

Counseling and Prevention Services (CAPS)

Fiscal Year 2019 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

Served 964 of the campus population.

Gender	33%	Male
	64%	Female
	2%	Self-Identify/Transgender
	1%	No Response
Ethnic Minorities	10.5%	Asian
	9.9%	Hispanic
	8.9%	African American
	7.2%	Other
	1.2%	No Response
Sexual Orientation	18%	Lesbian/Gay/Bisexual/Questioning
	4%	Self-Identify
	74%	Heterosexual/Straight
	3%	No Response
First Generation College Students	30%	Students self-identified as such
International Students	8%	
Care Team		Approximately 20% of students served at CAPS had an open CARE Team case in FY19

Clinical Services

- **Number of total appointment attended:** FY19 has **5327** which is a **15.5% increase** from FY18 and is the most appointments attended at CAPS.
- **Number of new students using services:** FY19 has **678** which is a **15.5% increase** from FY18 as well as the most new students ever served in a fiscal year by CAPS.
- **Number of new students who were first seen in crisis:** FY19 has **125** which is a **60.2% increase** from FY18 as well as the most new student crisis appointments attended in a fiscal year by CAPS.

Training

- CAPS continues to **expand applied training opportunities** for both WSU students and students from other universities. **We expect to have 14 students this upcoming year**, when compared to around 6-8 students in the past.
- Next year, **our office will provide training opportunities for students across three different programs at WSU** (Psychology Department, Social Work, and Counseling Educational Leadership, Educational Psychology, and School Psychology (CLES)) and for students at two nearby universities. Additionally, WSU CAPS has a long history of participating in an accredited, nation-wide, psychology, doctoral internship program and will continue to provide training to students recruited through that program in the upcoming year.
- Due to increasing training opportunities, CAPS also increases access to mental health services on campus. Our trainees provided 2513 hours of clinical services in FY19, which was a 48% increase from the year before. **CAPS anticipates an increase in mental health services provided by trainees in FY20, which will be a 57% increase in the amount of hours trainees are in office each week compared to FY19.**

Prevention and Outreach

- In FY19, CAPS **trained 503 individuals in suicide prevention** which is a **109% increase** in students, faculty, staff, and community members trained compared to FY18.
- CAPS engaged in **338 hours of prevention and outreach** and had **12,680 contacts with students, parents, staff/faculty, and community members.**
- **1,376 online mental health screens were completed.** This was a **342% increase** from the previous fiscal year.

CAPS Initiatives and News

- CAPS **#WSUWeSupportU - Preventing Suicide Training** was rolled out in September 2018.
- The former Counseling & Testing Center was separated into two departments, CAPS and Testing Services as CAPS prepares for relocation to the new **Steve Clark YMCA and Wichita State University Student Wellness Center** opening January, 2020.
- Emphasized the University's focus on student wellbeing by strengthening the collaboration between CAPS, Student Health Services and Campus Recreation with the reestablishment of the Wellness Unit within Student Affairs.
- CAPS has formally adopted a StrengthsFinder approach to maximizing team potential.
- Grew clinical capacity by filling vacant positions and adding new staff with novel funding partnerships across campus.





CAPS Director Report FY19

Director Jessica Provines, Ph.D.

7/18/19

1. Restructured Counseling and Testing Services into two separate orgs, CAPS and Testing Services
2. Created a leadership team for CAPS made up of the AVP of Wellness, the Associate Director/Clinical Director, the Assistant Director/Training Director and the Assistant Director/Prevention & Outreach Director positioning the department to grow its prevention and applied learning efforts
3. Emphasized the University's focus on student wellbeing by strengthening the collaboration between CAPS, Student Health Services and Campus Recreation with the reestablishment of the Wellness Unit within Student Affairs
4. Filled 6 vacancies stabilizing staff turnover and hiring coordinators for the Group Therapy and Psychological Assessment Programs
5. Addressed problems with talent recruitment and retention by increasing market competitiveness without increasing overall budget
6. Grew clinical capacity by creating new trainee positions including three new paid trainee positions and recently created an Athlete Mental Health Coordinator position with new funding partnerships with Housing and Residence Life, WSUTech, and Athletics increasing the overall CAPS budget by 110K
7. Developing a plan for Testing Services new location and role on campus
8. Participating in the design and construction planning process for the new Steven Clark YMCA and Student Wellness Center scheduled to open in January, 2020
9. Reallocated space within the current center for a serenity space and increased clinical capacity
10. Completed the E-Launch training program with the prevention team earning a certificate of entrepreneurship from the Center for Entrepreneurship and WSU Ventures, which allowed CAPS to develop a business model canvas to begin commercializing the #WeSupportU Suspenders Mental Health Campaign and Training Series to other Universities
11. Led the effort to get crisis signs installed in the parking garage and am working with stakeholders across campus to develop a long-term funding solution to raise 45K to reduce student access to lethal means by replacing all curtain rods in campus housing with ligature resistant alternatives
12. Developed a plan with SHS to co-locate and integrate services.
13. Rebranded CAPS with suspender marketing.

14. Multiple Understanding self and others as well as Dialectic Behavioral Therapy groups are now being offered in fall and spring semesters.
15. Intern and practicum student involvement has increased in facilitating groups. This has allowed for greater training opportunities for practicum students and for interns to obtain increased supervision experience.
16. All offered groups “made” spring 2019.

Highlights

- Restructured Counseling and Testing Services into two separate orgs, CAPS and Testing Services to prepare for new Wellness Center opening in January, 2020.
- Emphasized the University’s focus on student wellbeing by strengthening the collaboration between CAPS, Student Health Services and Campus Recreation with the reestablishment of the Wellness Unit within Student Affairs.
- Grew clinical capacity by filling vacant positions and adding new staff with novel funding partnerships across campus.

Wichita State University Counseling and Prevention Services Clinical Services Report

Associate Director Christopher Leonard, Psy.D.

FY 2019

Counseling and Prevention Services Mission

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

Clinical Services Mission

Clinical services strives to provide efficient, ethical, and culturally competent clinical services to students to assist them in increasing wellbeing and academic achievement.

FY 2019 Clinical Services Goals

- Provide timely (within 10 business days) intake appointments to the campus community.
- Provide a minimum of 4 group counseling options in both the fall and spring semesters.
- Develop recommendations regarding utilization and retention for traditionally underserved student groups based on clinical data collected over the past three years.
- Initiate file review process.
- Explore and utilize data to inform adjustments to clinical service delivery model.
- Review and develop recommendations for improving clinical service model which are in line with HIPPA and integration with SHS.
- Develop/update Titanium forms (CCAPS acknowledgement, SDS, & CLICC).
- Develop effective format for reporting clinical services data.

CAPS Client Profile for FY19

Served **6.4.% (n=964)** of the campus population.

Number of sessions	69%	1-5
	17%	6-10
	6%	11-15
	3%	16-20
	4%	21+

- Busiest intake times were September (n=119) & October (n=137)
- Average wait time for new students seeking services – **5.75 business days** (including holidays)

Issues/Challenges Facing the Clinical Services

- Transition into Wellness Center
- Loss of Psychologists with 3 years of experience as independently licensed
- Increasing demand
- Onboarding of new staff members

Proposed Goals for FY20

- Increase interpersonal process groups to 3 options during fall & spring semester
- Provide clinical services data to increase outreach marketing for unserved groups and track for changes in use of clinical services
- Assess and revise current clinical services delivery model
- Increase tracking of wait time between scheduling and first appointment
- Develop assessment model that is in line with Student Affairs Assessment Committee standards
- Review and develop recommendations for improving clinical service model which are in line with HIPPA and integration with SHS.
- Become members of CCMH and start contributing CCAPS data
- Develop and administer new student satisfaction survey

Summary

In review of clinical services in FY19, I am proud of the effort provided by staff and administration in the support of and provision of clinical services at CAPS. In stepping into the role of Associate Director/Clinical Director in August 2018, I set a number of goals for clinical services to meet this fiscal year. Looking back, we at CAPS have accomplished many positive outcomes and have reached an increasing number of students.

We continue to be successful in providing timely (within 10 business days) intake appointments to the campus community. We have seen a revitalization in group counseling offering the fall and spring semesters. We are in the development phase of creating recommendations regarding utilization and retention for traditionally underserved student groups based on clinical data collected over the past three years. We successfully started our first year of completing file reviews. With support of the director we have been able to explore and utilize data to inform adjustments to our clinical service delivery model. We are still in the process of reviewing and developing recommendations for improving clinical service model which are in line with HIPPA and integration with SHS and with greater partnerships with SHS and General Counsel we can better develop appropriate policies/documents. We, with input of staff members at CAPS, developed/updated Titanium forms to better track outcomes and gain a better understanding of the student population we serve. Finally, with the completion of this report, I feel we have now developed an effective format for reporting clinical services data to appropriate stakeholders.

