

California State University, Chico

WellCat Safe Place Annual Report 2019-2020

WellCat Services



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8-31-2020

California State University, Chico

Division of Student Affairs

WellCat Safe Place Annual Report 2019-2020

I. Department Mission Statement

WellCat Safe Place provides confidential support services to individuals impacted by traumatic experiences. We strive to restore one's belonging by collaborating to build and equitable culture through empathy and empowerment.

WellCat Safe Place (WCSP) aligns with goals set within the Division of Student Affairs, University Strategic Plan, and the California State University, Chico values and mission. WCSP goals also support the Council for the Advancement of Standards in Higher Education (CAS) Standards and Outcome Domains:

1. Knowledge acquisition, construction, integration, and application
2. Cognitive complexity
3. Intrapersonal development
4. Interpersonal competence
5. Humanitarianism and civic engagement
6. Practical competence

Department Goals:

Confidential Advocacy: Provide confidential and trauma-informed services to individuals within the campus community impacted by sexual assault, intimate partner violence, and stalking to provide psychoeducation, crisis intervention, and advocacy (USP 2, 4, 8; Division of Student Affairs Goal 3).

Education and Outreach: Innovate and sustain creative educational and programmatic events for members of the campus community to engage in topics surrounding sexual assault, intimate partner violence, and stalking to increase awareness and engagement (USP 3; Division of Student Affairs Goal 1).

Prevention: Engage student leaders and members of the campus community in preventing sexual assault, intimate partner violence, and stalking through multi-session, culturally competent, inclusive, and student-centered prevention programming (USP 2, 3, 7, 8).

Various studies continue to demonstrate that sexual assault, dating/domestic violence, and stalking continue to impact members of University communities, including specific data from [Chico Speaks](#), a campus-wide student survey assessing student's experiences, behaviors, attitudes, and perceptions about sexual violence at CSU, Chico. By adopting and applying trauma-informed and healing-centered frameworks, safety continues to hold as WCSP priority principle in all departmental goals. *In order for students to achieve academic success and learn to the fullest of their abilities,*

they must feel safe and supported. The goals of WCSP directly align with campus climate and safety by supporting students to achieve academic success and holistic support.

WCSP confidential advocacy services seek to build a network of support and resources around clients by initially addressing safety concerns on and off-campus, in conjunction with ongoing services. Introducing additional campus and community resources to provide ongoing and hands-on services expands their support system and increases their likelihood of success at CSU, Chico.

Our prevention and education services seek to build a campus community of support, collaboration, empathy, inclusion, and empowerment that will ultimately stand against interpersonal violence and change campus culture. Additionally, a safer and more respectful campus environment ensures that the entire campus is supportive, committed, and involved, providing additional opportunities for campus community members to find agency in preventing interpersonal violence during their time at Chico State.

II. Department Accomplishments- A highlight

1. WellCat Safe Place hired staff and secured an accessible office space!

In many previous reports, WCSP discussed the impacts of inadequate staffing and infrastructural support. Service demand and student need continued to increase, and WCSP received approval to hire a Student Services Professional III as a Coordinator of Advocacy Services in July 2019. The hiring committee conducted interviews in Fall 2019, and the new Coordinator of Advocacy Services, Naomi Chu, started in December 2019. While COVID-19 vastly impacted all of the world, along with WCSP at Chico State, the Coordinator of Advocacy Services demonstrated instrumental support and leadership in the transition to virtual services.

Institutionalizing an additional Professional Staff position at WCSP offered support, visibility, and accountability from the data collected in the Chico Speaks survey.

WCSP also secured a full office space. Compared to holding an office within the Counseling and Wellness Center or being on the outskirts of campus at Brice House, WCSP obtained an office in the Student Services Center, 180. This office speaks volumes and symbolizes the growth of WCSP. This department went from the outskirts of campus, bordering inaccessibility to a visible and private location within the most accessible student services building. WCSP moved to SSC 180 in September of 2019 and the Administrative Support Assistant for WellCat Services became housed in WCSP to ensure a streamline of hotline and triage services.

