Mantra Health | Miami Dade College

CUSTOMER STORY

Meeting basic and mental health needs with *holistic*, wraparound support



Meeting students where they are

Miami Dade College, one of the largest and most diverse degree-granting institutions in the country, extends more than 40 miles across eight different campuses. The college is home to the Miami Culinary Institute and the Cybersecurity Center of the Americas, offering more than 300 degree pathways in subjects ranging from biological sciences and data analytics to nursing and film studies.[1]

Among Miami Dade's approximately 76,000 students, a large percentage are immigrants and more than half are first-generation college students, with 75% of the student body identifying as Hispanic and 17% identifying as Black. The majority of students (78%) also work part time and 58% are considered low-income.[2]

As one of Florida's most expansive and diverse colleges, Miami Dade serves students across a broad geographic region, making it especially important to have scalable mental health and basic needs support that is accessible and reflective of its students' needs. In the absence of traditional on-campus counseling centers, Miami Dade has worked closely with Mantra Health and Single Stop as integrated partners to build a high-quality support system that reaches students wherever they are, whenever they need it.



Investing in Whole Campus Care

Before turning to Mantra Health, Miami Dade worked with an agency, then established partnerships with Single Stop, a care coordination service for basic needs, and Citrus Health Network, a provider of on-campus counseling and medical services. While these local providers helped fill a gap in service offerings, utilization rates were low, due in part to the limited availability, virtual inaccessibility, and shortage of diverse clinical providers.

To better serve its entire student body, Miami Dade established a partnership with Mantra Health in 2021 for virtual therapy, which led to a nearly 100% utilization rate for the 2021-2022 academic year. Following the proven success of the program, Miami Dade expanded its offerings to include Whole Campus Care, a comprehensive suite of mental health and wellness services.

Over the years, more and more students have accessed care on their own via the Mantra Care Hub, without the need for a referral, improving the pathway and time to care. Students also complete a short, comprehensive intake assessment, which directs them to the most appropriate services.



73% of students considered high-risk of dropout improved on flourishing scale



82% of students with severe depression who attended at least three sessions saw meaningful improvements.

With Whole Campus Care, students have greater access to more offerings. But even with the additional services, the demand for therapy remains high, with the majority of students opting for the virtual care option.

"It's more robust than ever before. *Maybe they're not right for counseling, but they are for coaching. In one case, a student was experiencing test anxiety and was advised to try the Self Care courses, which include breathing exercises."* ***— Lourdes Perez, EdD, Director of Student Wellness and Operations at Miami Dade College***

"With Mantra Health, we've seen a significant reduction in on-campus counseling support," said Dr. Perez. "Mantra Health has given us the flexibility to serve students at all hours of the evening and on Saturdays, which has helped tremendously."

Since launching an official partnership in 2025, Mantra Health and Single Stop have made it significantly easier for students to access basic and mental health needs through a single portal, using just one login. If a student's assessment indicates basic needs challenges, they are automatically directed to Single Stop, which offers:

Single Stop™

- A federal and state benefit screener for vital public benefits
- Community resources, connecting students with verified local resources
- Case management to track service utilization and ensure students receive needed care
- Real-time reporting for institutions to track trends and assess impact

According to Dr. Perez, students appreciate that all Mantra Health services are conducted virtually and there are no location or scheduling constraints. In addition, students get to work with culturally-informed clinicians who have diverse backgrounds, specialized training, and come to sessions with their own lived experiences, making them well equipped to assess, diagnose, and treat students of various backgrounds and identities.

> ***"It is wonderful to work with a provider that has a wide range of counselors to serve our students in their preferred language and in the area of specialty that they want or need."***
>
> — **Lourdes Perez, EdD**, Director of Student Wellness and Operations at Miami Dade College

Mantra Health has helped Miami Dade:

- ✓ Expand its diverse network of providers
- ✓ Clinical reporting and collaboration
- ✓ Increase the pathway to accessible, high-quality care
- ✓ Establish real-time collaboration between on-campus and virtual providers
- ✓ Seamlessly integrate across all campuses, bridging care gaps
- ✓ Build a holistic, wraparound support system for the entire student body

With the support of Mantra Health, Miami Dade has been able to reduce wait times, increase provider diversity, and expand its service offerings to include both clinical and non-clinical offerings.

