

Counseling and Prevention Services (CAPS)

Fiscal Year 2020 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 1077 of the campus population.

Gender	35%	Male
	60%	Female
	4%	Self-Identify/Transgender
	2%	No Response
Ethnic Minorities	10.5%	Asian
	11.6%	Hispanic
	6.9%	African American
	9.6%	Other
	.9%	No Response
Sexual Orientation	21%	Lesbian/Gay/Bisexual/Questioning
	4%	Self-Identify
	73%	Heterosexual/Straight
	3%	No Response
First Generation College Students	30.80%	Students self-identified as such
International Students	9.9%	
Care Team		Approximately 23% of students served at CAPS had an open CARE Team case in FY20

Clinical Services

- **Number of total appointment attended:** FY20 has **5984** which is a **12.33% increase** from FY19 and is the most individual appointments attended at CAPS.
- **Number of students using services:** FY20 has **1077** which is a **11.72% increase** from FY19 as well as the most students ever served in a fiscal year by CAPS.

Clinical Training

- CAPS continues to provide applied training opportunities for both WSU students and students from other universities. During the 2019-2020 academic year, **16 of our clinicians were in dedicated training positions.** We have **15 dedicated training positions year.**

- 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.
- This year, **our office will provide training opportunities for students across three different programs at WSU** (Psychology Department and Counseling Educational Leadership, Educational Psychology, and School Psychology (CLES), and Social Work) **and for students from five other universities** (Emporia State University, Fielding Graduate University, Alliant – Los Angeles, Georgia Southern University, and University of South Alabama).
- Due to increasing training opportunities, CAPS has been able to provide increased access to mental health services on campus. **Our trainees provided 3386 hours of clinical services in FY20, which represents a 33% increase from the year before.**

Prevention and Outreach

- Over the past two years, the introduction of the #WeSupportU Preventing Suicide Training resulted in a 426% increase of suicide prevention training over 3, third-party trainings offered the two years previous.
- CAPS engaged in **399 hours of prevention and outreach** and had **14,530 contacts with students, parents, staff/faculty, and community members**. This is a 14.6% increase from the previous fiscal year.
- Created and implemented the Prevention Ambassador Peer Education Program during Spring Semester.
- From March-June we published over 50 videos and livestreams, producing at least 3 videos/livestreams every week in order to provide resources for the WSU community to manage the mental health impacts due to the COVID-19 epidemic.

CAPS Initiatives and News

- Moved to the new **Steve Clark and Student Wellness Center** collocating with Student Health Services
- Transitioned to all remote **telemental health services** and outreach and prevention efforts with no gap in services to students
- Preparations for **national launch of the #WeSupportU Training Series, Suspender4Hope Mental Health Campaign** and the Mental Wellness in the Classroom card project
- Leading University response to student **mental wellness during the Covid 19** pandemic





CAPS Director Report FY2020

Jessica Provines, Ph.D., AVP Wellness & Director CAPS

What a year FY2020 has been. From Grace Wilkie, to the new Student Wellness Center, to our homes for remote services during a global pandemic, the staff of Counseling and Prevention Services has been through a lot together. CAPS accomplishments this year have also been together. It takes team work to make the dream work. What inspires me is at every opportunity, CAPS has risen to the occasion and not only met challenges head on, but has excelled, living up to our vision of being a university counseling center others can aspire to. What CAPS has accomplished this year has been incredible.

1. Concluded inaugural year of the re-established Wellness Team within Student Affairs comprised of CAPS, Student Health Services, and Campus Recreation as the Assistant Vice President of Wellness strengthening the University's focus on student well-being
2. Participated on the planning committee for the construction of the new Steve Clark YMCA and WSU Student Wellness Center and navigated the move to the new space in time for the January opening
3. Prepared and led a smooth transition to a telemental health model due to a global pandemic and shutdown with no gap in services to students
4. Continue to build remote business operations infrastructure with on-line payments, on-line forms and plans for on-line scheduling and text reminders
5. Reimagined outreach services and increased social media presence and content to be able to connect with our students in a virtual space
6. Served on the Covid 19 University Re-Integration Planning Team and Health and Safety Work Group providing a voice for the mental health aspect of this crisis
7. Served on the President's Taskforce to restructure Human Resources with a more intentional focus on diversity and inclusion
8. Supported the formation of CAPS first Diversity Committee and Fun Committee
9. Enacting the business model canvas developed through the WSU Ventures E-Launch program for the #WeSupportU Training Series and Suspenders4Hope Mental Health Awareness Campaign ready to launch nationally in Sept. 2020
10. Cultivated a partnership with the Training and Technology Team to develop an on-line training platform for the #WeSupportU Preventing Suicide Training and Suspenders4Hope website
11. Ignited the #WeSupportU Mental Wellness in the Classroom card project
12. Secured new funding from Athletics to create a partnership with Student Affairs to create and conducted a successful search for a new Psychologist/Athlete Mental Health Coordinator
13. Successful proposal to Student Government to increase student fee funding to create a new Masters Level Counselor Position
14. Utilizing more temporary staff until permanent funding solutions can be secured to meet the demand for clinical services and expand our prevention efforts