Please see comparable fiscal year data for more information.

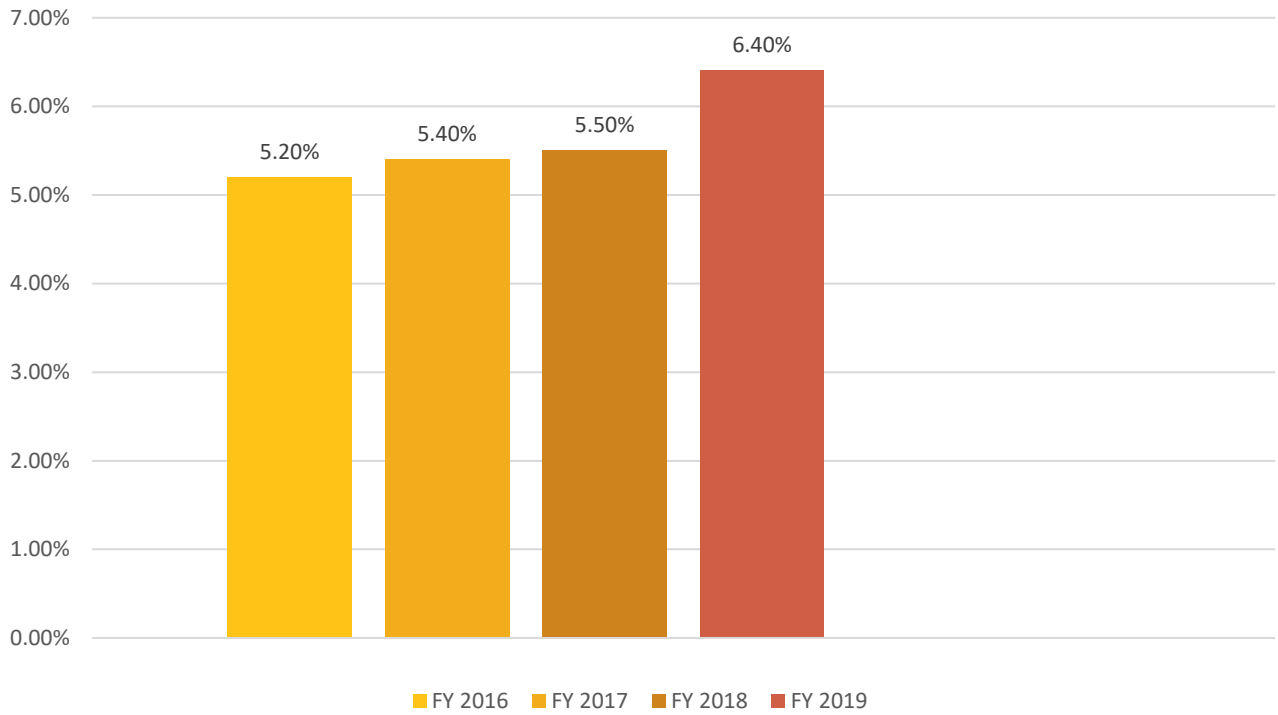
FY 2019
Clinical Services
Fiscal Year Comparisons
YEAR END DATA

Type of Client	Center Unique Client Utilization (white average, green above average, red below average)											
New Students	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 19	24	45	89	105	90	26	38	60	65	80	31	25
FY 18	17	50	83	87	72	31	48	48	53	46	39	13
FY 17	21	43	80	77	75	31	51	59	41	46	32	20
FY 16	25	44	76	86	57	26	32	63	57	58	30	26
Returning Students	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 19	93	42	30	32	23	8	11	6	15	15	8	3
FY 18	87	30	29	16	14	4	15	14	11	11	4	0
FY 17	98	23	27	24	11	7	7	7	5	12	7	4
FY 16	111	31	16	5	9	2	7	12	3	6	3	2
Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 19	117	87	119	137	113	34	49	66	80	95	39	28
FY 18	104	80	112	103	86	35	63	62	64	57	43	13
FY 17	119	66	107	101	86	38	58	66	46	58	39	24
FY 16	136	75	92	91	66	28	39	75	60	64	33	28

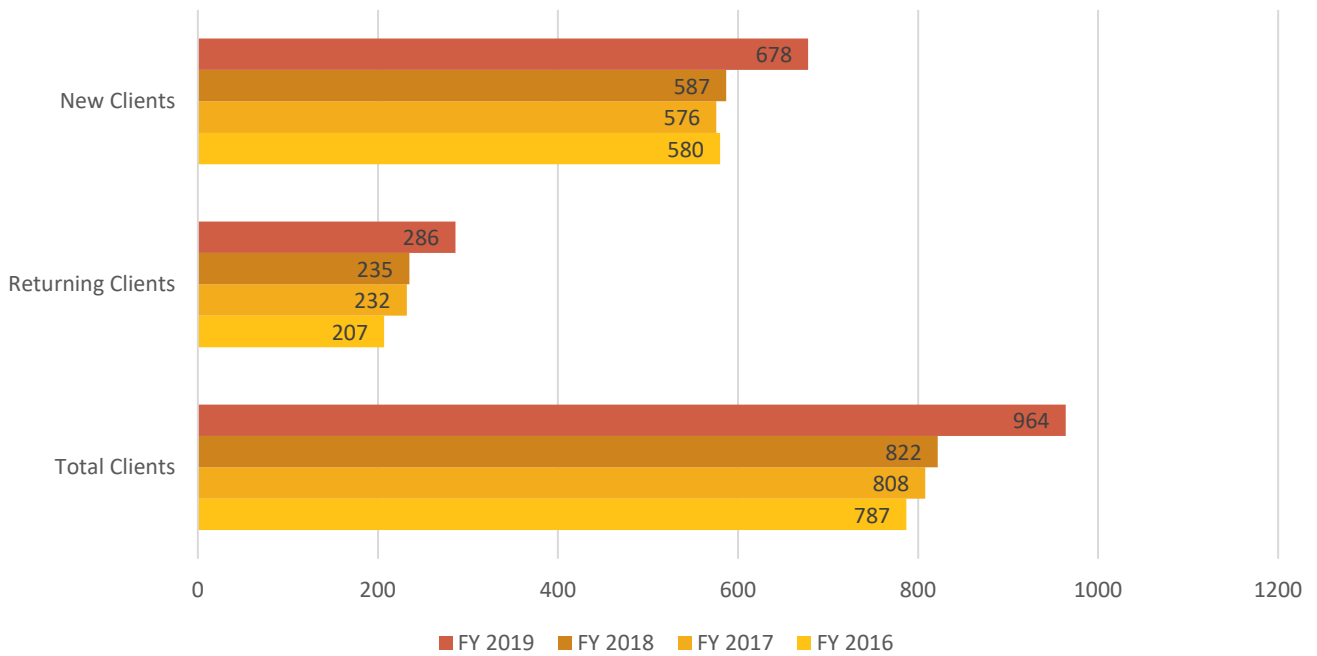
New Client Crisis Appointments (white average, green above average, red below average)													
Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
FY19	4	8	23	18	18	2	4	10	14	18	5	1	125
FY18	6	4	13	14	16	2	2	4	9	3	4	1	78
FY17	2	4	13	9	9	6	5	8	4	11	9	5	85
FY16	0	5	16	19	15	6	5	12	9	7	3	2	99
Avg by month	3	5.3	16.3	15	14.5	4	4	8.5	9	9.75	5.25	2.25	