“Having witnessed Mantra Health’s growth over the years, I’m very proud,” said Dr. Perez. “They’ve done a great job.”

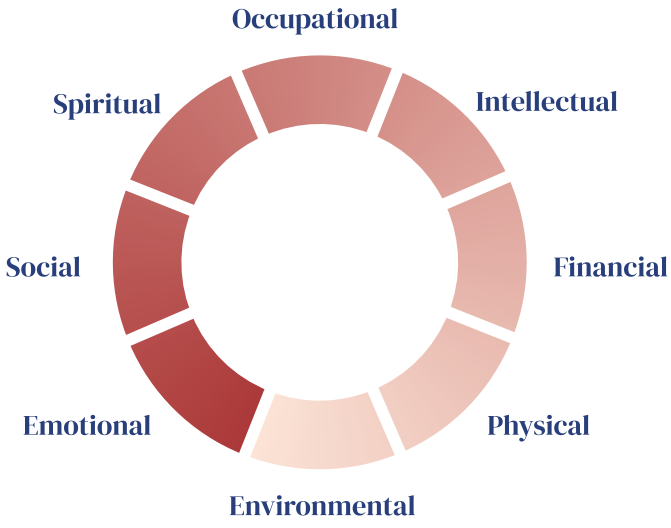
In addition to providing high-quality services, Mantra Health has been a reliable, trusting partner for more than five years. When Miami Dade wanted to add on or change its service offerings, Mantra Health helped make that happen. Working with Mantra Health’s dedicated partner success manager and marketing team, Miami Dade has successfully distributed various personalized marketing campaigns year after year and hosted ongoing wellness workshops, increasing awareness and supporting utilization of the Mantra Care Hub.

A holistic wraparound solution for student well-being

Since working with Mantra Health, Miami Dade has found the most commonly diagnosed mental health conditions among students in care is anxiety, depression, and stress and adjustment disorders. Knowing this, Miami Dade can better predict the needs of its students and implement resources, programs, and initiatives to better prepare students for handling high levels of stress and various mental health symptoms.

Knowing not all students need counseling, Dr. Perez has made the most of Mantra Health’s stepped care approach, which emphasizes preventative care and recognizes the overall importance of student wellness.

“***Wellness is an integral part of every students’ overall health, happiness, and success on campus***,” said Dr. Perez, which is why Miami Dade invests in the eight dimensions of wellness.





> ***"Students have the flexibility and the option to choose what works best for them. Mantra Health has been a game-changer."***
>
> — **Janet Mapp**, Director of Single Stop at Miami Dade College

Miami Dade is actively working with Mantra Health, as well as Active Minds, Mental Health First Aid, and the QPR Institute, among other organizations to build the most comprehensive system of student support. Dr. Perez wants the campus to be fully equipped to meet the varying needs of students, whether it's through skills-based learning workshops, financial assistance, medication classes, or counseling.

> ***"Mantra Health has helped us build a robust, holistic wellness program for Miami Dade students,"***
>
> — Lourdes Perez, EdD, Director of Student Wellness and Operations at Miami Dade College

With Mantra Health's dedicated partnership, Miami Dade has been able to bridge the care gap across its eight campuses, providing the digital scale and cultural diversity required to serve its unique, non-traditional student body. This partnership has turned a long-held goal into a reality: a reliable, institutional safety net that protects student well-being and clears the path for long-term academic and post-graduation success.

4.99/5 Mantra Health received a 4.99/5 rating from students.

About Mantra

Mantra Health is the digital mental health provider built exclusively to support student well-being and success across higher education. Its comprehensive mental health and wellness solutions include basic needs support, coaching, self-guided wellness courses, peer support, therapy, psychiatry, 24/7 crisis intervention, intensive outpatient programming, and persistence intelligence technologies, empowering institutions to deliver a seamless continuum of care. Mantra Health's solutions have been deployed across 150+ campuses, serving over 1.3 million students.

To learn more about our partnerships, contact partner@mantrahealth.com.

