

Office of the President  
Willis Holcombe Center  
Phone 954-201-7401  
Fax 954-201-7357

[www.broward.edu](http://www.broward.edu)

# BROWARD COLLEGE

Define yourself.

To: Members of the Board of Trustees

From: J. David Armstrong Jr., President

Date: July 28, 2009

Place: Regular Meeting of the Board of Trustees  
Broward College  
Boardroom 1208, Building 33, Willis Holcombe Center  
111 East Las Olas Boulevard  
Fort Lauderdale, FL

Subject: Agenda Item VII - C - Henderson Mental Health Center Agreement

**Brief Description:** This agreement will allow BC students to receive mental health counseling through a leading Broward County provider of such services.

**Benefit to Broward College:** Student achievement and retention is addressed by supporting the overall wellness and mental health needs of our students.

**Relationship to College Master Plan:** This agreement supports Goal #1 of the Educational Master Plan by promoting student success.

Board Agenda Approved: \_\_\_\_\_  
Date: \_\_\_\_\_

Agenda Item VII-C  
Enclosure \_\_\_\_\_

**BOARD OF TRUSTEES  
AGENDA TRANSMITTAL SHEET**

To: President

Date: July 15, 2009

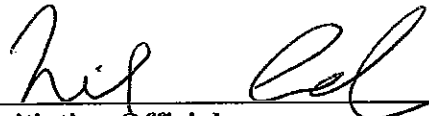
From: Angelia Millender, Vice President for Student Affairs and Enrollment Management

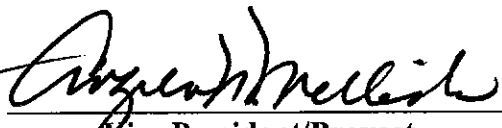
Subj: Agreement with Henderson Mental Health Center (HMHC) to Provide Mental Health Assessment and Counseling to Broward College Students

Issue: Broward College students are in need of professional psychological services for mental health crisis interventions, telephone crisis interventions, and short term counseling. Henderson Mental Health Center is a private, non-profit mental health agency that has provided these services for Broward residents for over 50 years. HMHC provides services for over 20,000 clients annually and is ideally suited and staffed to contract with BC for these services.

Background/Analysis: This agreement with HMHC will provide BC students with assessment and counseling to address the myriad of adverse life events, trauma, death, and other challenges facing our students. Such counseling support will enhance student academic success and retention, thereby helping students Finish What they Start.

Fiscal Impact: \$162,805.50 for 2009-2010 out of Activity and Service Fees.

  
Initiating Official

  
Vice President/Provost

Staff Position: Recommend Approval

**THIS RECOMMENDED ACTION MEETS THE FOLLOWING ELEMENT(S) OF THE COLLEGE'S MISSION STATEMENT:**

- |                                                                                                    |                                     |                                                                |
|----------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Providing high quality educational programs                               | <input checked="" type="checkbox"/> | Providing high quality services                                |
| <input checked="" type="checkbox"/> Providing for affordability to a diverse community of learners | <input checked="" type="checkbox"/> | Providing for accessibility to a diverse community of learners |
| <input checked="" type="checkbox"/> Commitment to student achievement                              | <input type="checkbox"/>            | Commitment to lifelong learning                                |
| <input checked="" type="checkbox"/> Commitment to academic excellence                              | <input type="checkbox"/>            | Providing use of current technology                            |

**BRIEFLY DESCRIBE HOW THIS RECOMMENDATION ACHIEVES THE ABOVE ELEMENT(S) IN THE COLLEGE'S MISSION STATEMENT:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Minority Firm: Yes \_\_\_ No \_\_\_ N/A x      Broward Firm: Yes x No \_\_\_ N/A \_\_\_

**AGREEMENT**  
**by and between**  
**BROWARD COLLEGE**  
**and**  
**HENDERSON MENTAL HEALTH CENTER, INC.**

THIS AGREEMENT is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2009 by and between Broward College (hereinafter referred to as "BC") and Henderson Mental Health Center, Inc., (hereinafter referred to as "HMHC, Inc.").