2. New Mission Statement and Guiding Principles

In the 2018-2019 Annual Report, updating and editing the Safe Place Mission Statement was a Program Objective for the Academic Year. Establishing a brand-new team made this task exciting and important to establish a common vision and guiding principles to set for years to come. WCSP practices the frameworks of Trauma-Informed Care and Healing Centered Engagement (SAMHSA, 2014):

1. Safety
2. Trustworthiness and Transparency
3. Peer Support
4. Collaboration and Mutuality
5. Empowerment
6. Cultural, Historical, and Gender Issue

While WCSP adopted Trauma-Informed services many years ago, Healing Centered Engagement became an overarching framework encompassing WCSP services and the system in which WCSP exists (i.e. WellCat Services, Student Affairs, and CSU, Chico). “A healing centered approach is holistic involving culture, spirituality, civic action, and collective healing. A healing centered approach views trauma not simply as an individual isolated experience, but rather highlights how trauma and healing are experienced collectively (Ginwright, 2018).”

WCSP revised the mission from “Safe Place supports and advocates for victims and survivors of sexual assault, intimate partner violence, and stalking through crisis intervention, prevention education, and resources and referrals,” to “**WellCat Safe Place provides confidential support services to individuals impacted by traumatic experiences. We strive to restore one’s belonging while collaborating to build an equitable culture through empathy and empowerment.**” WCSP team discussed the benefits and concerns of naming ‘traumatic experiences’ instead of ‘sexual assault, intimate partner violence, and stalking’, but concluded that the partnership with WellCat Counseling and intentional marketing of the new mission will continue to primarily target individuals impacted by interpersonal violence. The WCSP team anticipates the new mission may speak to individuals in need of services who do not identify with the terms ‘victim or survivor,’ or may have more pressing issues within their life, but have experienced sexual assault, intimate partner violence, and stalking.

Along with updating the mission statement, WCSP established guiding principles as the prioritized values of the department through professional staff and student staff collaboration.

Guiding Principles:

1. **Survivor Centered Services:** We recognize that each individual experience of sexual assault, intimate partner violence, and stalking is unique and complex. We strive to provide individualized support and empower folks to utilize autonomy and self-determination.
2. **Intersectionality:** We acknowledge that each individual holds multiple identities that weave together to create one complex being that impacts healing and growth.
3. **Advocacy:** We understand advocacy as an individual and/or collective experience in our campus community, we strive to be intentional in providing direct, outreach, and educational services that foster short- and long-term change.
4. **Cultivating Future Leaders:** We provide internship opportunities to interdisciplinary students, Safe Place commits to introducing a world of advocacy by offering opportunities that foster change, growth, and development.
5. **Restorative Healing:** We promote healing spaces through multiple avenues that support individualized journey of growth.

WCSP participated in a values card sort with Professional Staff and student employees to establish the Guiding Principles for the department for the next two years. WCSP commits to revisiting the guiding principles every two years to ensure that the strategic priorities continue to align with the guiding principles and mission of the department.

3. Establishing Wildcats Thrive Initiative

In the previous Annual Report (2018-2019), one of the departmental highlights was the Healing Centered Campus Initiative, which evolved from the Trauma-Informed Campus Committee and Jed Campus Suicide Prevention Committee. In the absence of the Counseling and Wellness Center's Clinical Director, WellCat Safe Place partnered with the Cross-Cultural Leadership Center (CCLC) Associate Director to continue the Healing Centered Campus Initiative. In the new partnership and developing a multidisciplinary leadership team including members from the Marriage and Family Therapy faculty, School of Social Work, and the School of Nursing, Wildcats Thrive was created.

Wildcats Thrive strives to cultivate a culture of holistic wellbeing through multidivisional innovative collaborations. The goal of Wildcats Thrive is to educate and support faculty, staff, and administrators on Healing Centered practices through research, professional development opportunities, training, and workshops. The Wildcats Thrive co-chairs, WCSP Administrator and CCLC Associate Director presented at the Tipping Point Summit and was highlighted in the President's working groups for a pillar in the University Strategic Plan: Resilient and Sustainable Systems.

III. Resources Summary

WCSP received a 20k allocation from the Vice President of Student Affairs office. WCSP received a significant increase from 5k to 15k Work-study dollars to expand student employment opportunities.

