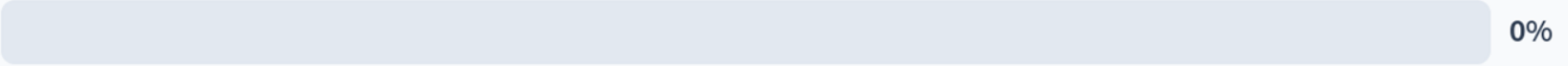
No



In theory, but not practice



I should, but admittedly have no idea



# The Current Problem

Lack of  
visibility



Too many  
options

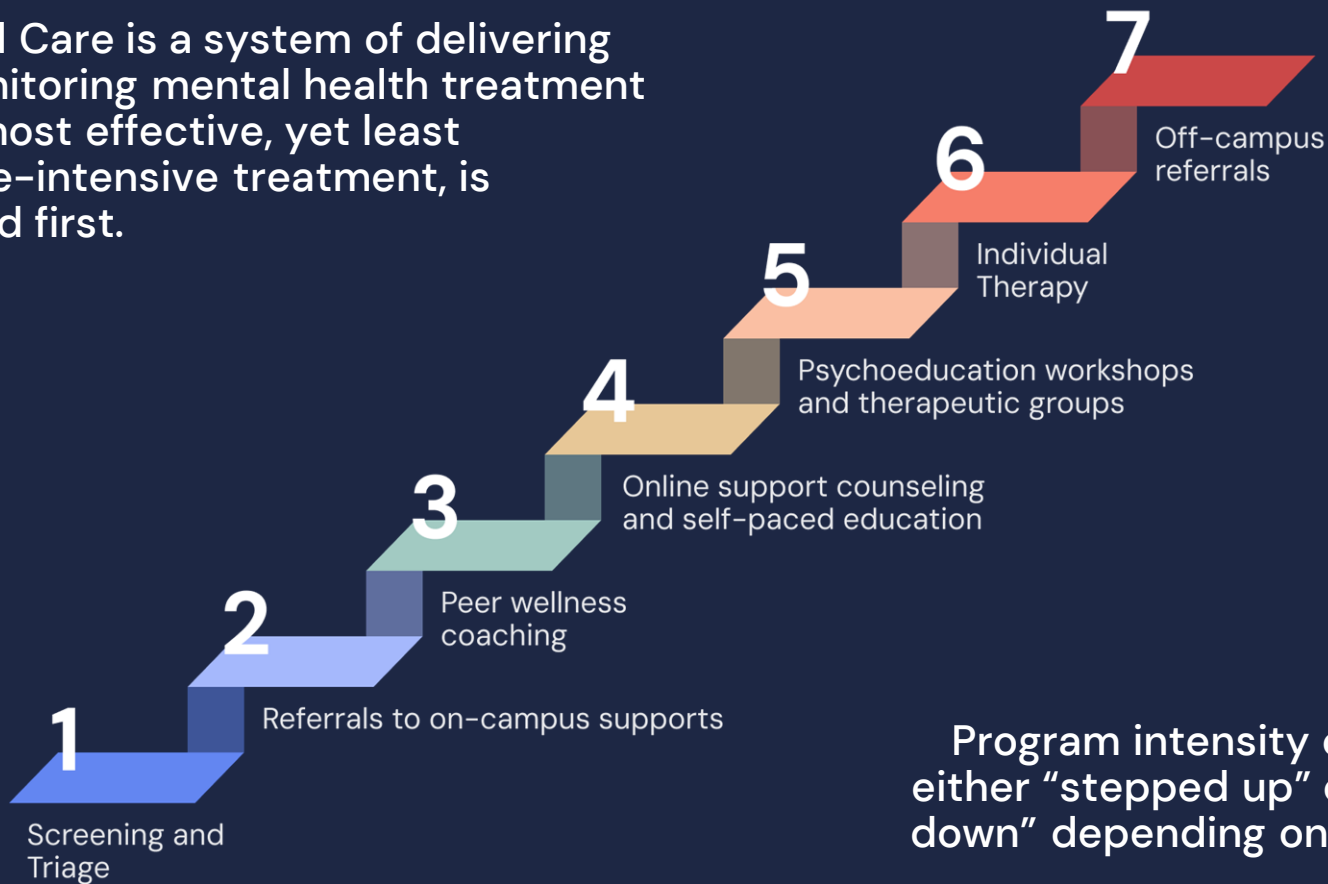




The Solution:

# Stepped Care Models

Stepped Care is a system of delivering and monitoring mental health treatment so the most effective, yet least resource-intensive treatment, is delivered first.



