



A treatment model?
Really?!



Establishing and maintaining a
treatment focused clinical services
model that retains access

A Brief History

- Increased demand, increased acuity
- Spectrum of models
- Changing winds







Our History

- 2,000 students, liberal arts
- 10% to 41%
- Developmental stages:
 - 1970's-2010 "No Worries"
 - 2010-2014 "Demand Management"
 - 2014-2018 "Addition & Absorption"
 - 2018-present "Shift to Treatment"

Our System

- **Framing:** Two jobs
- **Core:** Caseload Caps
 - Calculations
 - Tracking
- **Lettuce & Tomato:** The extras
 - Initial Consults
 - Honesty/transparency
 - Aligned messaging



A person wearing a blue helmet and light-colored clothing is rappelling down a steep, reddish-brown rock face. A thick green rope is attached to their harness and extends upwards. The background shows a rugged, rocky landscape with some green vegetation. A white circular graphic element is overlaid on the right side of the image, containing the title and list.

Implementation Challenges

- Conceptual shift for staff
- Administrative buy-in
 - Shifts in messaging
 - Acknowledging reality
 - Focus on (desired) outcomes
- Tracking openings

Maintenance Challenges

- Continual explaining
- Clinicians
- Quality control
- Clarity & consistency of messaging
- "Shock absorption"



Benefits

- Population shifts
- Less complaints
- Happier staff
- Steady state system



The Road Ahead

- "Mental Health"
- Third Party Relationships
- Unraveling of Crisis Narrative
- Acknowledging Boundaries
- The Stage is Set...