A majority of the funds were used for operating expenses, Outreach materials, supplies for student staff, and designing an intentional, healing-centered, and non-traditional office space for SSC 180.

Program Assessment

A. Direct Services

WCSP served **91 individuals** impacted by sexual assault, intimate partner violence, and/or stalking over the 2019-2020 academic year. COVID-19 undoubtedly impacted accessibility to WCSP services from March 2019-current, resulting in a large decrease in the number of individuals utilizing services once CSU, Chico moved to a virtual platform.

WCSP purchased a confidential documentation system, Osnium, in 2018. Installation of the software took place in September 2019 during the transition to the SSC 180. Osnium did not possess the capability to capture when multiple services were offered within the same appointment. For example, a fairly common appointment type would be an Intake that would include Title IX Advocacy, Legal Advocacy, and providing an Academic Accommodation. Osnium was unable to capture the statistical picture of how many services WCSP truly offered outside of the intake appointment, so the numbers listed below demonstrate a lesser amount of services than in the past due to the tracking system. However, purchasing Osnium provided

WCSP with administrative support to schedule clients on a confidential platform, a transition from paper-files to a case management system, and better track demographics and case notes.

Figure 1: displays a list of services provided in 2019-2020.

Safe Place Services	2019-2020
Academic Accommodations	87
Case Management	15
Consultations	22
Crisis Appointments/Walk-in	19
Intakes	78
Legal Advocacy	10
Not Anymore Alternative Trainings	78
Ongoing Advocacy Appointments	144
Title IX Advocacy	32

Figure 2: displays a chart of services provided in 2019-2020.

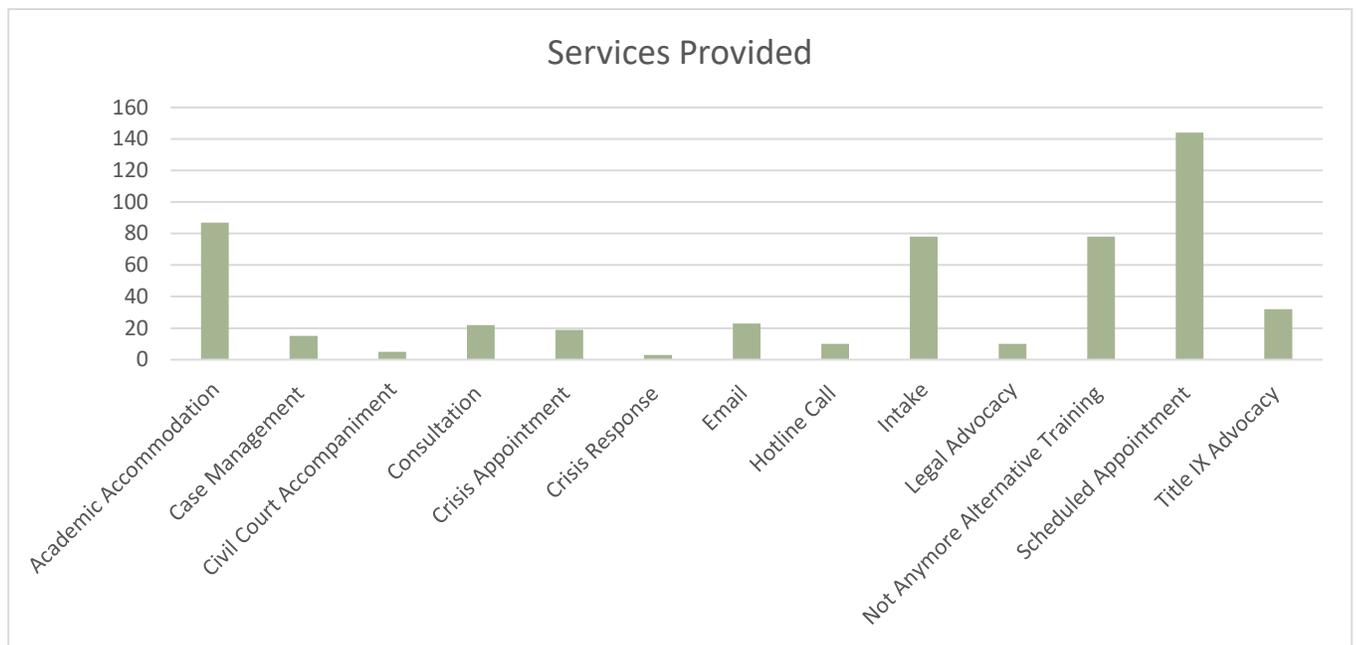


Figure 3: displays a chart of services by type of harm experienced.