Program intensity can then be either “stepped up” or “stepped down” depending on the level of client need



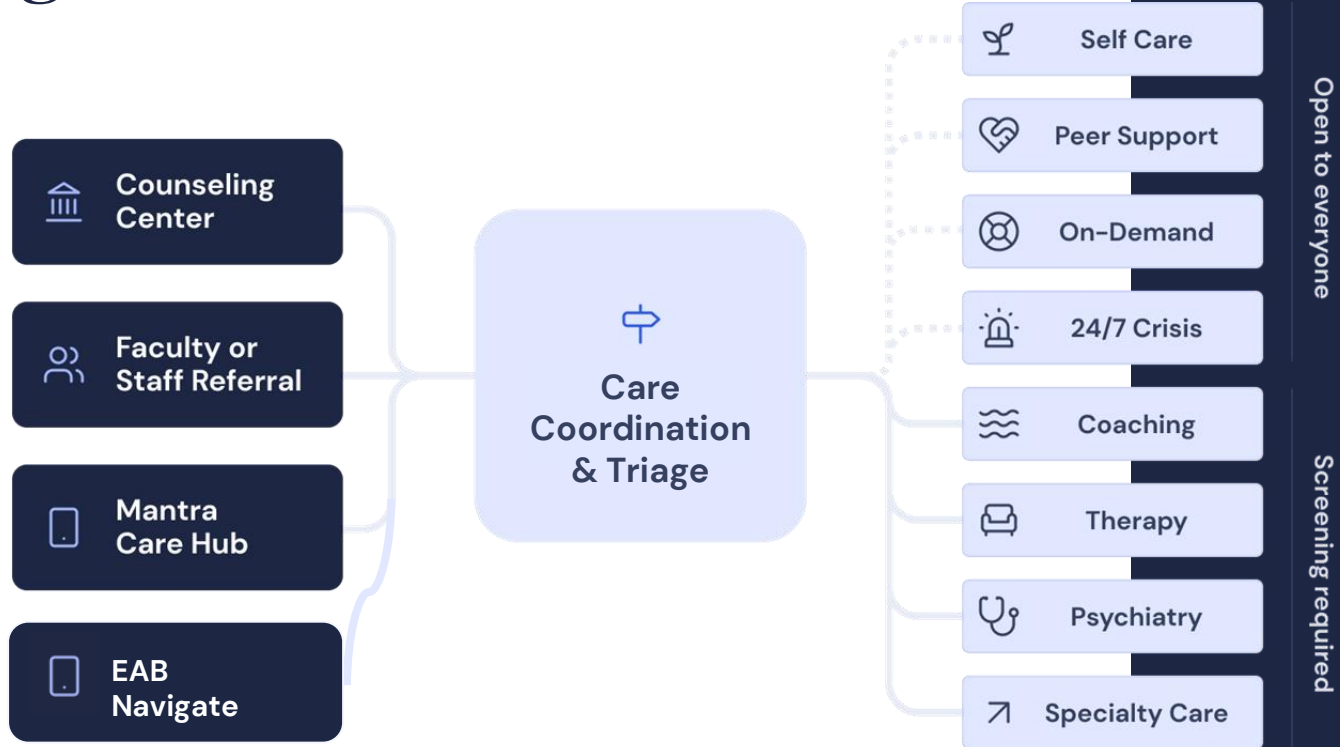


# End to End Mental Health Support

## Stepped-Care



# No Wrong Door





# Campus Activation

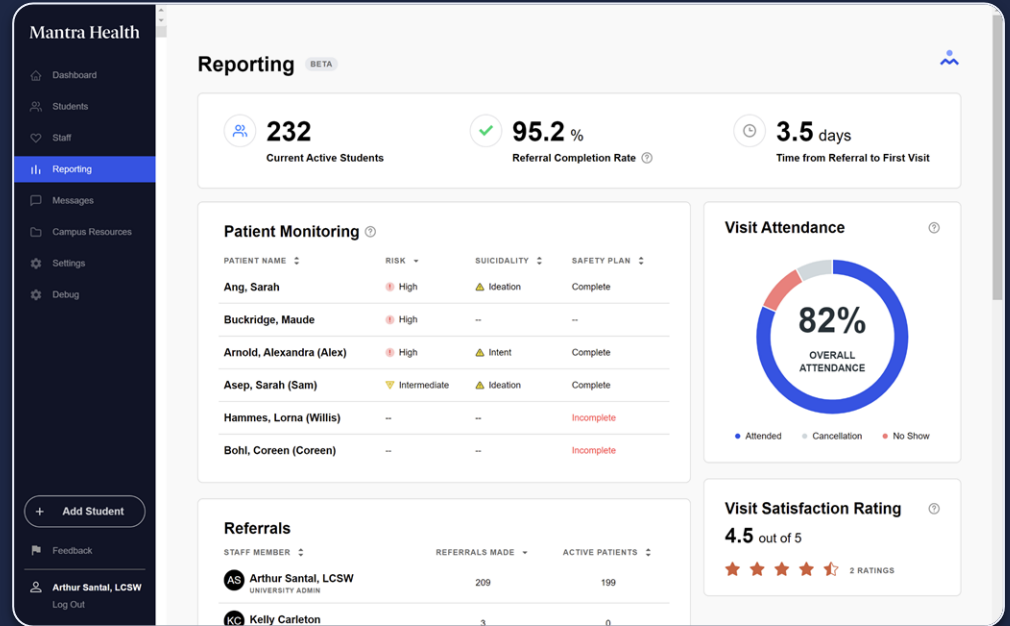
# Campus Activation

- Cross-Departmental Activation is ESSENTIAL
  - Orientation
  - Academic Advisors
  - Faculty/Staff
  - Res Life
  - Learning Management System
  - Starfish & Navigate



# Reporting

- Single Data source for multiple interventions
- Understand where/how students are connecting to these services
- Ensure students are accessing most appropriate levels of care



# Campus Activation

Ethnicity	Total		
	Student Body	Mantra Users	Delta
White	78%	68%	-10%
Hispanic	5%	8%	3%
Black	7%	5%	-2%
Asian	2%	7%	5%
Other	6%	4%	-2%
Unknown	3%	7%	4%