WHEREAS, on or about \_\_\_\_\_ the parties will enter into an agreement for student assistant program (SAP) services;

In consideration of the terms and conditions contained herein, BC and HMHC, Inc. covenant and agree as follows:

**ARTICLE I**  
**SCOPE OF SERVICES**

Henderson Mental Health Center, Inc. agrees to:

Employ two designated, credentialed master's level, licensed clinical social workers (LCSW), licensed mental health counselors (LMHC), and/or licensed marriage and family therapists (LMFT) to provide counseling services to College students. Services to College students will be provided at the HMHC Crisis Services Program located at 4720 North State Road 7, Lauderdale Lakes, Florida 33319. In unique situations, clinicians may see students at other locations as circumstances warrant. Services provided to students include, telephone triage, telephone and in-person mental health crisis interventions, short-term counseling, and psychoeducation. Except in cases of acute crises, HMHC will verify in advance of treatment, with student consent, the enrollment status of students seeking counseling services.

Offer College students 3-6 counseling sessions per episode, free of charge. If presenting problem cannot be resolved within 6 sessions, additional mental health services are available on a sliding-fee scale, to be paid by the student, based on the Federal Poverty Guidelines published annually in the Federal Register by the US Department of Health and Human Services. Following the initial phone triage contact, an initial face-to-face assessment will be made by a clinician within the following timeframes depending on the student's needs:

- *Emergent* – Person is experiencing acute symptoms, and may be at-risk to self or others. A telephone assessment can be made to determine risk and a face-to-face appointment will be made available within 3 hours of the initial contact.

AGENDA ITEM VII-C

JUL 28 2009

ENCLOSURE \_\_\_\_\_

- *Urgent* – Person is experiencing moderate symptoms, which are causing disruption in his or her life. A face-to-face appointment will be made available within 24 hours of first contact.
- *Routine* – Person requests to speak to a counselor about a problem or issue affecting his or her mental health. A face-to-face appointment will be made available within three (3) business days of first contact.

In order to meet possible peak access and availability standards, HMHC will utilize additional master level/licensed clinicians and mobile crisis response teams if necessary.

Refer students as necessary to other community resources, and facilitate voluntary hospitalization when necessary. HMHC, Inc. will facilitate involuntary examination, as permitted by law, after less restrictive measures prove to be inappropriate.

Refer veterans to appropriate veteran's administration support services after HMHC brief counseling sessions.

Maintain and supply the College with quarterly statistical data regarding usage of service, maintaining the confidentiality of student/patient records at all times.

Provide College staff up to four (4) educational workshops per semester either for students or faculty/staff training, by mutual agreement with the College. At least one workshop per semester should specifically target veteran students.

Assist the College in production of promotional materials and activities that encourage the use of mental health counseling services by College students.

Consult with the College and participate in training programs for College faculty and staff regarding the program in general and appropriate referral of students.

Participate as an active member in campus and collegewide threat assessment teams to review, along with other College staff, issues and incidences that may be a threat to the College community and to offer recommendations for mitigation of threats.

Provide the College with immediate support for critical incidences, which may include, but is not limited to: Prompt telephonic consultation for management of critical incidents, on-site educational and support services as requested by the College, follow-up services to affected students, after-action consultation with College leadership on response and suggested areas for future improvement.

Provide the College with a psychiatric assessment of student fitness to return to class/college activities when students are dismissed for disruptive behavior in accordance with College Policy 6Hx2-5.19. Such psychiatric assessment will include a visit by the student to a HMHC psychiatrist and HMHC's submission to the College of a written evaluation regarding the student's fitness to return to class/college activities.

AGENDA ITEM VII-C

HMHC psychiatrist will discuss with the student the outcome of the assessment and recommendation to the College once the assessment is complete. Such service shall be provided to the College for a separate fee of \$300 per evaluation.

Provide College students who seek the assistance of HMHC services with the full protection of privacy, professionalism and confidentiality afforded to any person seeking assistance from a licensed clinician.

The College will not share any educational records with HMHC without the prior consent of the student.

**ARTICLE II**  
**TERM**

This Agreement is to commence on or about \_\_\_\_\_ and shall remain in effect through \_\_\_\_\_, unless terminated as provided herein.

**ARTICLE III**  
**CONSIDERATION**

The College will compensate HMHC, Inc. \$162,805.50 per year which shall be paid at the end of each month by the College in the amount of \$13,567.12.