CAPS Service Delivery Data Snapshot				
	FY16	FY17	FY18	FY19
All Psychiatric Hospitalizations	14	10	26	20
No. of Suicide Attempts During Tx	5	7	9	12
Total clients w/ a Suicide Specific Tx Protocol	51	42	86	125
New Care Team Clients	24	60	?	198 on waitlist
Crisis Intakes	108	90	80	125
Routine Intakes	428	456	452	520
No. of clients	787	809	981	964
Avg. # of Appt. per Ct.	6.17	5.26	5.61	5.53
CAPS Psychiatry Specialty Initial Eval. # of Ct.	47 (6%)	34 (4.2%)	34	25
CAPS Psychiatry Specialty Med. Checks. # of Ct.	64 (8.1%)	29 (3.6%)	42	33
SHS Psychiatric Medication Referrals	SHS did not Rx psych meds	61 (After losing funding for the APRN position, developed a relationship with SHS to refer for psych. meds)	64	98
ADHD/LD Completed Assessments	18	16	16	16
3 Most Common Diagnosis	1. Anxiety Related 45.73% 2. Mood disorders 32.66 % 3. Phase of Life Problem 13.57%	1. Anxiety Related 47.75% 2. Mood disorders 34.03 % 3. Phase of Life Problem 14.88%	1. Anxiety Related 51.17% 2. Mood disorders 37.24 % 3. Phase of Life Problem 7.92%	1. Anxiety Related 53.02% 2. Mood disorders 40.94 % 3. Phase of Life Problem 5.18%

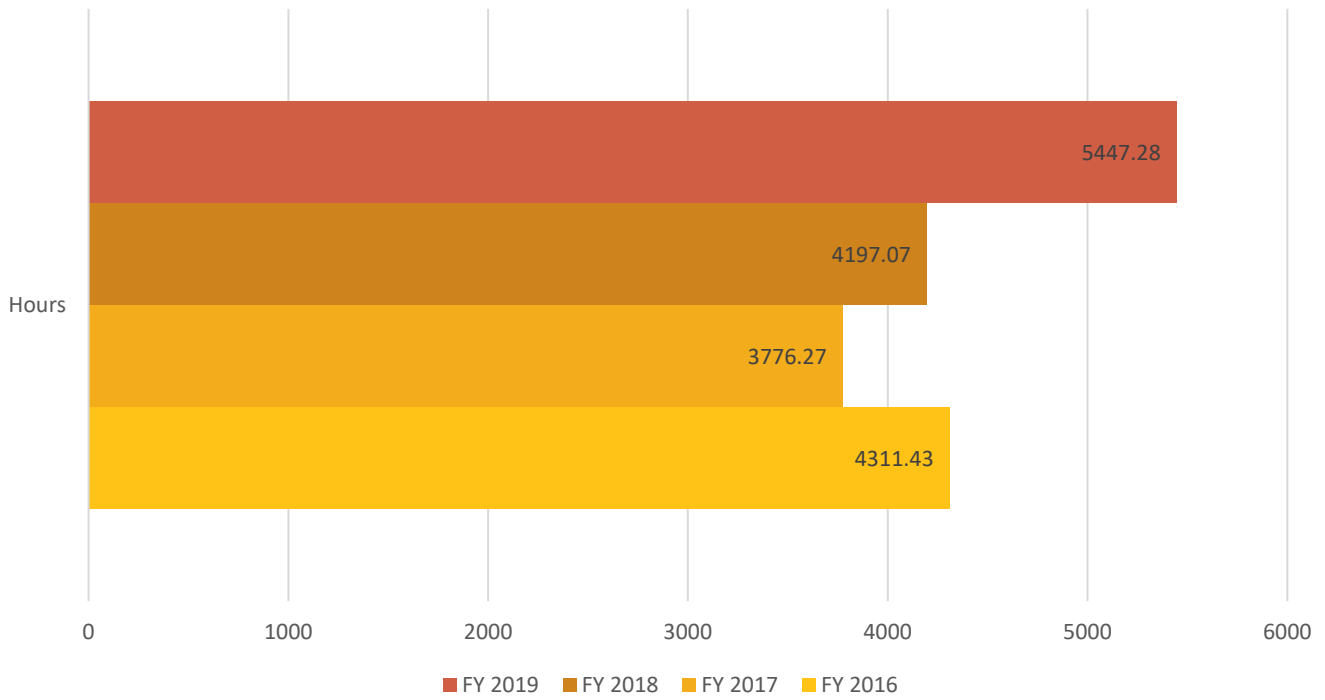
Percent of Student Body who Sought Services (Based on Enrollment of 15,000)