Mantra Health

# Outcomes

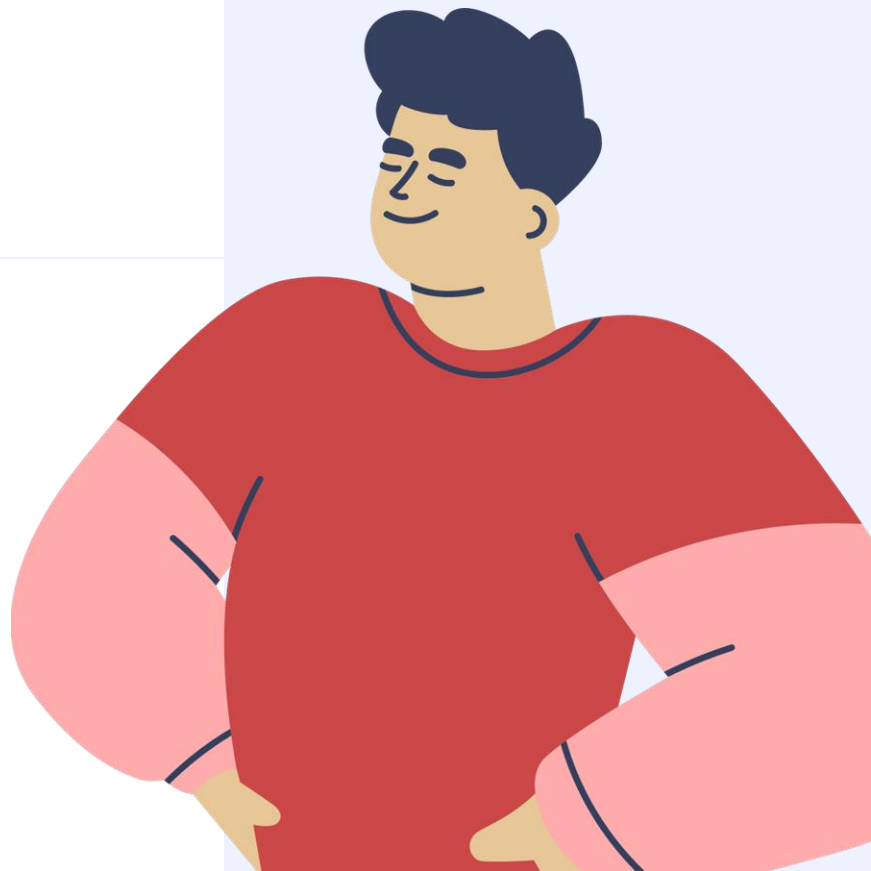


# Satisfaction

8.85

Average number of sessions  
attended by students

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**8.8/10** Satisfaction with provider match

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**94.7%** Provider helped me meet my goals

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# Satisfaction

<b>8.85</b>	Average number of sessions attended by students
<b>8.8/10</b>	Satisfaction with provider match
<b>94.7%</b>	Provider helped me meet my goals
<b>70%</b>	Attending 3+ sessions



# Health Outcomes

**67%**

**Improved  
anxiety**

GAD-7

**68%**

**Improved  
depression**

PHQ-8

**33%**

**Improved  
flourishing**

Flourishing Scale

**82%**

Of students who  
entered care with  
severe depression  
significantly  
improved.