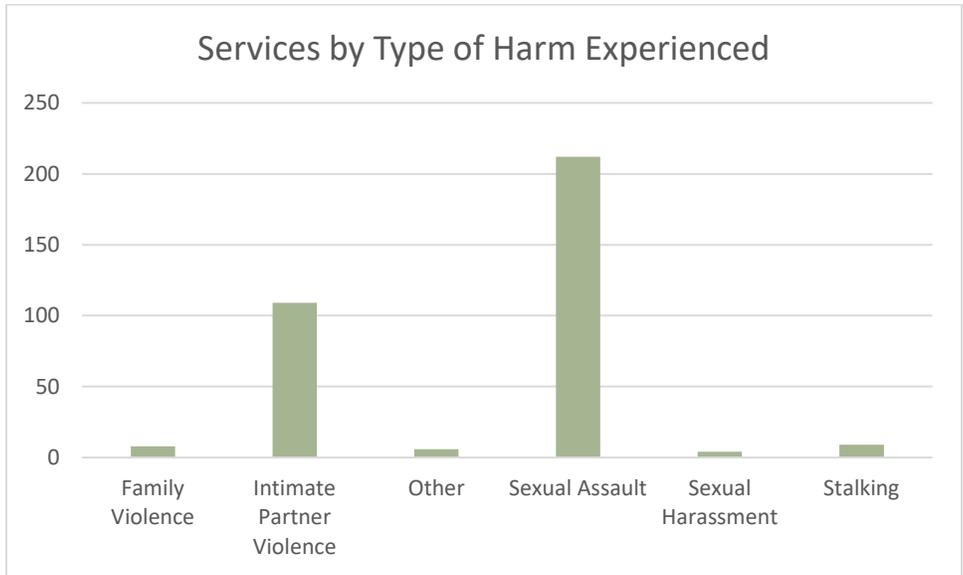
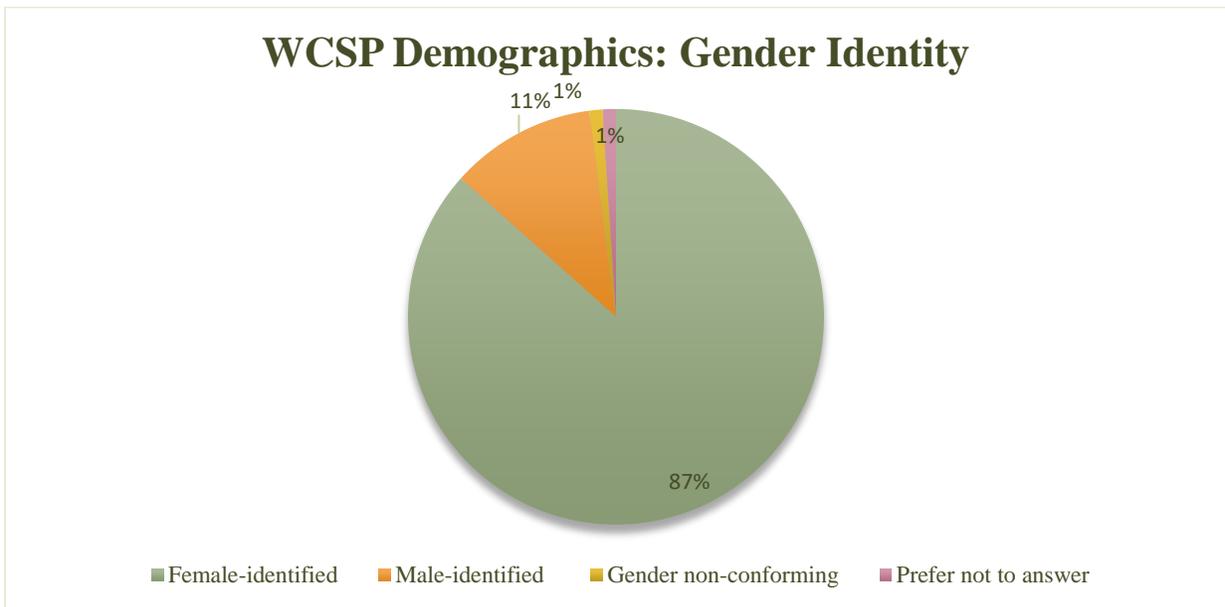
