Counseling and Prevention Services (CAPS)

Fiscal Year 2022 Impact Report

# Mission

Counseling and Prevention Services provides mental health treatment, training and prevention to support WSU community wellness, while fostering optimal academic and personal growth.

# Student Snapshot

Percent of Campus Served 7.6% (n=1220)

Busiest Intake Times September (n=157) & October (n=164)

Avg Wait Time for Routine Intake 6.41 business days (including holidays)

Gender30% Male  
62% Female  
5% Self-Identify/Transgender  
3% No Response

Ethnic Minorities8.8% Asian  
12.7% Hispanic  
8.8% African American  
8.5% Other  
3.4% No Response

Sexual Orientation32.7% LGBTQ+  
1.4% Self-Identify  
60.7% Heterosexual/Straight  
5.2% No Response

First Generation College Students30.8% Students self-identified as such

International Students8.7%

Care TeamApproximately 24% of students served at CAPS had an open CARE Team case in FY22

\*Please see comparable fiscal year data in the Counseling Services section

# Counseling Services

* Number of individual appointments attended: FY22 has 5850, which is a6.44% increase from FY21 and includes the most individual appointments attended at CAPS ever.
* Number of students using services: FY22 had 1220 which is a 25% increase from FY21.
* Number of clients on a suicide specific treatment protocol: FY22 had 138.

# Clinical Training

* CAPS continues to provide applied training opportunities for both WSU students and students from other universities. During the 2021-2022 academic year, 12 of our clinicians were in dedicated training positions. We have 8 dedicated training positions again this year. Due to the high demand for mental health providers in the community, CAPS was unable to fill is post-graduate positions as recent graduates were able to find permanent employment despite their remaining supervised hours needed for licensure.
* This year, our office will provide training opportunities for students across two different programs at WSU (Psychology Department and Counseling Educational Leadership and Intervention Services and Leadership in Education (ISLE) and for students from two other universities (Roosevelt University and Regent University).
* Due to the applied learning program, CAPS has been able to provide access to mental health services on campus.Our trainees provided 3,185 hours of clinical services in FY22, which represents a 15% decrease from the year before as trainees seek more permanent employment opportunities in the community.

# CAPS Staff Highlights

* Dr. Jessica Provines, Chief Psychologist was awarded the President's Distinguished Service Award for her service at WSU.
* Dr. Marci Young, Director of Prevention Services was the recipient of the Phenomenal Women Award from Office of Diversity and Inclusion.
* Dr. Christopher Leonard, Director of Counseling Services was selected to the national Center for Collegiate Mental Health Advisory Board.

Issues/Challenges Facing the Counseling Services

* COVID-19 Pandemic influence on service delivery and demand
* Resignations of 3 licensed therapists over the course of the year to higher paying private practice opportunities in the Wichita area
* Post-degree positions being vacant
* Resignation of Assessment and Outreach coordinator, which ended the psychological assessment services at CAPS

Proposed Counseling Goals for FY23

* Stabilize staffing problems by aligning compensation to the external, local market
* Increase clinical capacity with growth in demand by expanding therapist and trainee positions
* Complete review of clinical data regarding persistence in treatment with URM students who seek services at CAPS
* Updated couples therapy process to improve client and clinician experience
* Continue to review and develop recommendations for improving clinical service model which are in line with HIPPA and integration with SHS
* Develop national benchmarking goals with CCMH data
* Develop continuing education program for staff to engage in at CAPS
* Explore public/private partnerships to best serve students’ and trainees’ psychological assessment needs

CAPS Counseling Services

Christopher Leonard, Psy.D., LP, Director of Counseling Services

FY22 Counseling Services Goals

* Review clinical data regarding persistence in treatment with URM students who seek services at CAPS (In progress)
* Develop flexible clinical service delivery that balances students’ treatment needs and the everyday demands of being a student (Completed)
* Develop service model assessment to explore effectiveness of the local treatment options of telehealth, in-person, and hybrid service delivery (Completed)
* Continue to review and develop recommendations for improving clinical service model which are in line with HIPPA and integration with SHS (Continued/in progress)
* Incorporation of CAPS campus assessment of services results into the CAPS clinical model (Completed)

FY22 Additional Achievements

* CAPS launched a hybrid model for service delivery that now allows students to attend sessions in-person or remotely.
* CAPS completed the CAS assessment.
* CAPS transitioned all mental health medication services to Student Health Services to streamline the student experience.
* CAPS hired BIPOC focused therapist
* CAPS hired a student worker to assist area coordinators while providing the student an applied learning experience.