# Risk of Drop-Out

We use an item from the Healthy Minds Study designed to assess possible risk of drop-out.

On a scale from 1 (strongly agree) to 6 (strongly disagree), I am confident that I will be able to finish my degree no matter what challenges I may face.

\*1-3 = low risk; 4-6 = high risk

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**70%** improved 1+ point

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**62%** moved from higher to lower risk category

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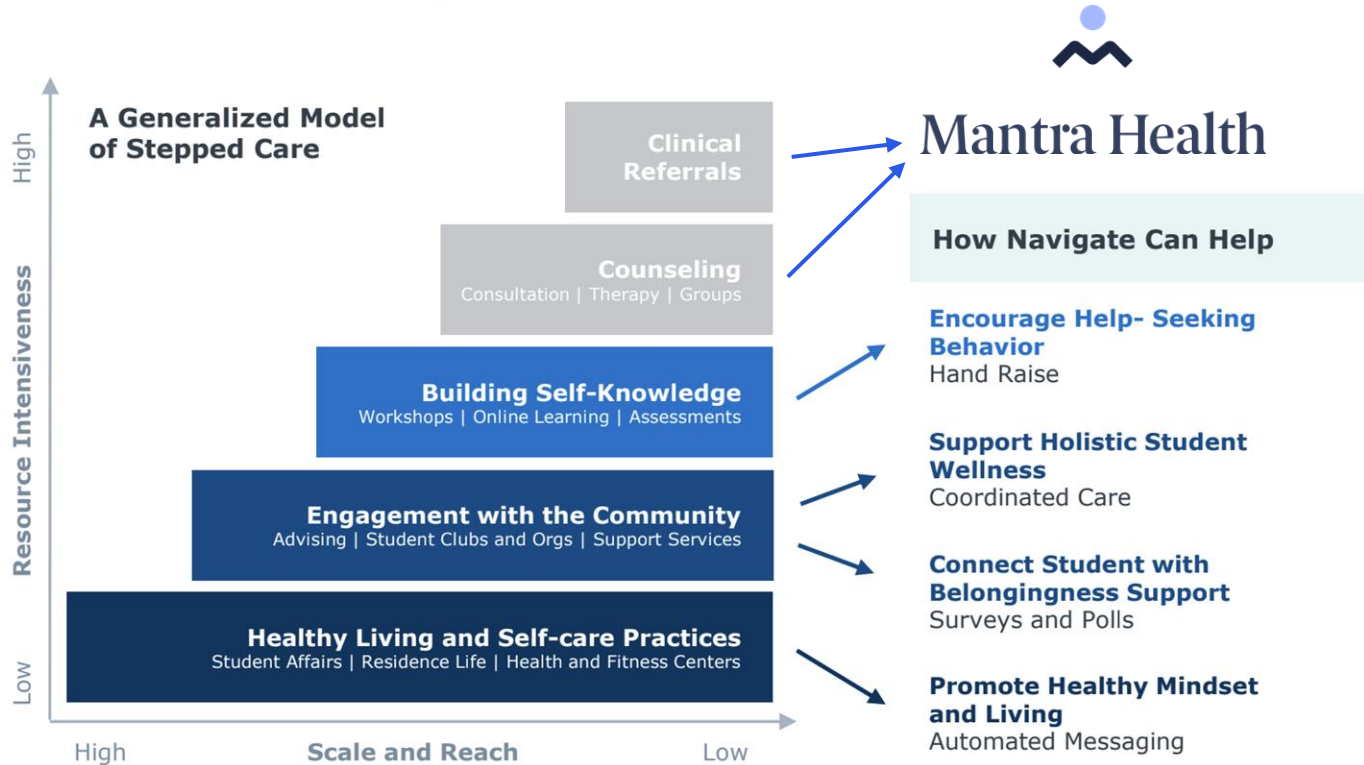
# Higher Ed Silos



# Breaking Down Silos



# Our Partners are Adopting a Tech-Enabled Stepped Care Approach





# Take Homes

# Take Homes

## 1

With increased mental health needs on campus negatively impacting student success, integrated programming is essential to support student persistence

## 2

Integrated Stepped Care models offer a scalable solution to keeping up with ever increasing student mental health needs

## 3

Building the model is not enough, it must be:

- Interoperable levels of care
- Holistic staffing & buy in
- Integrated into existing technologies
- Reporting for continuous improvement





Q + A

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