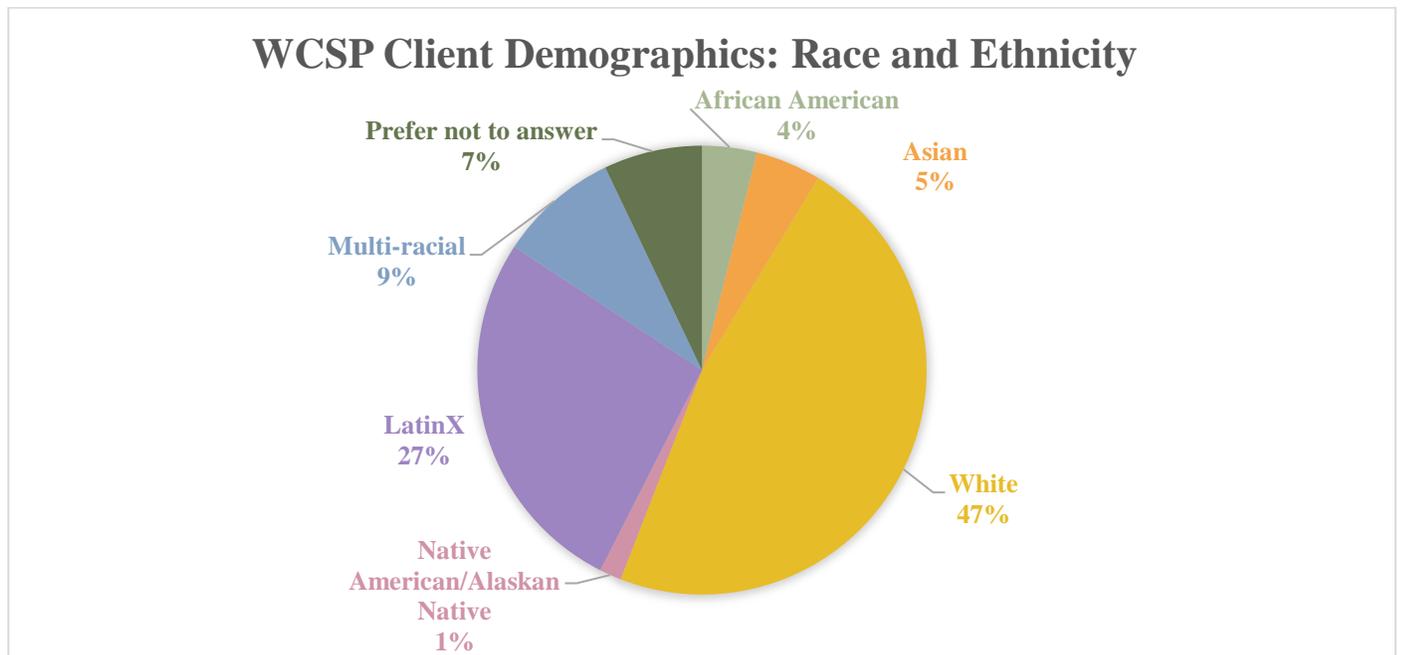


