



## Mind Health Frequently Asked Questions (FAQs)

1. How common are mental health difficulties among college students?

The CDC estimates that approximately 40% of adults are affected by at least 1 mental health difficulty. In college student populations, this prevalence rate has been estimated to be higher, with some research suggesting that nearly two-thirds of college students experience significant anxiety, and around 80% experience considerable stress.

2. How complex is mental health?

Mental health is a highly complex aspect of health, even though it is often simplified into general categories such as depression, anxiety, and stress. We know that college students with mental health challenges often experience problems across multiple areas (for example, anxiety AND substance abuse), which magnifies the importance of being able to appropriately assess. Mind Health is highly aware of the complexity of mental health, and worked that knowledge into its testing tools that assess 9 major mental health problem areas (covering an estimated >95% of college student mental health problems). Given its breadth of coverage, Mind Health's screening tool is more informative than more common assessment tools, like the PHQ-9 (depression screener) or GAD-7 (anxiety screener). As a result, individual student needs can be more precisely identified and therefore better supported.

3. Is Mind Health a partner to support university counseling and psychological support centers?

Mind Health's job is to support clinical decision making using today's technology and systematically collected data.

Mind Health is designed to **support** university counselors and psychologists. The ability to provide guidance to students/members who may neither be willing nor ready to talk about their mental health difficulties with a provider is a strength of

Mind Health's. But, for students who are ready, Mind Health can refer them directly to their university counseling or psychological support center so that they can access university providers. Mind Health's system helps students complete more comprehensive testing prior to the first visit with a counselor, saving the provider time and allowing their first visit to be tailored to student needs. Mind Health supports students and providers in tracking functional progress over time.

Additionally, if university counseling centers and psychological support centers are unable to meet the demand, as most are, Mind Health can redirect students/members to tele-therapists from whom they can access care.

All of this is done with one goal: support student mental health on a 24/7 basis, working in collaboration and support of the university counseling center.

4. How important is privacy when it comes to providing students with mental health support?

Stigma continues to be a major barrier that impedes students' interest in accessing mental healthcare. Therefore, privacy is one of the active ingredients in making sure a mental health program is utilized by students.

Providing a completely private, 24/7 accessible resource to students who are not yet ready for in-person care is a way to break down this barrier. While University counseling centers provide high quality care to many, there is a substantial subset of college students who are either unwilling or not ready to take the step to be seen by a professional. Mind Health's program provides support for these students in a place where they can feel comfortable and safe. A place where they do not need to be worried about being "seen", but yet where they do feel heard. Mind Health can guide students to the counseling center if and when they decide it is the right level of care for them.

5. Is it a barrier for college students to enter their names and DOB when signing up for Mind Health's program?

We have not found that our request for information such as name or DOB when creating an account has created a barrier. Here's why. **Confidentiality and privacy are critical components of Mind Health.** Any information entered into Mind Health is requested only so that the program can individualize the experience for the user. For example, tests are based on sex and age, which are two pieces of information requested. No individually identifiable information is ever shared.

6. Is Mind Health's platform HIPAA compliant?

Yes, the platform is powered by Mindyra, who complies with the highest levels of security for the healthcare industry, HIPAA/HITECH compliant. Individual data is completely private and confidential. Organizations cannot access individual student/member data without a student/member's permission.

7. What is the difference between Mind Health and other mental health programs?

Mind Health testing tools are clinically validated and proven to indicate mental health conditions that other tests miss. Its algorithms point the student to a comprehensive selection of care options tailored to their specific difficulties. Additionally, while many mental health programs focus on getting students to therapists as fast as possible, Mind Health understands that many students would prefer to work on their challenges independently and might be seeking self-help options. Thus, Mind Health's system guides students to a full spectrum of student mental health support options, ranging from self-help tools through the ability to connect with a therapist (selected by the University).

Mind Health is powered by Mindyra Health, whose software is used in 80 psychiatric hospitals across the country. Organizations can now put that expertise to work to most effectively improve their students/members mental wellbeing.

8. Is Mind Health a preventive mental health solution?

Mind Health provides both preventive and reactive mental health care to those who are in need, with a real focus on preventive care. Our goal is to help keep people as mentally healthy as possible, so we help students whose needs are minimal as well as those who require a higher level of care.

9. Where can students access the program?

Mind health is accessible through any web-enabled device, such as a laptop, desktop, tablet, or cell phone. We also have a mobile app that is downloadable through the App Store and Google Play Store. Additionally, for Universities who would like the Mind Health program to be accessible through an existing intranet/internet portal that students have access to, this connectivity can be provided.

10. Is a therapist a "cure all" for all student/member mental health problems?

No. The types of mental health problems that college students experience range from extremely mild all the way through quite severe. While a therapist is likely the right solution for a subset of these people affected by mental health problems (McKinsey estimates roughly 20%), the majority of your population would benefit from, and in many cases prefer, alternative intervention options. Those options can range from things like access to personalized education, as well as guidance to self-help apps and online peer-to-peer support programs. Mind Health provides the full array of options, so that you can cover the needs of 100% of your students/members, rather than the needs of a subset.

11. Are we creating additional liability by gathering this health information on our population, should someone harm themselves?

The purpose of evaluating the underlying health-related needs of your population is actually to help you better support the unique needs of that population. By using this information, organizations will have the ability to provide a support system to their students/members that is specific to their needs. At this juncture, putting everything you can in place to support students when they need it most (for example, if they're thinking about self-harming) is far better than collecting no data, providing no resources, and pretending that the student mental health crisis does not exist.

12. How were Mind Health's testing tools developed?

The testing tools that are integrated into Mind Health's program were developed and validated by a team of clinical experts at Mindyra Health. Each measurement tool has research supporting its validity. Summaries of the research are available upon request.

13. How are we going to get college students to actually use the program?

The first step to get college students to use the program is to make them aware of the program, the benefit of using it on a continuous basis, and the complete privacy in which their information will live. Secondly, the college, if it hasn't already done so, should create an open and affirming atmosphere on and off campus for mental wellbeing to reduce the stigma and apathy around the topic of mental health. The program, itself, can provide tangible benefits to the college student quickly, easily and on a regular basis.

In addition, we have developed a user engagement plan that involves all key stakeholders (the University, fraternities/sororities, and Greek University). This plan is available upon request from our client partners.

14. Can we filter our data by geographic location?

Data can be filtered by numerous characteristics, including geographic location.

15. Is reporting and analysis available?

Yes. Reporting is available for organizations and clinicians.

*For Organizations*

Although organizations never have access to individual student/member testing results, they do have access to de-identified, aggregate reports. These real time reports give the organization an overview of the difficulties their students are experiencing. Additionally, because data is gathered from a broader group of students (not just students accessing care at the counseling center, for example), organizational reports provide a more complete and representative picture of student mental health challenges and improvement across campus.

*For Clinicians*

Mind Health offers University clinicians the ability to review real-time student mental health data to help drive treatment plans. In addition, clinicians can use Mind Health's clinical tools to automate assessment report writing, saving clinicians time and driving efficiency.

At the aggregate level, de-identified reports are also available via a 24/7 accessible reporting dashboard. Clinicians can use this dashboard to monitor the aggregated problems and progress of students engaged in any form of mental health care on campus. This data can be used for the routine evaluation of student mental health and improvement across campus, and it can also be used to examine how students respond to potentially traumatic events (e.g., natural disasters). The reporting dashboard includes data from students engaged in services at the University counseling center or another service.