



UNDOCUMENTED
STUDENT
PROGRAM



UNIVERSITY
OF CALIFORNIA
BERKELEY

Mental Health Services

Includes:

- Mental Health MOU Between USP & UCB
- Data on Service Utilization and Program Outreach

Mental Health Services

The goal of the USP mental health program is to go beyond the basic services provided by UC Berkeley and offer support tailored to the particular emotional, psychological, educational, social, and cultural well-being of undocumented students.

Undocumented students need culturally-competent services

The experience of migrating to the United States and being undocumented can result in post-traumatic stress disorder, fear of deportation, and career anxiety, among other stressors. The college experience of some of these students is also affected by feelings of shame and uncertainty, as well as experiences of real and perceived discrimination.

Easy access and shorter wait times

In 2016, we hired a licensed psychologist to provide mental health support specifically tailored for undocumented students. On average there is a seven-day wait time between initial contact and the first appointment with the USP psychologist. This is substantially shorter than the average 12-day wait for an appointment with the campus Counseling and Psychological Services.

In its first two months, the service had 41 ongoing clients who were seen weekly and bi-monthly, and a handful of students who were seen with less frequency. Additionally, the psychologist saw approximately 58 undocumented students during anonymous “drop-in” clinic hours (four hours per week).

Given the significant number of students who took advantage of the anonymous drop-in sessions, we estimate that more than 15 percent of the undocumented student population was served by this program.

Coordinating multiple dimensions of mental health

The top five presenting concerns selected by undocumented students on their intake questionnaires were anxiety, depression, family, stress, and financial concerns.

In addition to direct counseling, our mental health program helps coordinate multiple dimensions of student wellness for undocumented students, including education to help the University’s Counseling & Psychological Services department, and the greater campus community, better recognize the unique mental health barriers faced by undocumented students.

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UNIVERSITY HEALTH SERVICES *Yang Center*
People. Campus. Community.

Date: May 5, 2015

To: Meng So
Director, Undocumented Student Program

From: Jeffrey P. Prince, Ph.D.
Director, Counseling and Psychological Services, University Health Services

Re: **MEMORANDUM OF UNDERSTANDING**

This document is to confirm the agreement between the Undocumented Student Program (USP), a part of the Centers for Educational Equity and Excellence (CE3), and Counseling and Psychological Services (CPS)/University Health Services (UHS).

USP will reimburse CPS (or appropriate unit within UHS) for mental health services provided to students who qualify for the AB540 program, not to exceed \$24,150 in total.

Financial support from USP is limited to the following services provided by UHS:

- Psychiatry evaluations and follow up appointments
- Psychiatry labs
- Social Services visits beyond initial free sessions
- Social Services groups and workshops that incur fees
- ADHD screenings and appointments
- Medication associated with mental health needs

UHS/CPS will be responsible for tracking and reporting utilization of this funding and for recharging USP for program fees.

Effective: June 1, 2015 through May 31, 2017

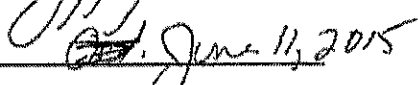
*Reimbursement for services will be paid by IOC annually (due May 15, 2016 and May 15, 2017)

CONFIDENTIALITY

All counseling contact is confidential and information will not be disclosed to any other party without the written consent of the client, unless required by law.

Clients are made aware of the limits to confidentiality at the onset of counseling and clients are informed of the process of counseling and any potential harm and benefits that may result from counseling.

Signed:  _____

Date:  _____

Jeffrey P Prince, PhD
Director
Counseling & Psychological Services

Signed: 5/22/2015

Date:  _____

Meng So
Director
Undocumented Student Program

DATA ON SERVICE UTILIZATION AND PROGRAM OUTREACH

Included below is key data on service delivery and utilization from Diana’s first year on the job; case studies of students served; along with lessons learned that USP is already applying to strengthen its services and support for undocumented students in the years to come. All data covers the period from Fall 2015 through Spring 2016.