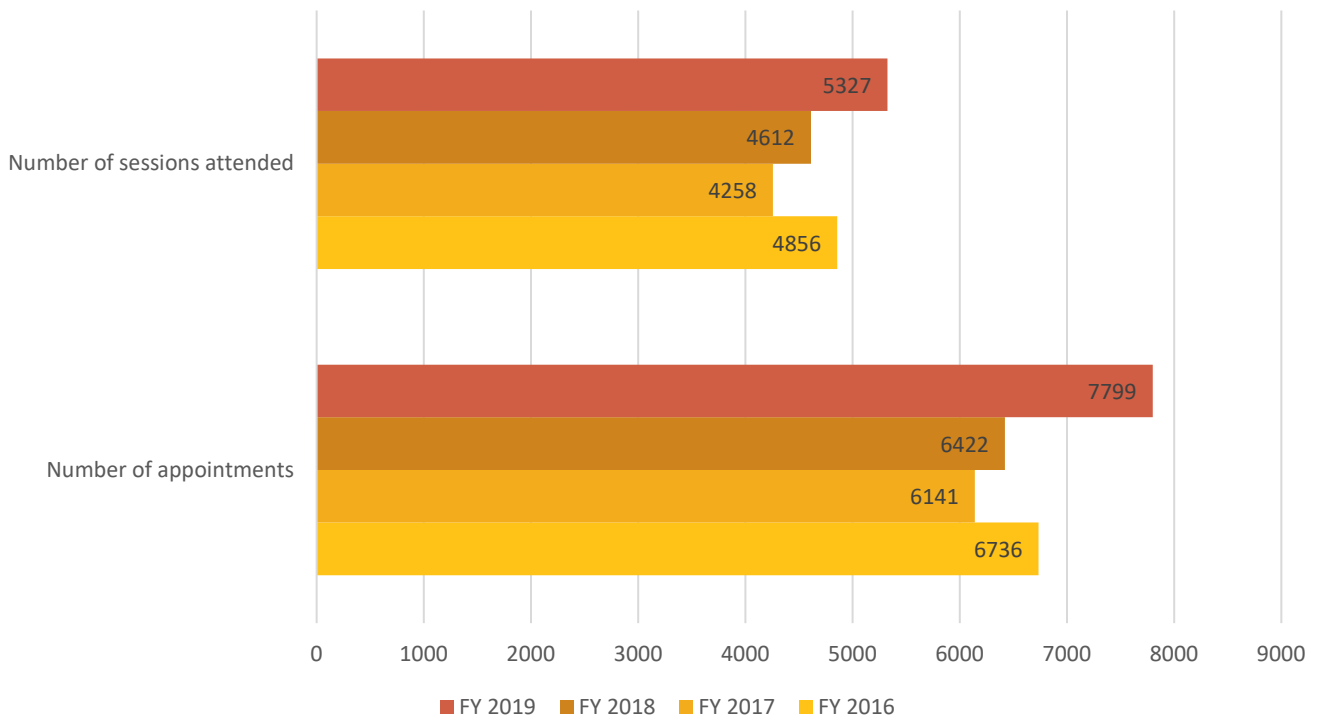
Number of Clients Served



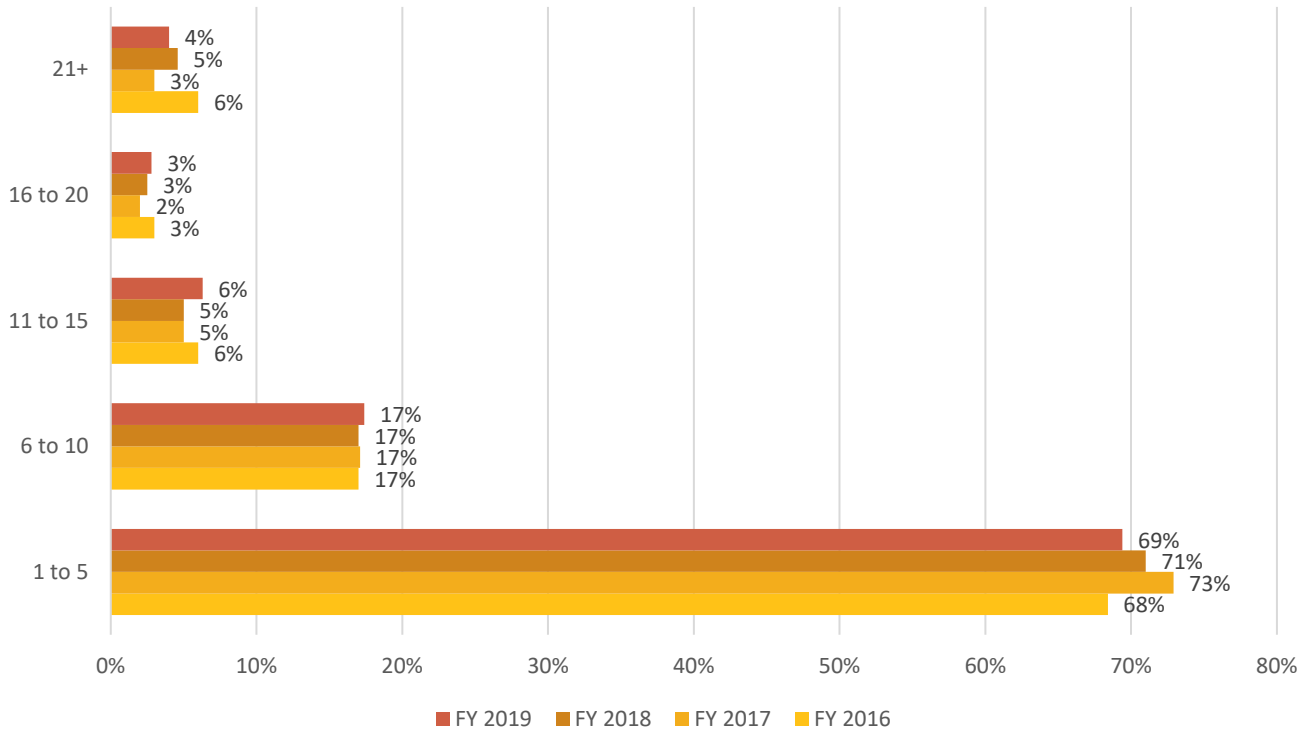
Total Number of Hours of Clinical Services Provided



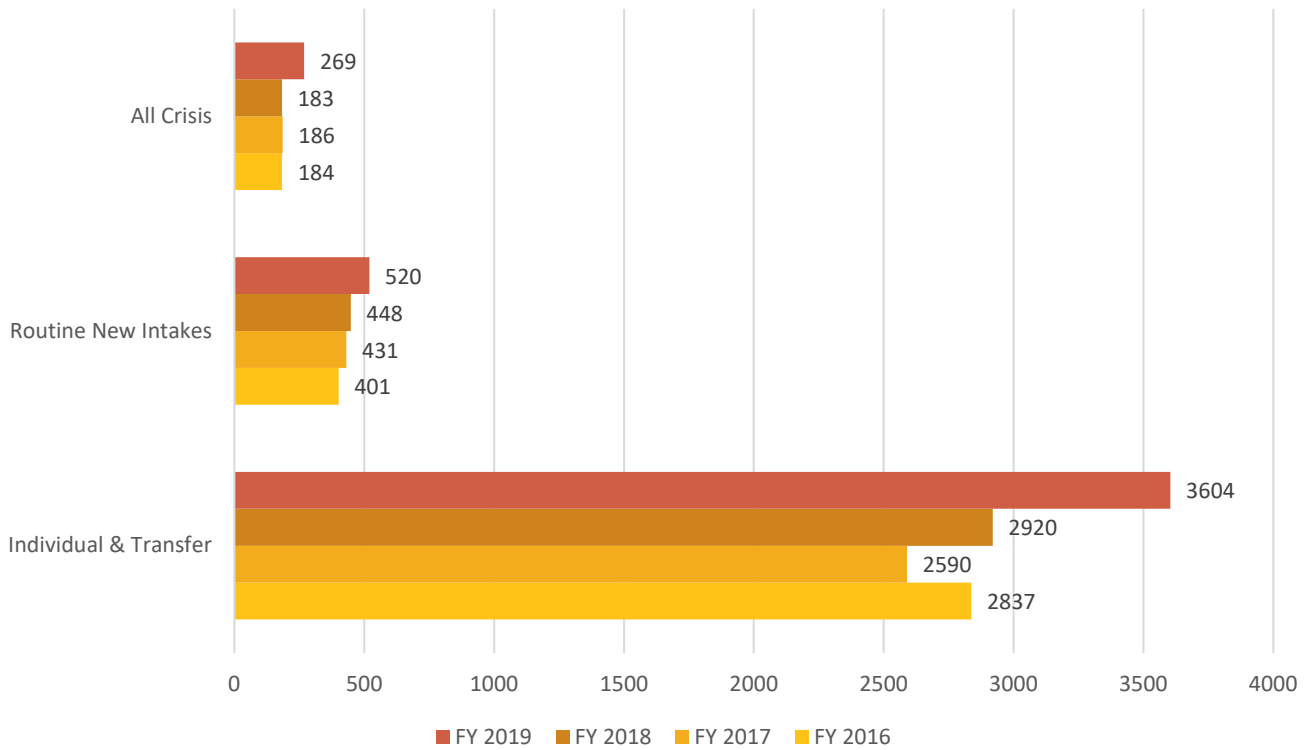
Number of Counseling Appointments and Sessions Attended