Figure 4 shows the demographics of Gender Identity for WCSP clients.





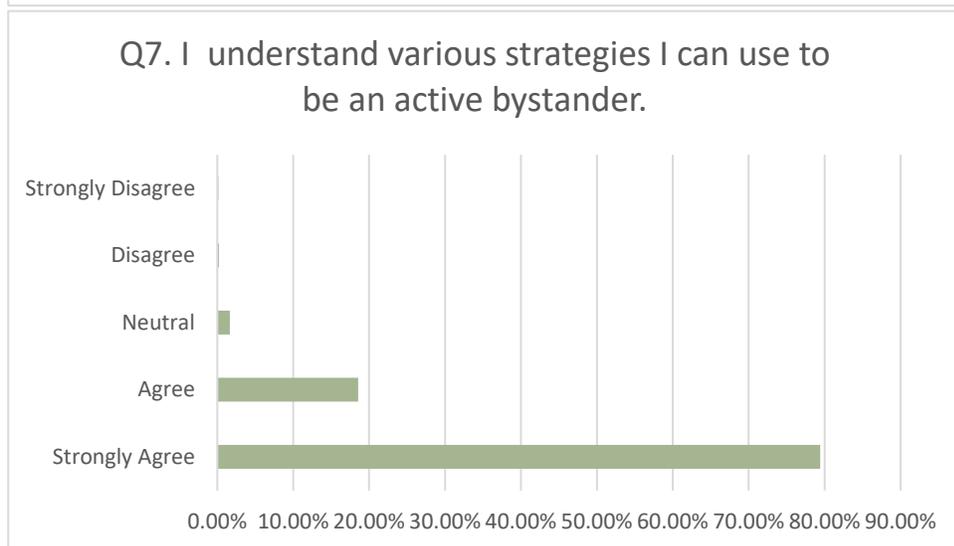
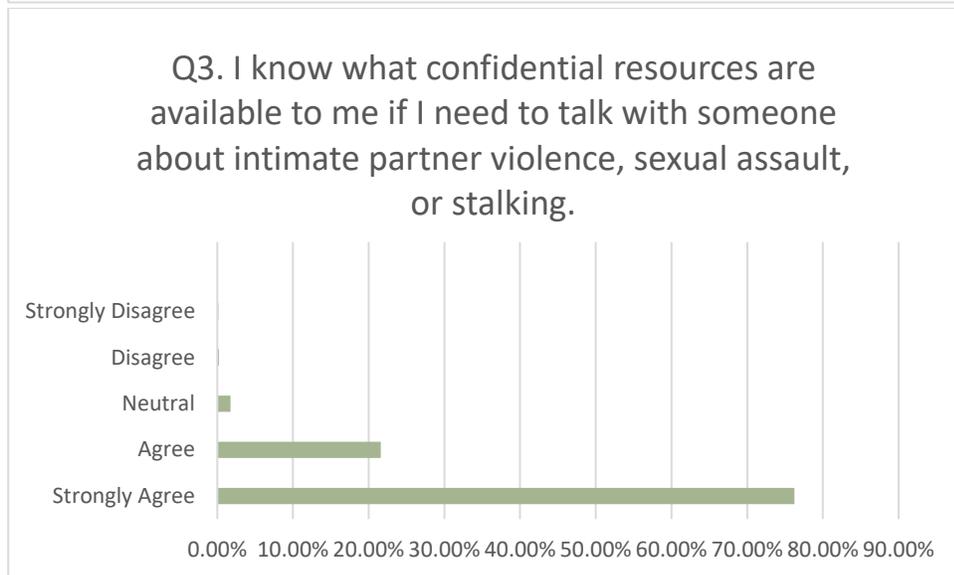
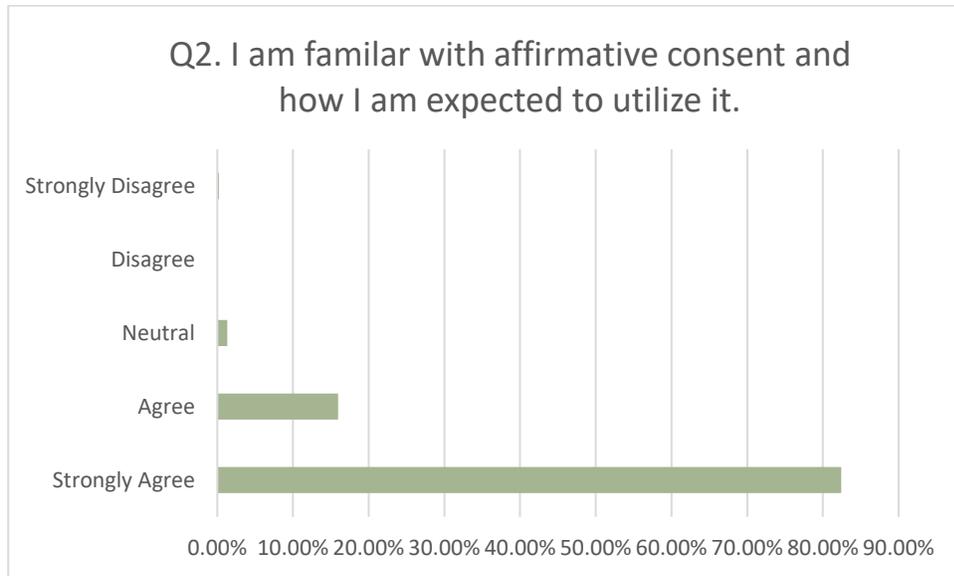
B. Outreach Efforts