HMHC, Inc. shall submit a monthly invoice to the College. The College shall have the right to provide written objections to such invoice within fifteen (15) days of the College's receipt of such invoice. If no objection is made within such fifteen (15) day period, payment shall be made to HMHC, Inc. within thirty (30) days of the College's receipt of such invoice.

**ARTICLE IV**  
**TERMINATION**

Termination by Mutual Agreement. In the event the parties mutually agree in writing, this Agreement may be terminated on the terms and dates stipulated herein.

Termination Without Cause. Either party shall have the right to terminate this Agreement without cause by providing the other party with sixty (60) calendar day's written notice via certified mail, return receipt requested or via hand delivery with proof of delivery.

**ARTICLE V**  
**INSURANCE**

AGENDA ITEM VII-C

JUL 28 2009

ENCLOSURE \_\_\_\_\_

HMHC, Inc. shall provide worker's compensation coverage pursuant to the Florida statute.

HMHC, Inc. shall maintain a policy of professional liability insurance, with a single limit of no less than \$1,000,000 per claim and \$2,000,000 in the annual aggregate. HMHC, Inc. further warrants that he will keep such professional liability insurance in full force and effect to respond to any claims arising out of the services provided under this Agreement whether they are brought during the term of this Agreement or any applicable statute of limitation periods. HMHC, Inc. shall provide the College with a certificate of insurance (with the College named as additional insured) evidencing such coverage upon execution of this Agreement and upon the College's request. HMHC, Inc. shall give the College written notice within ten (10) days of any cancellation, non-renewal of such insurance, or of any changes or modifications to such insurance.

**ARTICLE VI**  
**NOTICE**

Any notice hereunder by one party to the other party shall be given in writing by personal delivery, facsimile, regular mail, or certified mail with proper postage, to the party at the addresses designated in the Agreement. Any notice shall be effective on the date it is received by the addressee. Either party may change its address for notice purposes by giving the other party notice of such change in accordance with this paragraph.

**ARTICLE VII**  
**INDEMNIFICATION/LIABILITY**

Henderson Mental Health Center, Inc. is a vendor of Broward College, and this Agreement does not form a partnership, joint venture agency, or otherwise allow either entity to speak for or on behalf of the other, nor to bind the other in any way.

Henderson Mental Health Center, Inc. personnel are not employees, staff or faculty of Broward College, and shall conduct themselves accordingly while on Broward College campus.

Each party shall be responsible for its own employees and its own acts or omissions. Nothing in this Agreement shall be deemed or construed to limit or waive any party's entitlement to the protections and immunities of sovereign immunity under Florida Statutes §768.28, et. seq.

AGENDA ITEM

*VH-C*

JUL 28 2009

**ARTICLE VIII**  
**AUTHORITY**

ENCLOSURE \_\_\_\_\_

Each person signing this Agreement on behalf of either party individually warrants that





**HENDERSON**  
**MENTAL HEALTH CENTER**

**BROWARD COLLEGE**

**PROPOSAL TO PROVIDE  
STUDENT ASSISTANCE PROGRAM SERVICES**

**PRESENTED BY:**

**Henderson Mental Health Center, Inc.  
4720 North State Road 7  
Bldg. B, West  
Lauderdale Lakes, Florida 33319  
Phone: (954) 463-0911**

**AGENDA ITEM VII-C**

**JUL 28 2009**

**ENCLOSURE \_\_\_\_\_**

JUL 28 2009

**A. Proposal Submittal****Proposal Overview**

ENCLOSURE \_\_\_\_\_

Henderson Mental Health Center, Inc. (HMHC) proposes to provide a Student Assistance Program (SAP) for Broward College and act as a single vendor providing all administrative and management functions. Student assistance services are designed to reduce student risk factors, promote protective factors and encourage student achievement and academic success. The program will provide prevention, intervention; treatment, aftercare, ongoing support services and education.

**Proposer Background and Experience**

Henderson Mental Health Center is a private, not-for-profit behavioral healthcare system that has been in operation for 55 years. We provide comprehensive, recovery-focused services to nearly 17,000 people annually, of which 5,000 are children. The Center provides a continuum of high quality, community-based prevention, education, treatment and rehabilitation services by utilizing best practice and evidence-based treatment models. It is our mission to be the premier provider of accessible, cost effective, and quality behavioral healthcare services to the people of South Florida, in order to promote their mental health and well-being.

