

EQUALIZING SOCIETY THROUGH MENTAL HEALTH

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A decorative graphic consisting of several parallel white lines of varying thicknesses, slanted diagonally from the bottom-left towards the top-right, set against a blue gradient background.

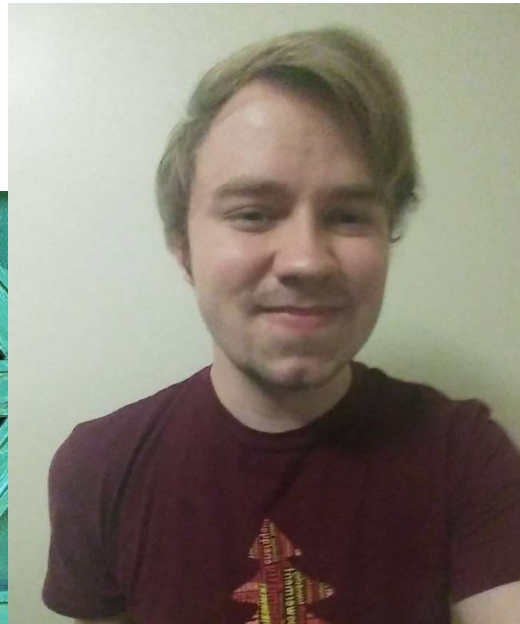
OUR TEAM



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NEEDFINDING METHODOLOGY

KEY QUESTIONS

What issues bring people in to see you?

How do you help?

Tell me about a time when you were personally affected by your work.

What frustrates you about the state of mental healthcare?

Tell us about your personal struggle.

How open are you to talking about your condition?

Do you have difficulty understanding mental illness?

Tell us about someone you know with a mental illness.



THE INTERVIEWS

BECCA BROMLEY-DULFANO

Counselor at the Bridge Peer
Counseling Center

"I just saw this application recently where every bubble next to a condition was 'yes' by default and you have to opt out of that. [It's like] they're encouraging me to talk about this."



SAY

Main use is for interpersonal problems
Success is when a counselee comes to a realization/makes a plan

Getting people to go to outside sources should be their idea (she does this so people feel like they chose to do so)
Teaches a class on listening skills

DO

THINK

Why choose counseling? People need anonymity, impartial third party
People come to talk, not solve

Hard to separate yourself from the other person's feelings
Frustrated by inability to tell how much difference she's making
Feels good when people improve from their initial baseline during a call

FEEL

INGE HANSEN

Counselor at CAPS

“Some people are not motivated to get rid of depression because they actually kind of like having a lot of attention and support.”



SAY

There's often a deeper problem than what the students initially disclose

Students come to her with many stresses, but don't often know the reason for their visit

Helps students with issues of sexuality, trauma, relationships, procrastination

DO

THINK

Sometimes a person has an incentive to *not* solve their mental challenges

People need someone to validate the experience and to not feel alone

Excited about complex psychological phenomena

FEEL

LOURDES ANDRADE

Director of the Leland Scholars Program (LSP)

“I literally help a student through a crisis every day.”



SAY

Sources of stress are academic, relationships, money

Gap is due to lack of resources (skills, income, networks)

Steps for mental health crisis:

- First, validate feelings
 - What have you done in the past?
 - Make a plan, help them reach outcome
- 90% of time spent meeting with students

DO

THINK

Culture differences impact FLI students' relationships

Families back home can impact a student's experience even from afar

Was also FLI, empathizes with their struggles

Very committed to counseling role, even though it is not her main job description

FEEL

JENNIFER ROLEN

Director of Diversity and First Generation Office at Stanford

“It breaks my heart [the students’ struggles] but it’s why I’m here.”



Stanford | *Diversity and
First-Generation Office*

SAY

Has depression and anxiety, and is open about that so students feel like they can share

Issues of reaching all students, or more student

75% of time is spent meeting with students
Provides resources for FLI students (financial, counseling, community, advocates)

DO

THINK

FLI students face guilt because families are in a bad condition

Problems caused by stress at home

Fitting in at Stanford is a challenge

Bothered by fact that she's not reaching everyone

Counseling skills are limited

Worried about certain instances where students exhibit strange behavior but she can't help them

FEEL

ANONYMOUS

Stanford Senior

“I got super frustrated because it seems like we know what we need to do to make Danny better. It seems like we can say ‘fight the bad feeling and just don’t tap’ and in 30 minutes it will be gone... but his brain doesn’t work that way.”



SAY

Brother with Misophonia
Brother with OCD

While at school goes home to help parents
Went home often to help brother do math
homework

DO

THINK

Sometimes thinks brothers aren't trying
Never knows if treatments are really working
or if they just mask the issue

Frustrated by inability of brothers to do
certain things
Worried about things getting worse, not
better
Wants brother to be happy

FEEL

ANALYSIS

INFERENCES

People have trouble viewing mental illness as more than just a bad mindset

People don't know that they need help

NEEDS

Experience a mental illness for a day

Help people know when they need help



INFERENCES

Counselors are troubled by their inability to reach more people

Students often don't have anyone to go to for help

NEEDS

Find a way for a counselor to connect with people they've never met

Help students without a "Lourdes" or "Jennifer"



INFERENCES

Outreach efforts may have little practical impact

Family and friends don't know how to respond to an illness



NEEDS

Find better ways to inform people about resources

Additional communication channels between loved ones and medical providers



We interviewed counselors, auxiliary care providers,
and people without mental illness

We need to talk with people suffering from mental
illness

MOVING FORWARD

QUESTIONS

The background is a blue gradient, transitioning from a lighter blue at the top to a darker blue at the bottom. On the right side, there are several white, parallel diagonal lines that create a sense of motion or speed, extending from the top right towards the bottom left.