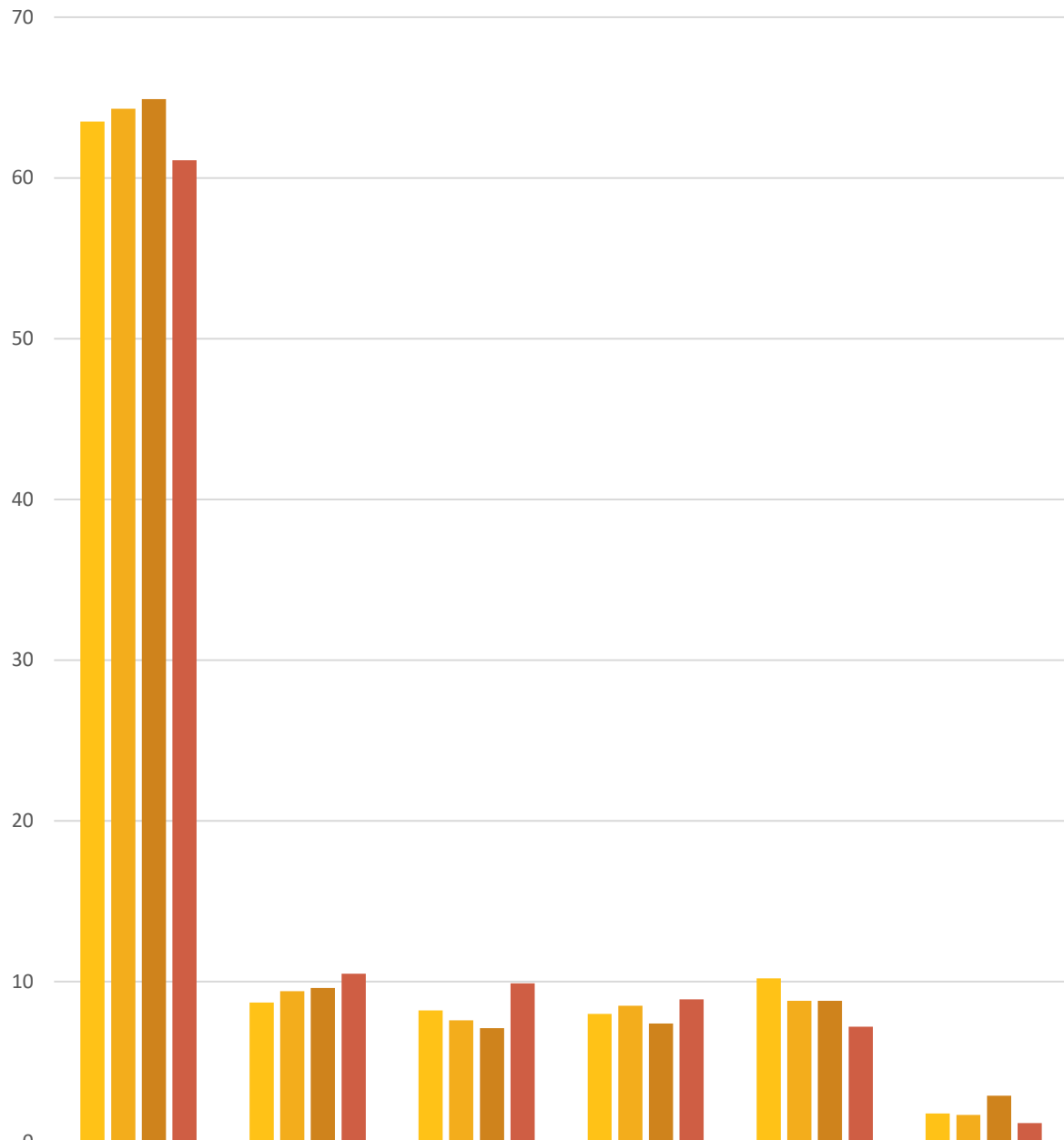
Number of Visits by Individual Clients



Number of contacts according to appt type



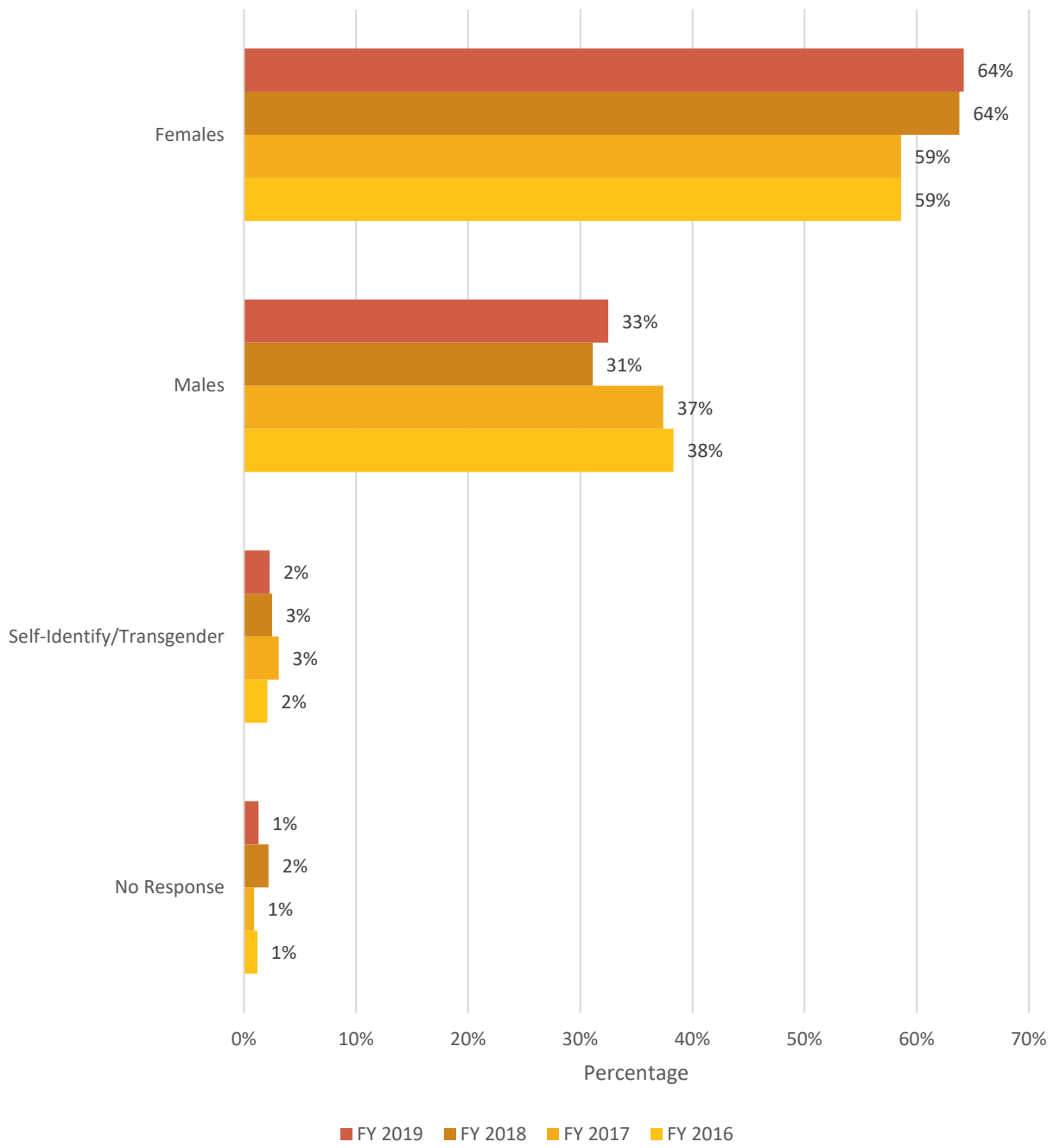
Ethnic Representation (% of clients)



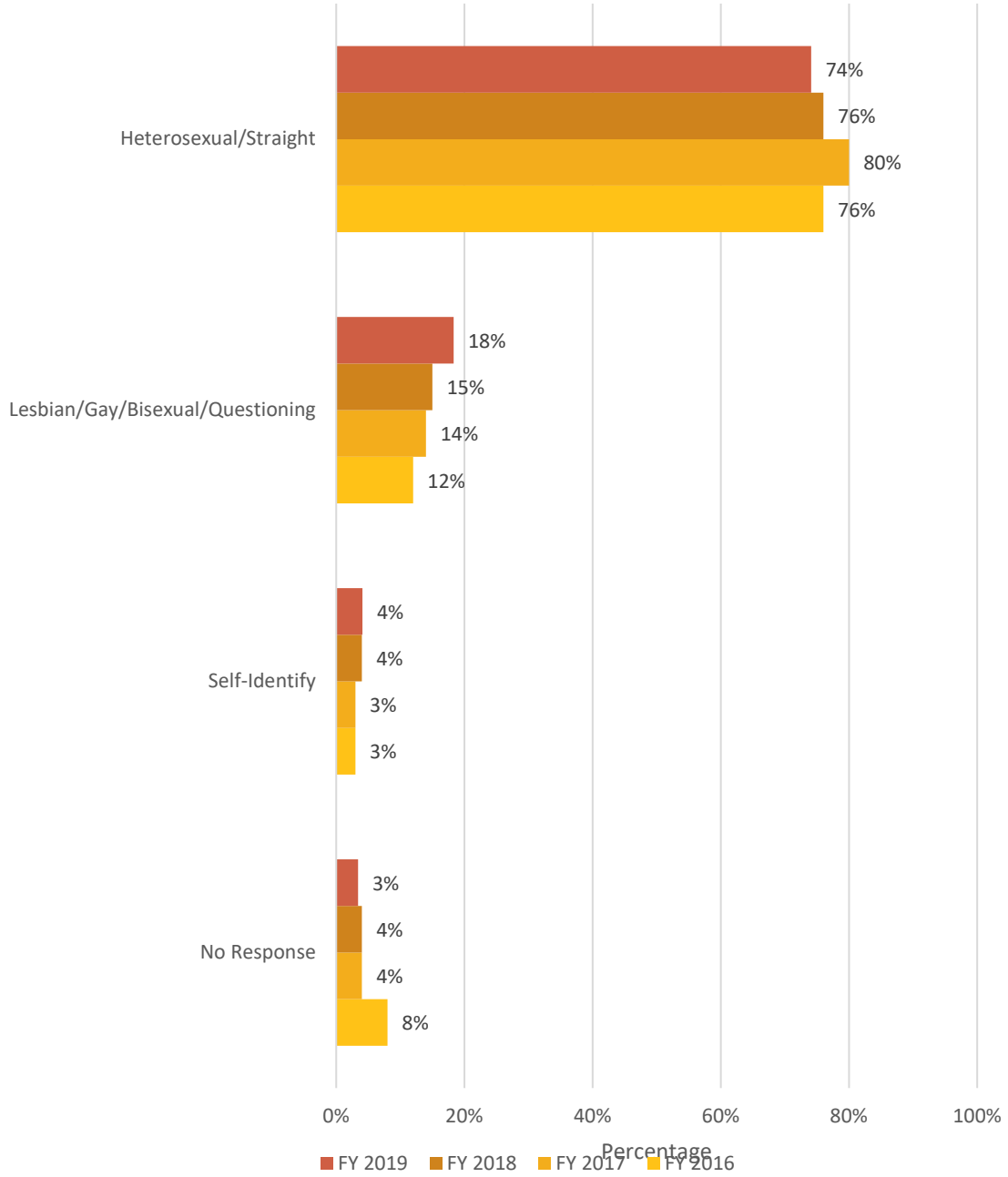
	Caucasion	Asian	Hispanic	African American	Other	No Response
FY16	63.5	8.7	8.2	8	10.2	1.8
FY17	64.3	9.4	7.6	8.5	8.8	1.7
FY18	64.9	9.6	7.1	7.4	8.8	2.9
FY19	61.1	10.5	9.9	8.9	7.2	1.2