Programs offered by Henderson are fully accredited, at the highest level by C.A.R.F., Commission on Accreditation of Rehabilitation Facilities, and are in line with national, state and local priorities. Our operations are separated into eight functional divisions: Youth and Family Services, Crisis Services, Residential Services, Community Support Services, Psychosocial Rehabilitation, Prevention and Education, Adult Outpatient, and Administration. We have fifteen (15) locations throughout Broward and Palm Beach Counties where we offer: Psychiatry; Residential programs offering varying degrees of supervised and independent living; Foster Care; Assertive Community Treatment; Twenty-four hour a day crisis services via a walk-in center or mobile crisis team; Psychosocial Rehabilitation Programs; Supported Employment; Outpatient; Forensic; Case Management; Overlay; Homeless Outreach, and an Emergency Shelter. Henderson provides individual, group and family therapy; medication education/management; psychiatric and nursing assessments and treatment; and peer and family support groups. We operate twenty-four hours a day, seven days a week, every day of the year.

Henderson's Crisis program has been in operation since 1995. All of our Center's Crisis services clinically follow all aspects of the Community Integration, Inc. Crisis Services Model, which is recognized as an evidenced based best practice model. The services include telephone crisis intervention, walk-in crisis services, mobile crisis intervention, crisis residential unit, crisis stabilization unit and critical incident stress management.

In addition to all of Henderson Mental Health Center's services, our Mobile Crisis Response Team (MCRT) may be of particular interest to Broward College. The Team provides immediate assistance for persons who are: experiencing a mental health crisis; in acute emotional distress; who are or perceive themselves to be in life-threatening situations; who are a danger to themselves or to others; or who are unable to cope with an issue that requires immediate action. The goal of each intervention is tri-fold: (1) to enable

individuals experiencing a mental health crisis or distress to access a range of crisis intervention services in a timely and effective manner in their own environment or the environment of their choice; (2) to provide a consistent integrated response to mental health crisis in the community, and (3) to improve overall capacity of the Broward County community to address concerns related to individuals experiencing a mental health crisis through provision of support, information and education to caregivers, families, organizations, and the community.

All Mobile Crisis Response Services are delivered by a team of knowledgeable and dedicated mental health professionals with a focus on achieving the following objectives and benefits: (1) supporting individuals self determination in balance with safety of self and others; (2) timely intervention to reduce the risk of escalating crisis; (3) distinction between mental health crisis/distress and psychiatric emergency thus promoting referral to appropriate services to meet the needs of the individual; (4) enhancing the Circle of Care: providing short-term crisis management until other supports/services are in place or the crisis resolves, and (5) outreach to individuals experiencing mental health distress or symptoms, as well as their caregivers/supports.

Once on site, not only do the mobile crisis clinicians provide de-escalation services and crisis intervention, they also complete a thorough brief behavioral health assessment to determine the individual needs of the recipient. This intervention strategy includes promoting and educating individuals on medications. In addition, individual supportive therapy and the availability of immediate crisis intervention (including short-term hospitalization, when needed) augment the effectiveness treating and alleviating the symptoms of mental illness. Inpatient hospitalization is initiated humanely and only when absolutely necessary. Follow-ups with appropriate outpatient community referrals are facilitated when hospitalization is not necessary. A crucial aspect of providing these services is recognizing the opportunities that family support can offer to an individual throughout the recovery process. With the permission of the recipient, the Mobile Crisis Response Team involves and educates the family and/or significant others, promotes their role in the therapeutic process, and aids in conflict resolution in an attempt to increase the individual's chance of rebuilding an often-tethered relationship. The Team works with the individual, their natural supports and established treatment teams to provide the most appropriate, immediate treatment in the least restrictive environment.

Mobile Crisis Response Services are available to all individuals in Broward County. Families, community agencies, law enforcement agencies, schools, adult living facilities or individuals themselves can refer to and access mobile crisis services.

Henderson is dedicated to customer service and a process of continual improvement in an on-going effort to support and assist customers to establish an environment which promotes and encourages student attendance, productivity and morale. The value-added services, which Henderson provides, are designed to assist customer organizations to improve overall efficiencies in the area of health benefits, education and personnel functions.