Clinical Services Provided

Table 1. Undocumented Students Served by USP Psychologist and Number of Visits

# of undocumented clients served	67
# of clinical sessions for USP clients - Fall 2015	165
# of clinical sessions for USP clients - Spring 2016	212
# of drop-in visits for undocumented students (Fall & Spring combined)	75
Total sessions/visits held during Fall & Spring	452

Approximately 15% (67 clients) of the known undocumented student population at UC Berkeley attended a clinical appointment in the first year of this mental health grant. In addition to formal counseling sessions, students also had the option to attend informal, anonymous, and confidential drop-in counseling during established weekly times. “Drop-in” was adapted from the university Counseling & Psychological Services’ “Let’s Talk” model, which is designed to encourage a safe, informal introduction to mental health. The nature of drop-in visits can include: brief crisis support, initiation of counseling, one-time consultations, or referrals to additional support.

IMPACT FACTS

<p>10% Is the national average mental health utilization rates of universities the size of Berkeley. Source: Association for University and College Counseling.</p>	<p>15% of the known undocumented student population at UC Berkeley attended a clinical appointment in 2015-2016.</p>
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Accessibility

Table 2. Average Number of Formal Sessions for USP and CPS Clients

Average # of clinical sessions for USP clients	6.1*
Average # of clinical sessions for UCB Counseling & Psychological Services (CPS) clients	3.23

IMPACT FACT


	<p>USP clients are accessing sessions at double the rate of the campus average.</p>
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Table 3. Number of Sessions and Caseload Percentages

Number of Sessions	Percent of USP Clients	Percent of CPS Clients
1	29%	31%
2	11%	21%
3	19%	15%
4	6%	10%
5	6%	8%
More than 5*	45%	7%
More than 8**	27%	4%
More than 10	21%	2%
More than 15	10%	0%
Mean	6.0	3.23
Max	30	46

The average number of sessions clients attended with the USP psychologist was almost double that of students who attended sessions with the university's Counseling & Psychological Services (CPS). Nearly half (45%) of undocumented students were seen for more than five sessions, compared to 7% of the general student population attending CPS sessions. Visits to the USP psychologist ranged from one to 30 visits, with approximately 25% of USP students seen more than eight times. Not all USP clients needed long-term counseling, but when given the opportunity, many sought and had access to longer support.

*Table 4 . Average Wait Times - Fall 2015**

	USP Clients	CPS Clients
Fall 2015	7 days	12 days

*Average number of days between initial contact and intake (first formal appointment).

IMPACT FACT

58%	shorter wait time for USP clients compared to campus average.
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Demographics

Table 5. Academic Status of USP Clients

Academic Status	Number of Clients	% of Clients	Undocumented Student Population
Undergraduate	41	85.4%	98%
Graduate	2	4.2%	2%
Not Enrolled	5	10.4%	--
College of Letters and Science	40	83.3%	--
College of Engineering	2	4.2%	--
College of Natural Resources	4	8.3%	--
Graduate School	2	4.2%	--

*We have demographic data on 48 out of the 66 students seen. We can only analyze demographic data for students who completed the student questionnaire electronically.

Graduate students comprise 2% of the known undocumented student population (10 students total). This year, 4% of this small yet important group (2 students total) sought services from the USP psychologist.

Table 6. Assigned Sex at Birth, USP Clients

Sex	Number of Clients	% of Clients	Undocumented Student Population
Female	31	66%	58%
Male	16	34%	42%

*While students have the option to self-identify with their preferred gender once they meet with the counselor, their assigned sex information is generated from their record on file with the UCB registrar.

*Table 7. Gender Identity of USP Workshop Attendees**

Sex	Number of Clients	% of Clients	Undocumented Student Population
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Female	16	41%	58%
Male	21	59%	42%

*All three USP programs combined.

Female students represented a higher percentage of those utilizing USP services. Approximately 66% of clients were female and 34% were male; by comparison, the UCB undocumented student population is 58% female and 42% male. The USP utilization data parallel the percentages of students accessing the university's Counseling & Psychological Services in 2015-16 (62% and 38%, respectively). USP data also follow national trends at college mental health centers, which are typically accessed less frequently by males. In contrast, more males than females attended the three USP mental health workshops (41% female, 59% male).