■ FY16 ■ FY17 ■ FY18 ■ FY19

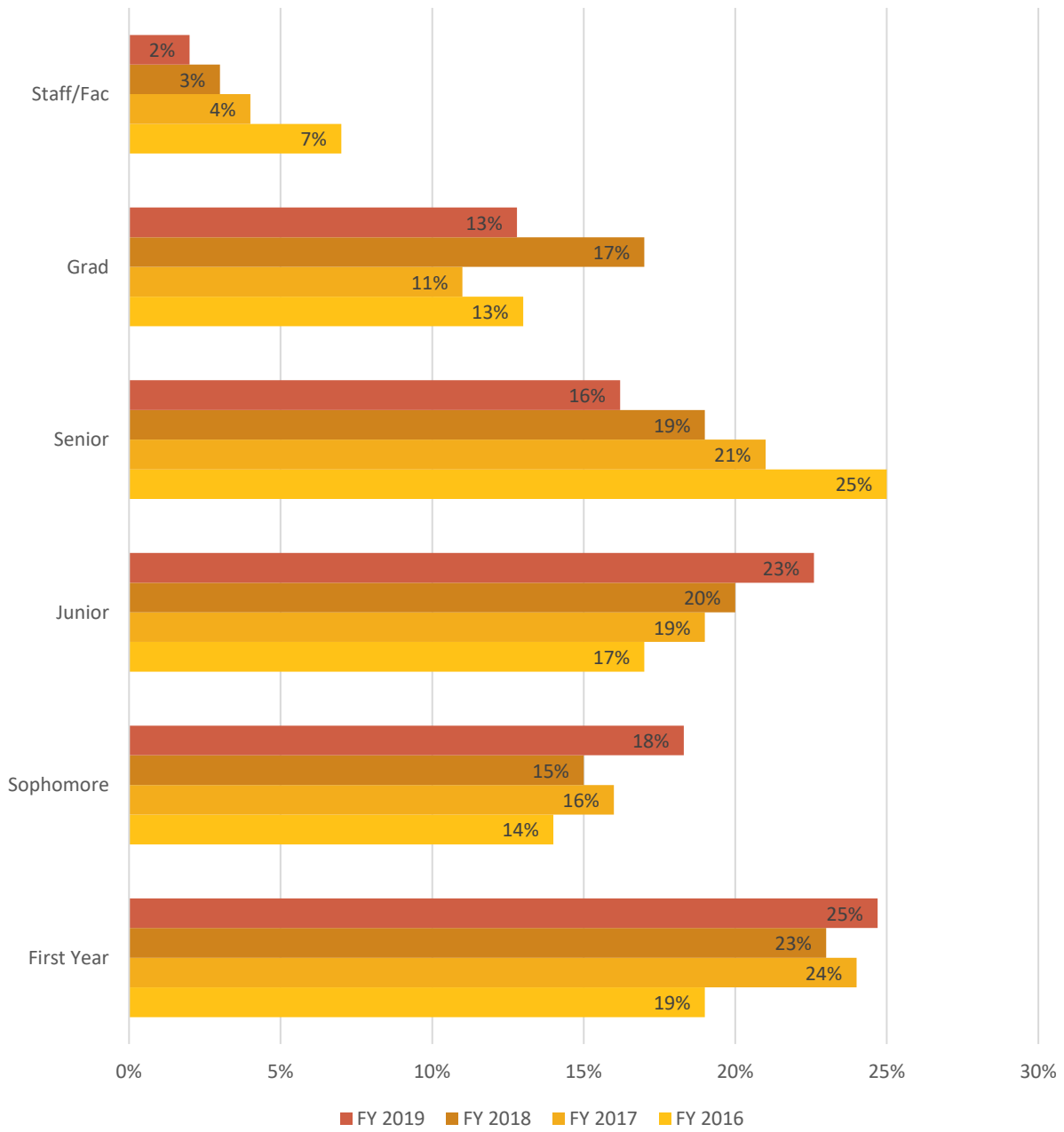
Gender Distribution (% of clients)



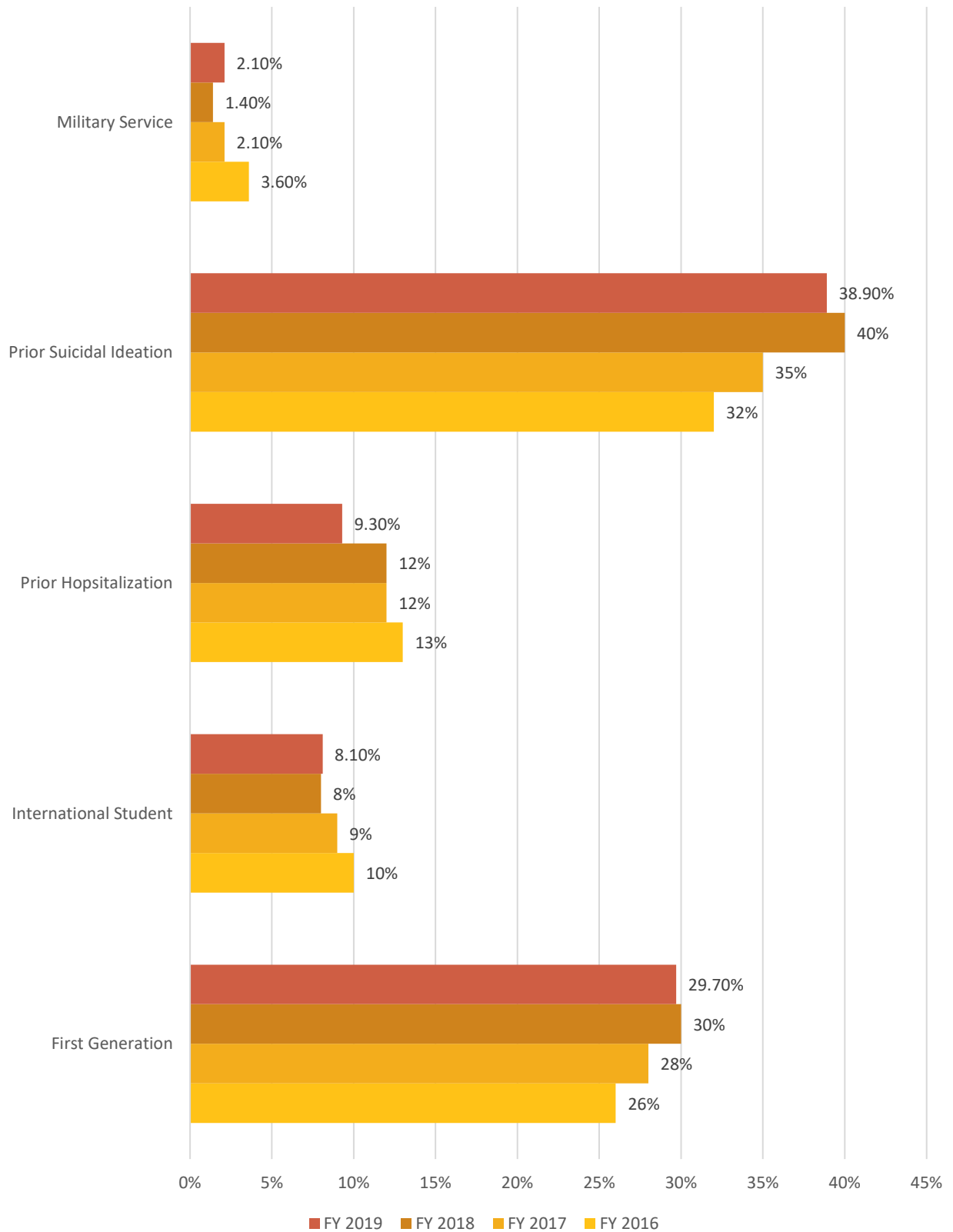
Sexual Orientation Distribution (% of clients)