~~AGENDA ITEM~~

VII-C

JUL 28 2009

### Student Assistance Program

~~ENCLOSURE~~

The Student Assistance Program (SAP) is a valuable resource that establishes a framework of prevention, early intervention and support services for students who identify personal barriers that are interfering with their success at school. Some common personal

issues include: stress, transition to college, relationship difficulties, anxiety, depression, thoughts of suicide, sexual assault or abuse, sexuality, low self-esteem, domestic violence, anger, grief, loss, trauma, health issues, and eating disorders.

Student participation in the program is voluntary and is meant to be a support service for BC students and families. All information regarding a student's involvement in the program is confidential and maintained in the best interest of the student. Students may refer themselves or be referred on the basis of behavioral concerns, erratic behaviors, drop in school performance, mental health issues, including the risk of suicide, and drug and alcohol use.

Henderson will have a designated phone number for students, faculty and staff to call when making an inquiry or referral. From receiving the call on this line, Henderson will identify it as a Broward College inquiry or referral. When student/staff/faculty information sessions/trainings are given, Henderson will also ask students, staff, and faculty to identify themselves as a BC student/staff/faculty member when calling.

Furthermore, faculty or staff should be comfortable in encouraging students to seek assistance without going through campus counselors. Staff/faculty should feel free to contact the SAP if they have encouraged students to call. In this way, faculty and staff can offer the SAP clinicians any information they feel may be helpful prior to contact with the student. Any feedback, however, given to BC, staff and faculty on student specific issues will only be released in accordance with HIPAA guidelines and regulations.

### **I. Description of Services**

HMHC will have two (2) designated, credentialed master's level, licensed clinical social workers (LCSW), licensed mental health counselors (LMHC) and/or licensed marriage and family therapists (LMFT) to provide all SAP services. Services will be provided at our Crisis Services Program located at 4720 North State Road 7, Lauderdale Lakes, Florida 33319. In the event there is a unique situation in which the clinician(s) would need to see a student at an off-site location, this can be accommodated on a case by case basis.

Prior to the start of any SAP service, except in the case of an emergency, HMHC will verify with BC that the student requesting services or being referred is an enrolled student at BC. A Release of Information signed by the student will be gathered at the first face-to-face contact for the purpose of student verification.

SAP services offered will address a comprehensive array of behavioral health needs, including mental health and substance abuse issues. They include:

- Receipt and processing of referrals; conduct telephone screenings and schedule appointments; Conduct clinical follow-up when appropriate and perform on-call duty for mental health related crisis intervention.
- Provide therapeutic services including: triage, mental health crisis interventions, intake assessment, mental status exams, psychosocial histories, telephone crisis intervention, short-term counseling, and psycho-education.
- Provide counseling or group therapy to individuals.
- Referral and linkage with other community resources as needed.
- Facilitate voluntary hospitalization admission when necessary, or initiate examination after less restrictive measures prove to be inappropriate.

AGENDA ITEM VII C

JUL 28 2009

ENCLOSURE \_\_\_\_\_

- Maintain log of individual clientele to provide a source of information for statistical reports.
- Provide a minimum of two educational workshops per semester for CEU's for students, faculty and staff. SAP Clinicians will work with HR through the Professional Development Services and Student Life through the Student Development Programs when scheduling workshops.

When presented issues lie beyond the scope of the SAP, the team will assist the student so they may access needed services within the community.

## II. Initial Assessment

Following the initial phone triage contact, an initial face-to-face assessment will be made by a clinician within the following timeframes depending on the student's needs:

- *Emergent* – Person is experiencing acute symptoms, and may be at-risk to self or others.

A telephone assessment can be made to determine risk and a face-to-face appointment will be made available within 3 hours of the initial contact.

- *Urgent* – Person is experiencing moderate symptoms, which are causing disruption in his or her life.

A face-to-face appointment will be made available within 24 hours of first contact.

- *Routine* – Person requests to speak to a counselor about a problem or issue affecting his or her mental health.

A face-to-face appointment will be made available within three (3) business days of first contact.

In order to meet these access and availability standards, Henderson will utilize their master level/licensed clinicians and mobile crisis response team if necessary.