Table 8. Ethnicity of USP Clients

Ethnicity	Number of Clients	% of Clients	Undocumented Student Population
Mexican/Mexican American/Chican@	28	58.3%	--
Other Spanish-American/Latino/a	10	20.8%	--
Total Chican@/Latino Students	38	79%	72%
Korean/Korean-American	3	6.3%	--
Filipino/a/Filipino American	1	2.1%	--
Pacific Islander	1	2.1%	--
East Indian/Pakistani	1	2.1%	--
Other Asian	2	4.2%	--
Total Asian and Pacific Islander Students	8	17%	25%
Other/Decline to State	2	4.2%	--

*USP clients self-identify their ethnicity from a drop-down menu of options on the intake questionnaire. Figures for the undocumented student population only include totals from broader Race/Ethnic categories due to differences in ethnic categorization measurement.

Ethnicities of those that utilized USP mental health services in this first year generally correspond with demographics of the undocumented student population at UCB. Approximately 79% of the students that accessed the USP psychologist identify as Latino/Mexican/Chicano, and almost 17% identify as Asian or Pacific Islander. This parallels ethnic group percentages in the undocumented student population at UCB (Latino 73%, API 25%), yet it is clear that a slightly higher percentage of Latino students accessed services than API students. Efforts to close this gap will be among several goals for the upcoming year.

Utilization and Financing of Mental Health Wrap-Around Services

Table 9. Utilization of USP Services

Type of Service	Number of USP Clients	Total Visits
Psychiatry	7	37
Social Services	6	19
Primary Care*	1	4
CPS Counseling (not USP psychologist)	4	31
Pharmacy	4	--
Laboratory	1	1

*Primary care provider visits are covered only when they are mental health related (e.g., anti-depressant medication management).

The USP mental health program aims to increase access to a range of mental health services. In addition to counseling, some students require additional support through medication management, which can require visits to a psychiatrist, primary care provider, and associated lab work. Some students also benefit from brief specialized support from the university's Social Services department for eating disorders and/or substance abuse treatment. The USP psychologist oversees these referrals and ensures that students don't have to pay associated costs of these services. In all cases, students first used their primary health insurance if available (most have the student health insurance). Remaining fees and co-pays were waived.

*Table 10. Funds Allocated for Fee-Incurring Services**

Type of Service	Number of USP Clients	Total Visits
Psychiatry	7	\$324.50

Social Services	6	\$60
Primary Care*	1	\$60
CPS Counseling (not USP psychologist)	4	\$255
Pharmacy	4	\$1,080.30
Laboratory	1	\$3
Total	20	\$1,782.80

* Not all wrap-around mental health visits are fee-incurring. This table only reflects visits that incurred a fee and the amount covered by USP through a private-donor grant.

*Table 11. Value of Fees Waived for Sessions with USP Psychologist**

Type of Service	Number of Sessions Would've Incurred Fees	Total Value of Fees Waived
USP Psychologist - Counseling beyond 5th session	123	\$1,845.00

*Not all visits with USP psychologist are fee-incurring. This table reflects only visits that would have otherwise incurred the \$15/ session fee.

Outreach

Table 12. Number of Campus Events, Contact, & Consultation

	Fall 2015 - # of Events/Contacts	Spring 2016 - # of Events/Contacts	2015/16 - # of Events/Contacts
Outreach Events	6	10	16
Outreach++ Faculty/Staff/Provider Consultation	20*	34	54*
Total # Events/Contact			70*

* CPS changed how it measured outreach starting in the Spring of 2016, which enhanced our ability to measure faculty/staff consultation more effectively. Numbers reflected for Fall 2015 use Spring 2016 consult numbers to create a conservative estimate. +Outreach events refers to workshops for students, tabling/information events, and events where community networking happened. ++ Outreach faculty/staff/provider consultation refers to direct consultation with faculty, staff, and health providers.

A primary goal for this first year of USP's specialized mental health provision was to interface with the undocumented student community so we could increase understanding of their mental health and wellness needs. To this end, the USP psychologist met with a range of student leaders, including: ASUC Senate, Rising Immigrant Scholars through Education (RISE) executive board members, the Asian

Pacific American Student Development (APASD) Undocumented Community Advocate, and the USP student media fellow. Diana gained added knowledge and insight and was able to expand her outreach by serving on the UndocuAlly Training Committee for Staff/Faculty and the Standing Committee on Undocumented Members of the On-Campus Community.