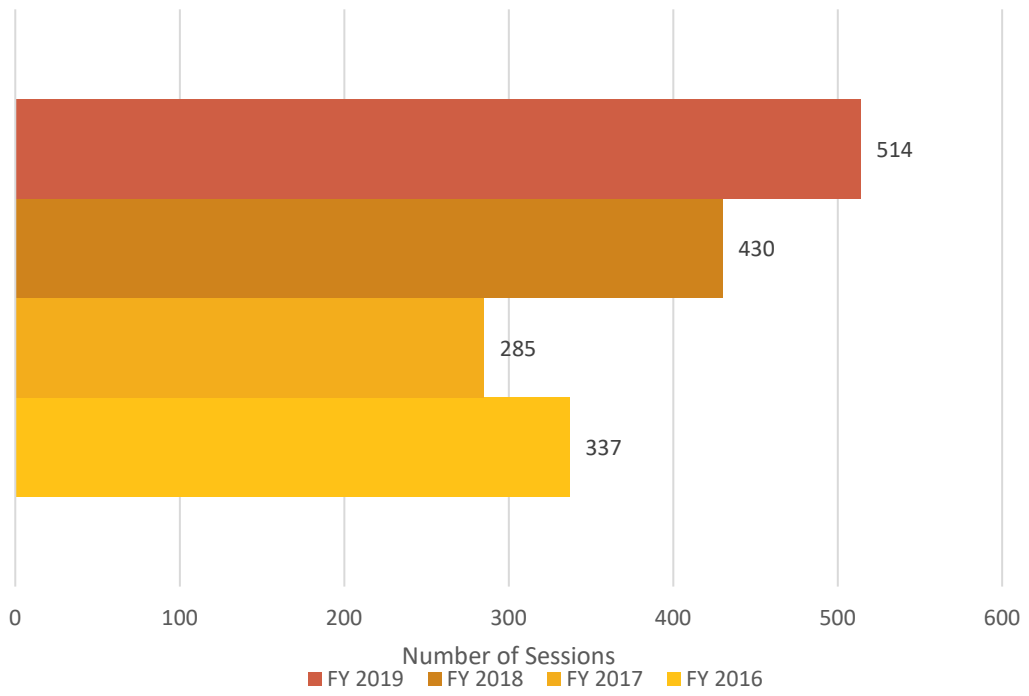
Year in School (% of clients)



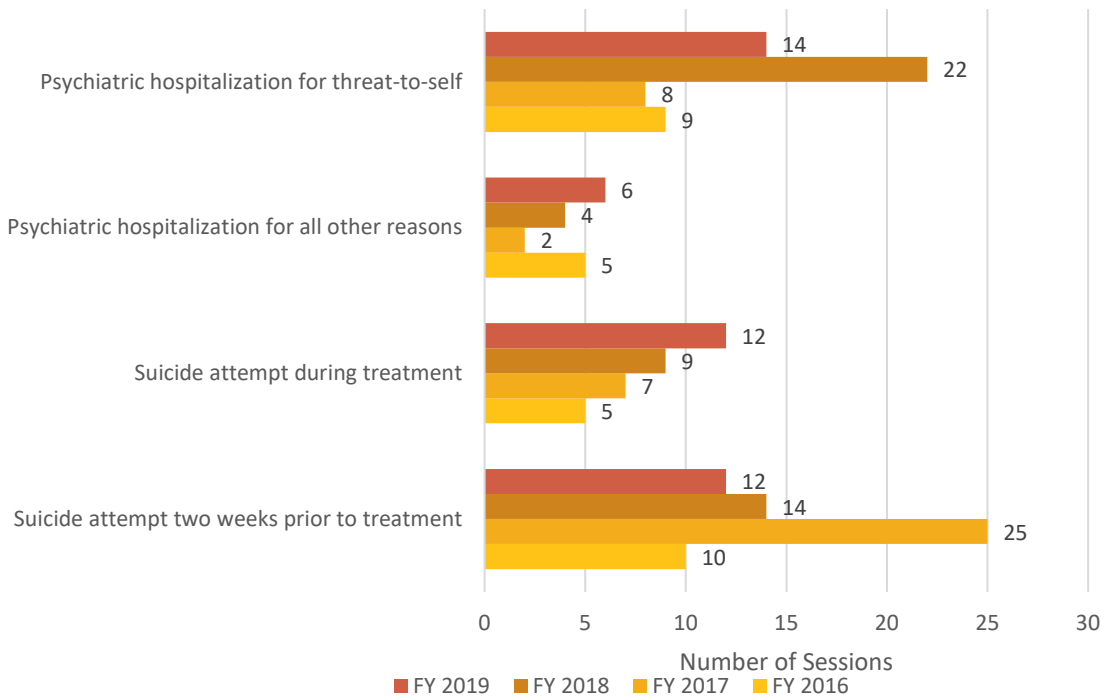
Other Important Demographics (% of clients)



Critical Incidents in Session: Suicidal Ideation that Required Intervention or Safety Plan



Critical Incidents in Session: Suicide Attempts & Hospitalizations

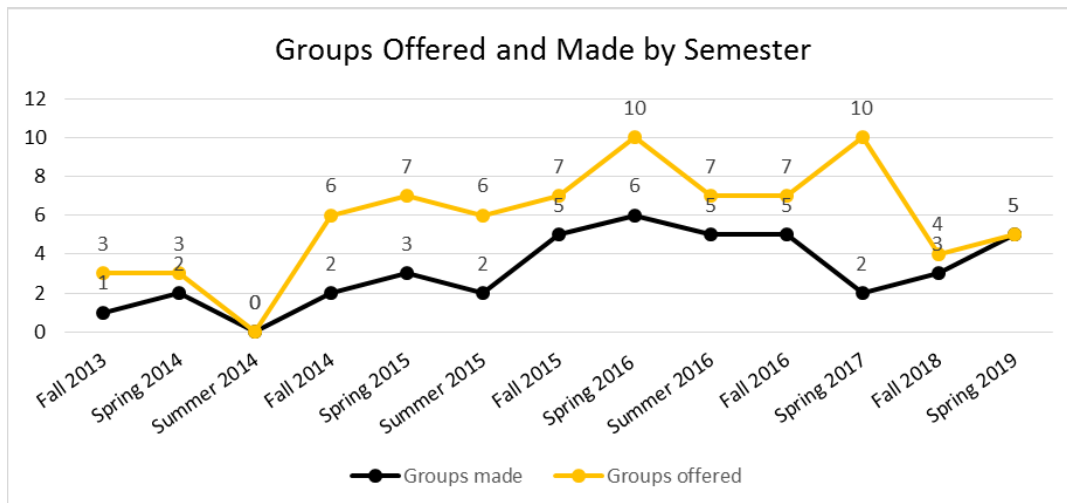


Group Therapy Coordinator Report

Dr. Selena Jackson

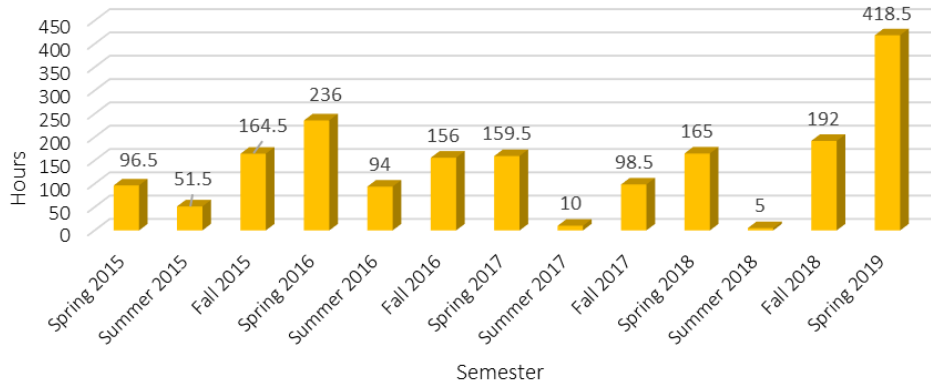
FY19

- Multiple Understanding self and others as well as Dialectic Behavioral Therapy groups are now being offered in fall and spring semesters.
- Intern and practicum student involvement has increased in facilitating groups. This has allowed for greater training opportunities for practicum students and for interns to obtain increased supervision experience.
- All offered groups “made” spring 2019.
- Highest amount of client hours in group recorded in Spring 2019 (418.5)
- Group members’ reported outcomes continue to maintain at positive levels.
- Groups continue to positively contribute to student’s self-reported WSU experience and improved academic performance.



*Data not available for summer 2018

Total Client Hours Spent in Group by Semester



Prevention and Outreach Services

Marci Young, Ph.D.