## III. Response to Critical Incidents

Any unexpected, dramatic event at school, home or in the community can leave a profound aftershock for affected students, faculty and staff of the College. As a component of the SAP, Henderson will provide immediate critical incident intervention for traumatic events such as accidents, traumatic deaths or medical crisis, campus violence, natural disasters, or other incidents that may cause an emotional impact. In the wake of a critical incident, Henderson will move quickly to activate our team and schedule an intervention before students, faculty and staff experience the negative impact of un-addressed trauma.

Our critical incident response will include:

- Prompt telephonic consultation for management of critical incidents, followed by on-site educational and support services if requested,
- Assessment and action plan for critical incidents,
- On-site service,

AGENDA ITEM VII-C

JUL 28 2009

ENCLOSURE \_\_\_\_\_

- Defusing (small group discussions of a crisis or traumatic event designed to reduce psychological trauma or discord),
- Debriefing,
- Follow-up with affected students, faculty and/or staff to assure recovery,
- Consultation with Leadership on response.

### **Faculty Training**

Henderson will coordinate with the designated Broward College representative to conduct faculty training. The training will include topics such as the definition of a SAP, assisting staff and faculty in identifying students who are experiencing an emotional crisis and/or substance use problem, utilizing the Student Assistance Program (when and how to make a referral) and confidentiality. Fact sheets will be given to staff and faculty outlining identification signs, services offered by the SAP and the SAP referral process. Trainings will be provided by a Student Assistance Program Clinician.

Henderson Mental Health Center will also be available to participate on the Threat Assessment Teams and assist in developing resources to help students and staff respond to a crisis.

Furthermore, under the umbrella of the Violence Prevention/Campus Safety Plan, Henderson will make available: campus based groups to aid students; training for student affairs staff, faculty, and other staff; development of resources for students, and delivery of crisis intervention.

### **Outcome and Satisfaction Assessment**

Measuring the "voice of the customer" is a key step to achieving quality of services. Henderson will strive to obtain input through surveys from a variety of stakeholders who have a vested interest in the SAP. Participation in the survey process will be voluntary. All surveys will be administered by a person-to-person method. The person-to-person method covers a wide range of possibilities in administration of surveys, from handing students the survey to fill out upon completion of the SAP sessions, to meeting with Broward College leadership and faculty and distributing the surveys, to sitting with a person and helping them complete it, if needed. All participants will be asked to mail the completed survey back to Henderson's Crisis Center headquarters. Henderson's Crisis Center Clinical Coordinator will collect, enter the information into a database and analyze the survey data. Information from the satisfaction surveys will be shared with Broward College and utilized to make adjustments, if necessary, to enhance SAP services.

AGENDA ITEM VII-C

JUL 28 2009

ENCLOSURE \_\_\_\_\_

## B. SAP Fees

Henderson is proposing a need based Student Assistance Program (SAP) for Broward College. The annual fee is \$162,805.50.

<b>Assessment &amp; Referral</b>	24 hour telephone access including: preliminary screening, walk-in crisis services and critical incident stress management.	Inc
<b>Crisis Intervention</b>	This service offers crisis assessment and intervention services to students that have experienced crisis situations by the mobile crisis response team and/or the student assistance program clinicians.	Inc
<b>Short-term Mental Health Services</b>	Walk-in Crisis Services - offered when resolution of the presenting problem can be resolved within 3-6 sessions.* Students are not limited as to the number of episodes of care per year requiring SAP services. Each episode qualifies for SAP services of up to 6 sessions.	Inc
<b>Outcome &amp; Satisfaction Monitoring Services</b>	Quarterly statistical summary of SAP utilization and student satisfaction	Inc
<b>Consultation with Leadership</b>	Faculty training regarding appropriate referral of students to the SAP as well as participation on the Threat Assessment Teams and in development of the campus safety plan.	Inc
<b>Program Promotion</b>	Coordination of the development and use of promotional materials and activities that encourage the use of the SAP by students; as well as information sessions for students to explain what SAP services are available, how to access and utilize the service.	Inc
<b>Education</b>	Up to four (4) educational workshops per semester for CEU's for students, faculty and staff.	Inc

\*If presenting problem cannot be resolved within 3-6 sessions, additional mental health services are available for students on a sliding-fee scale. The sliding fee scale is based on the Federal Poverty Guidelines updated yearly and published in the Federal Register by the US Department of Health and Human Services.

AGENDA ITEM VIIc

JUL 28 2009

ENCLOSURE \_\_\_\_\_