

Live Well to
Learn Well

Web:
health.cornell.edu

Phone (24/7):
607-255-5155

Fax:
607-255-0269

Appointments:
Monday–Saturday

*Check web for hours,
services, providers,
and appointment
information*

110 Ho Plaza,
Ithaca, NY
14853-3101

Community Consultation and Intervention (CCI) is a program of Cornell Health Counseling and Psychological Services (CAPS). It provides **consultation to faculty and staff** members working with students in distress who may not be willing or able to access traditional counseling services.

CCI offers

- **Consultation:** helping faculty and staff determine a best course of action to support a student
- **Advocacy:** promoting and supporting a student's rights and well-being by addressing environmental and institutional stressors... CCI staff recognize that students from underserved communities and marginalized identities often face additional barriers in connecting with available resources. We are committed to doing what we can to facilitate or ease this connection.
- **Case Management:** coordinating with various departments and systems in developing a plan to alleviate situational stressors
- **Crisis Intervention:** providing direct intervention and support to students who are at risk and who may not access the traditional counseling and support options

Contacting CCI

When to:

- when academic, behavioral, physical, emotional or other factors are causing a student significant stress
- when you are in doubt about what you can do to support a student
- when you are concerned or multiple parties have expressed a concern about a student

How to:

- Faculty, staff, advisors, and others should call 607-255-5155 and ask for a CCI consultation.
- Contact CCI sooner rather than later; there does not need to be a crisis in progress for you to call us to consult. We are happy to provide ongoing consultation and follow the situation as it unfolds over time.
- We will provide consultation, coaching, guidance and resources to help you to support the student. Where this is not possible, we may take steps to meet with the student in person, often along with the original contact person.



CCI provides direct intervention and support to students who are at risk and who may not seek care through other services.

- In an effort to honor student autonomy, CCI remains a voluntary service. Our offer of support may not always be accepted by students.

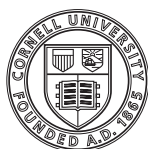
CCI's approach

CCI staff members help mobilize a student's existing resources/connections to provide support and perhaps provide a linkage to services. This approach has been effective with students because it relies on existing relationships to help the student address their concerns and access additional resources.

What our colleagues say

- *"Whether or not the student is seen at Cornell Health doesn't really matter – CCI helps you to think through the situation carefully and offers a holistic perspective of the entire student that helps create the plan for student support."* – Janna S. Lamey, Assistant Dean, Graduate School
- *"The ability to consult with an experienced mental health professional for guidance has been invaluable to me, personally, and when advising other students, faculty, and administrator colleagues on how to support students in crisis."* – Markeisha J. Miner, Law School Dean of Students
- *"I had one student who was displaying many concerning behaviors, who had also begun to talk about suicide. After meeting with him*

(over)



and feeling like I was not making any traction, I called a CCI counselor and she was able to meet with the student... I think this marked a real turning point in helping him get back on track.” —Mark Schneider, Residence Hall Director, Low Rises 6 & 7

Other CAPS services

- **Individual counseling:** Students can schedule an individual counseling visit whenever they need help. The first visit will be a 25-minute session. Students seeking to schedule an appointment in the next 24 hours may do so through Cornell Health’s online patient portal (myCornellHealth.health.cornell.edu). They may also walk in or call Cornell Health (607-255-5155) during business hours to make an appointment.

Appointments made for visits more than 24-hours out must be scheduled by phone (607-255-5155) or in person.

CAPS therapists work with students in need of follow-up visits to determine the appointment frequency and length (25 or 50 minutes).

- **Group counseling:** The treatment of choice for addressing many college health concerns, groups are often more effective than individual counseling in addressing concerns such as identity and belonging, relationships, and substance use. View the current schedule of groups: health.cornell.edu/groups.
- **Psychiatry services:** Students may be referred to a member of the psychiatry team by a CAPS therapist or primary care medical provider. Services include clinical evaluation and the prescription and management of medications related to mental health concerns.
- **“Let’s Talk” consultations:** Some students are more comfortable accessing support in a non-clinical setting. CAPS therapists provide free

and confidential, walk-in consultations across campus Monday– Friday (see online schedule: health.cornell.edu/LetsTalk).

- **CAPS-led workshops:** Informal workshops on topics such as meditation, mindfulness, and management of test anxiety can help students thrive at Cornell.
- **Faculty & Staff Assistance Program (FSAP):** Offers free and confidential guidance and support for employees and retirees. Services are provided at 312 College Ave., Suite A and several outreach locations. Learn more: fsap.cornell.edu. Call 607-255-2673 for appointments.