2018 – 2019 Summary

Prevention is Intervention for the community

Overall Numbers

- Prevention Services engaged in 338 hours of prevention and outreach and had 12,680 contacts with students, parents, staff/faculty, and community members. This averages out to providing services to 38 individuals/hour.
- 2017-2018 resulted in 11,802 contacts. This year we had an overall increase of contacts of 7.4%.
- 151 presentations were completed totaling 213 hours and 10,429 contacts (avg. of services to 49/hour). 2017-2018 had a total of 111 presentations totaling 177 hours with 8,654 contacts (avg 49/hour). Increased hours are not resulting in fewer contacts per hour.
- Presentations resulted in 20.5% increase of contacts from previous year.
- Provided 33 informational tables and had 2,044 contacts (provided information to avg 62 individuals per table). 2017-2018 had a total of 51 tables with 3,061 contacts (avg of 60/table)
- Tabling resulted in 33% decrease in contacts from previous year. Will increase tabling efforts this year with both Prevention Services Advisory Board and peer educators.
- 151 hours of prevention and outreach were the result of requests for our services.
- Our evaluation process is now going through Qualtrics in order to better track our data.

Prevention Trainings Data

CAPS offers a number of trainings to students, staff, faculty and community members on mental health and suicide prevention. The below data show the number of attendees to each training in the 2018 and 2019 academic years.

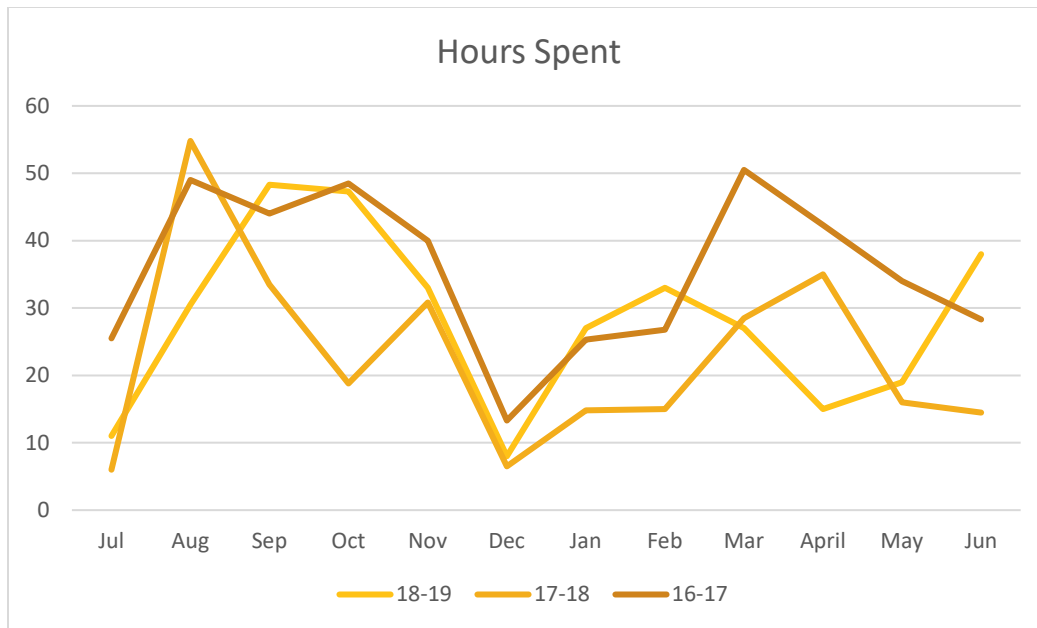
2018-2019

Mental Health First Aid	21
Kognito At-Risk	25
Question, Persuade, Respond	0*
Total	46

2017-2018

Mental Health First Aid	29
Kognito At-Risk	56
Question, Persuade, Respond	23
Total	108

**Not offered in this timeframe*



Preventing Suicide

- Our #WSUWeSupportU- Preventing Suicide Training was rolled out in September 2018.
- Our launch event was attended by 107 individuals.
- 503 individuals have completed the Preventing Suicide Training
- This is a 109% increase from the number of individuals who completed suicide prevention training in 2017-2018.

Preventing Sexual Violence

- Created new Prevention Sexual Violence webpages
- 154 individuals received some type of sexual violence prevention education.

Preventing Substance Abuse

- 109 individuals completed some type of alcohol or drug education.
- Began partnership with Blue Window and KDOT to increase drug and alcohol prevention at WSU.

Preventing Mental Health Stigmatization

- 1,376 online mental health screens were completed
- This was a 342% increase from the previous year
- In response to our Depression Screening Event in October a total of 371 screens were completed in that month. There were 38 screens completed October 2017. (876% increase). We believe that a partnership with ODI contributed significantly to this.
- Of the individuals who completed a screen, 84% scored either consistent or highly consistent with the selected screen
- 75% reported that they would seek help

Goals/Priorities for the 2019-2020 academic year

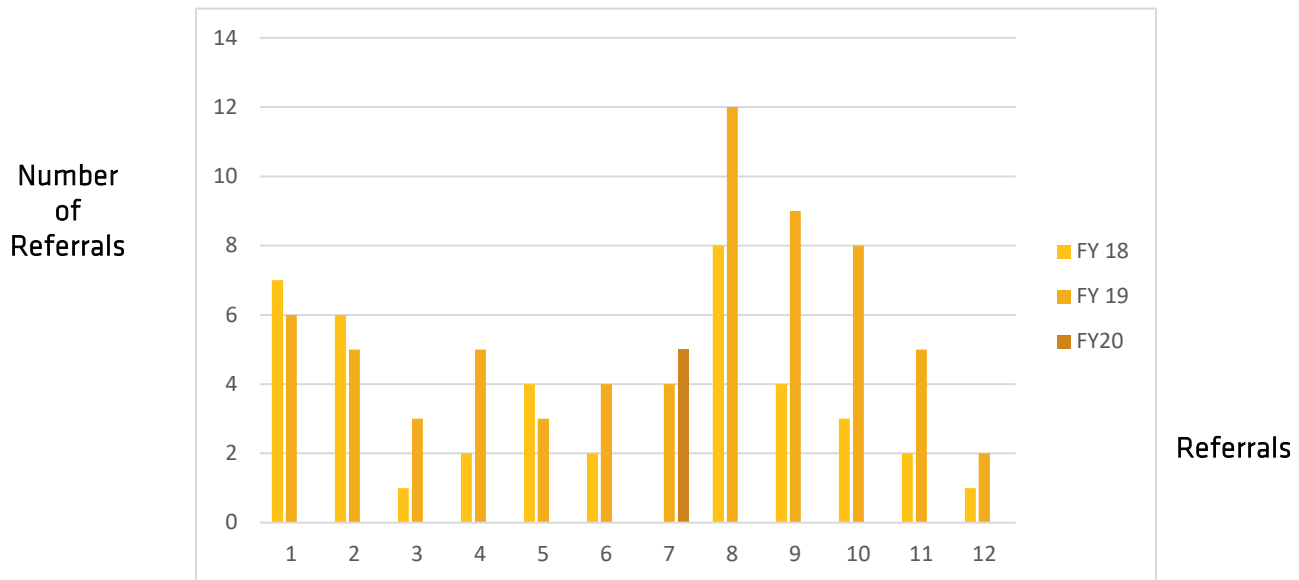
- Working models of trainings in all 4 #WSUWeSupportU areas
- Creation of peer educator group- #WSUWeSupportU Mental Health Ambassadors

- Re-organize and better utilize the Prevention Services Advisory Board
- Launch electronic sales of suspenders products
- Creation of electronic portal to assist in training
- Examine demographics of students that come into CAPS for treatment and create strategic plans for groups underutilizing services.
- Create prevention plans for different student demographics (e.g first generation students)

CAPS Assessment Coordinator Report

Dr. Lindsey Backer-Fulghum

FY19



Referrals

- 55% called Center to inquire about testing (41 referrals)
- 41% Referred from within Center (30 referrals)
- 3% Athletics (2 referrals)
- 1% Trio (1 referral)

Highlights

- Updated ADHD/LD assessment materials and pricing
- New training experiences in ADHD/LD assessments (3 practicum students, 1 advanced practicum student)
- Referrals for assessments are growing (85% increase) since the previous fiscal year

FY	Completed	% Completed	Dropped	% Dropped	Moved to next year	In Progress	Waiting	Total
16	↓ 7	64	↓ 4	36				↓ 11
17	→ 12	38	↑ 20	63				→ 32
18	↑ 16	40	→ 18	45	6			→ 40
19	↑ 16	22	↑ 26	35	32			↑ 74
20	0	0	0	0		4	35	→ 39

CAPS Staff Psychologist Report

Dr. Cynthia Beevers

FY19

Updates for WSUTech

- Started drop-in hours at the Downtown campus
- Moved to South campus beginning of Spring semester and have seen more utilization of services
- Starting full day on August 19th to offer brief on-going therapy services, and potentially assessment services.
- Working with Chris to figure out logistics and access for services
- Will have a practicum student helping me part-time at WSUTech