WCSP provided prevention education, programs, and training to **3,925** participants in 2019-2020. WCSP provided training and education to various groups across campus and in the community:

- All recognized Fraternity and Sorority groups
- Campus Alcohol and Drug Education Center
- Educational Opportunity Program (EOP) Students
- Residential Assistants
- University Housing Professional Staff
- Catalyst Domestic Violence Services Professional Staff and Interns
- Gender and Sexuality Equity Coalition Student Staff
- Inspire Chico
- Student Learning Center Student Staff
- Community Legal Information Center
- Various faculty, staff, administrators, and students

C. Programmatic Assessments

Wildcats A.C.T: Participants participated in a pre and posttest electronic survey. WCSP and WellCat Substance Abuse Prevention provided Wildcats A.C.T. to 2,004 first-year residential students in two separate training days, with groups not exceeding 100 students per two peer-facilitators.



IV. Analysis

WCSP provides a unique service, one unlike any other at CSU, Chico. The efforts of this department directly influence student, faculty, and staff success by providing confidential services and support to address extreme safety concerns, precise explanations of resources, and assistance in inaccessible paperwork and processes.

Along with the world and nation, CSU, Chico's impact by COVID-19 no doubt influence WCSP path forward. With virtual services and a virtual semester, WCSP strives to continue to offer exceptional services to students, faculty, and staff in need. Our staff prepared and continues to adapt to the ongoing needs of the campus community.

VII: Program Objectives

Update on Program Objectives set for the academic year 2019-2020:

Goal: Update and edit Safe Place Mission Statement

To align with healing centered principles, Safe Place will revise the mission statement to evolve from the wording, such as the *victim*.

Status: Completed

Goal: Address sustainability issues for Safe Place programs, direct services, and training

Safe Place continued to advocate for additional staffing and space in order to sustain services for the campus community. Safe Place will also work to condense programs and training by increasing collaborations and utilizing student interns.

Status: Completed

Goal: Identify a central space for Safe Place that is safe and accessible, and provides the opportunity for Safe Place to expand

Safe Place is currently working with the Vice President of Student Affairs office to pinpoint safe, inclusive, and accessible space on campus for Safe Place to settle in.

Status: Completed

Program Objectives for 2020-2021

Goal: Identify and develop an assessment tool to use for all Outreach, Prevention Education, and training workshops.

WCSP will prioritize enhancing validity and assessing the impact of programs within the campus community.

Goal: Partner with CSU Advocates Systemwide to develop Professional Development opportunities to engage in decolonizing advocacy services.

In 2020-2021, a priority of WCSP will be to reflect, take accountability, and update all practices, policies, and training materials to assess inclusivity, cultural competency, and decolonizing the foundation advocacy services were founded. WCSP will partner with Systemwide Advocates and diversity experts to coordinate training and discussion with all advocacy centers in the CSU system.

Goal: Create a sexual assault and intimate partner support group to expand services for individuals impacted within the campus community.

WCSP identified a need for support group services in 2017-2018 but was unable to expand to offer a group due to staffing. With a Coordinator of Advocacy Services, and expanding WCSP placement opportunities to Master of Social Work students, WCSP will offer a sexual assault and intimate partner violence support group virtually or in-person (dependent on COVID-19).