FY22 Client Satisfaction Survey (CSS) Highlights

* Over the course of two weeks in the spring 2022 semester students who have been seen one or more times at CAPS were asked to complete the Client Satisfaction Survey (CSS) online. The CSS is then reviewed with the client to actively engage in addressing therapeutic alliance, treatment outcomes, and experiences with CAPS during the spring semester. CSS for spring 2022 had 214 responses. The results of the survey indicated high levels of student satisfaction with their experiences with CAPS and with their therapists.
* 94% of respondents felt treatment at CAPS made their specific problem somewhat/a lot better.
* 76% of respondents indicated that they are more likely to continue at WSU because of CAPS.
* 95%of respondents indicated that staff at CAPS provided an inclusive environment.
* 94% of respondents indicated that they would recommend CAPS to a friend.
* 95% of respondents indicated that they would return to CAPS if they needed help.

Counseling Services Past Five Fiscal Year Comparisons

CAPS Group Therapy Report

Samantha Tedder, M.S., LMLP, Group Therapy Coordinator

FY22 Highlights

* Students spent 422 hours in group therapy at CAPS in the fall 2021 and spring 2022 semesters.
* CAPS continued to provide free, group services to students during the changes of COVID-19 safety precautions by adapting group services delivery as needed; CAPS transitioned most groups to in-person for the first time since Spring 2020.
* Support Groups have continued to expand across campus and community partnerships; CAPS offered four different support groups that focused on either a specific presenting problem or under-represented population.

FY23 Group Therapy Coordination Goals

* Increase incoming trainees’ knowledge of the benefits to group therapy and demonstrate how an interpersonal process group can achieve presenting concerns results expressed during an intake
* Implement newly developed group therapy satisfaction survey to better collect data for future semesters
* Continue to increase the marketing of group therapy across campus and on social media by working with the Coordinator Student Worker and marketing team

Group Therapy Trends

\*Spring 2020 data displayed prior to university shut down due to COVID-19

CAPS Diversity, Equity, & Inclusion Report

Margarita Baez, MS, LCPC, BIPOC Focus

FY22 Highlights

* CAPS became a member of the WSU Bias Incident Response Group
* Participated in SGA Spring 2022 diversity panel
* Facilitated Cultural Humility continuing education training at CAPS
* Needs assessment:
  + Reached out to campus partners to assess unique needs of their student body
  + Reached out to BIPOC student organizations to conduct needs assessment that would help gather information needed in hopes to develop programing tailored to their needs
* Facilitated Real Talk sessions with Office of Diversity and Inclusion (ODI)
* Continued partnerships with International Education
* Provided Connect with a Counselor times that were available within ODI, International Education and one other department on campus
* Explored/advocated on ways to train staff/faculty (people that directly work with students) in hopes that they gain better understanding on impact & connection of mental health and race
* Participated in various outreach presentations and information tables for currently enrolled BIPOC students and prospective students

**\* See above CAPS client demographic data**

Athletics Coordination Report

Brianna Ward, Ph.D., Athlete Mental Health Coordinator/Staff Psychologist

FY22 Direct Interventions

* 21% of student-athletes have been served (54 total student-athletes, all 15 NCAA sports are represented, which equals to just over 1 new student-athlete per week that are seeking out mental health services)
  + 39 new student-athletes sought out services this year
* 80 hours of direct outreach with athletes and teams, which include team building, performance strategies, and strategies to improve overall mental health
  + Met weekly with one athletic team for the duration of the year providing anxiety management strategies and performance-based interventions
  + Invited and traveled with a team to a post-season appearance
* Over 250 hours of consultation to coaches, sports medicine, and parents of student-athletes

FY22 Initiatives

* Social media platform:
  + Instagram: goshockersmentalhealth:
    - 83 posts, 265 followers
* Joined the Diversity and Inclusion Committee within the Athletics Department
  + Invited International student-athletes to meetings to learn about their experience and how to create a more inclusive environment for athletes at WSU
  + Held Black History Month Panel at Koch Arena
* Developed a partnership with the Sport Counseling program at WSU and opened a practicum position for their students
  + First student starting in FY23
* Developed interdisciplinary team meetings with coaches, academic coordinators, strength staff, and athletic trainers
* Maintained visibility at athletic department events to support Student-Athletes and build relationships (i.e. home games, practices, Athletic Training Room)
* Developed sport psychology specific presentations for the Human Performance Lab, Sport Management Lecture Series, and for a mandatory student-athlete event