Feedback from students shaped several events that Diana facilitated including: two workshops on test anxiety and stress management and the first USP/CPS-sponsored healing circle. Evaluations from all events were positive with all attendees selecting 4 or 5 (on a 1-5 scale with 5 being most positive) on questions measuring program effectiveness and overall satisfaction. Given the positive student turnout and feedback, the USP psychologist will continue to provide workshops by request and will begin a new ongoing support group for undocumented students during Fall 2016.

In other outreach activities, the USP psychologist engaged regularly with mental health providers at the university's Counseling & Psychological Services (CPS) and Social Services (SOS) departments. The focus of these conversations: consulting on cultural competency issues and coordinating care. Diana has begun efforts to provide formal education on psychological research, legal updates, and best practices through a multicultural seminar for fellows, CPS and SOS staff meeting announcements, and an upcoming staff Continuing Education training later this summer.

As co-chair of the UndocuAlly Staff & Faculty Training Committee, the USP psychologist played a key role in delivering this important allyship training to campus staff and faculty. For example, the training curriculum was expanded this year to include current research on undocumented student mental health. Along with USP Academic Advisor Liliana Iglesias, Diana fostered a critical partnership with UCB's Career Center to develop a set of strategic initiatives that increase accessibility and enhance awareness of career barriers that are unique to undocumented students. The first of these initiatives was to ensure that all Career Center staff had access to the UndocuAlly Staff/Faculty training. During the year, the USP psychologist completed approximately 60 hours in her role on the UndocuAlly Training Committee including meetings, trainings, and administrative tasks.

In line with USP's five-year strategic plan to advance the "state of the art" in undocumented student services at the national level, the USP psychologist also provided consultation to several UC and CSU mental health professionals throughout her first year. Last fall, she delivered a best-practices presentation on counseling undocumented students at the "All Counseling and Psychological Services Conference" sponsored by the University of California Office of the President for UC mental health providers.

Presenting Concerns & Clinical Themes

Table 13: Presenting Concerns

Presenting Problem	# of USP Clients	% of USP Clients	% of CPS Clients
Anxiety	16	45.7%	53.6%
Depression	14	40%	44.8%
Family	11	31.4%	11%
Stress	11	31.4%	32.2%
Financial	8	22.8%	4.3%
Academics	7	20%	33.2%
Self Esteem	7	20%	14.9%
Loneliness	6	17.1%	12.2%
Relationships	3	8.6%	17.1%
Other	2	5.7%	8.3%
Identity	2	5.7%	5.2%
Grief Loss	1	2.8%	6.2%

*Differences equal to or greater than 100% (i.e. double the percentage) between the two groups are highlighted in blue.

All clients fill out an intake questionnaire during their first formal visit where they are invited to identify their top three presenting concerns. Data from these forms offers a glimpse into the issues that prompt help-seeking among USP clients. The top five presenting concerns selected by undocumented students on their intake questionnaires in 2015-16 were (in order of frequency): anxiety, depression, family, stress, and financial concerns. Anxiety and depression also rank among the top concerns for UCB students who have visited the university’s Counseling & Psychological Services. **Two presenting concerns that undocumented students identify at higher rates than the general CPS population are: 1) family concerns (selected nearly three times more often); and 2) financial concerns (approximately five times more often). This data underscores what many undocumented students have shared with USP staff: their experience of wellness at UCB is often influenced by family issues and financial stress.**

Insight on common mental health issues facing undocumented students is also derived from clinical information collected during the in-person intake assessment and follow-up appointments.

Data from these sources show students facing a range of anxiety and depressive symptoms that vary in severity. The following are among the challenges reported by

students. Students used counseling for support around these issues, while at the same time addressing many other issues that are common for college students:

- a) Grief and loss of extended family who participated in pre-migration parenting;
- b) Instability of documentation status and fear of deportation for them and their family;
- c) PTSD and trauma related to pre-migration and migration journey events;
- d) Legal stress;
- e) Grief related to intergenerational trauma and feeling responsible for family sacrifices;
- f) Career uncertainty given political instability and barriers to post-graduation work opportunities;
- g) Housing, food and financial insecurity for them and their families;
- h) Identity development: working through internalized shame as they come out to peers and professors;
- i) Pressure to uphold “Dreamer” expectations by society, parents and professors;
- j) Discrimination and xenophobic hate speech espoused through media outlets, presidential politics, and campus interactions.



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