15. Growing capacity, reach and applied learning opportunities through an expanding training program and peer ambassador program
16. Successfully met growth in demand with minimal wait times and avoided needing to implement other limits to treatment by continuing to utilize the P-DAM model of access developed at Wichita State University and precise model of clinical case management and right sized treatment by clinicians and referrals to group services
17. Went through an APA accreditation site-visit for the psychology doctoral internship training program
18. All staff and trainees trained in the CAMS framework for managing suicidal clients
19. Brought back the Psychologist/Outreach Coordinator position
20. Created vision to develop a formal post-doctoral fellowship program in Community Psychology to support the goal of one day creating the #WeSupportU Center for Prevention
21. Initiated regular coordination meetings with other Wellness Units and purchased on-line task board software to allow for better coordination of marketing efforts
22. Joined the Community Health Improvement Plan Goal #4 Workgroup with other community partners led by the Sedgwick County Health Department focusing on decreasing suicide rates in the County
23. Continue to serve on the Sedgwick County Suicide Prevention Coalition
24. Serve of the Campus Care Team and was a strong advocate for creating new Student Service Coordinator positions to engage students of concern in non-clinical case management
25. Serve on the Campus Shared Leave Committee to review and authorize requests
26. Advocated for non-discriminatory mental health policies around involuntary withdrawal and removal from residence and leading the work group to draft a new campus policy based on best practices
27. Remain committed to the values of clinical judgement and autonomy in practice and treatment decisions, balance between access and treatment, and balanced professional and personal life with emphasis on provider self-care
28. Began opening all CAPS' staff meetings with mindfulness
29. Group offering continue to grow supporting a groups first approach to treatment to allow us to serve more students
30. Believe formal assessment services should be available to students and in the value formal assessment brings to training expanding more training opportunities in assessment
31. Created new structure for Testing Services department and transitioned to new campus leadership under the AVP for Retention and Assessment

Highlights

- Moved to the new YMCA and Student Wellness Center which opened in January
- Transitioned to all remote services during the pandemic and continue to build infrastructure for on-line business operations
- Grew clinical capacity by adding two new FTE benefits eligible positions and increased temporary positions
- Laid the groundwork to launch the #WeSupportU Training Series and Suspenders4Hope Campaign nationally allowing CAPS to bring hope to more people and share the message of support with the goals of

reducing deaths of despair, reducing mental health stigma, promoting help seeking behavior, and improving social supports for mental health

Wichita State University

Counseling and Prevention Services Clinical Services Report

Associate Director Christopher Leonard, Psy.D.

FY 2020

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.

FY20 Clinical Services Goals

- 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

CAPS Client Profile for FY20

Served **6.7% (n=1077)** of the campus population.

Number of sessions	68%	1-5
	17%	6-10
	7%	11-15
	4%	16-20
	4%	21+

- Busiest intake times were September (n=163) & October (n=165)
- Average wait time for new students seeking services – **5.02 business days** (including holidays)

Please see comparable fiscal year data for more information in the graphs below.

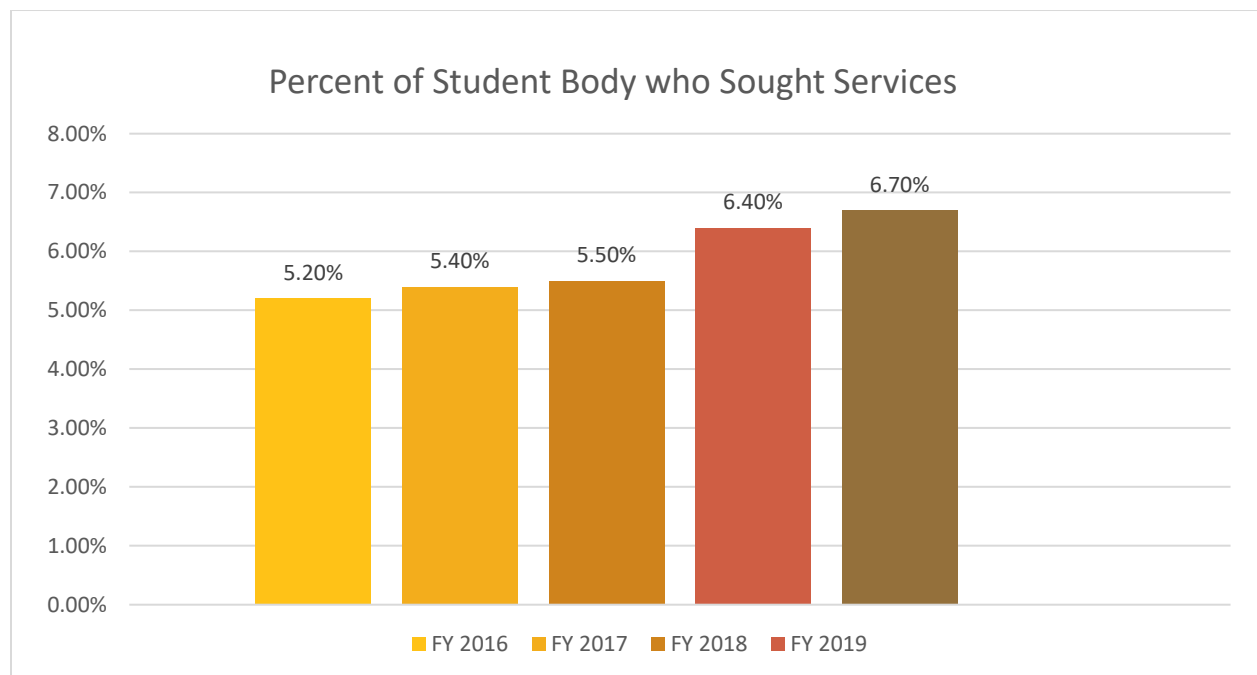
Issues/Challenges Facing the Clinical Services

- COVID-19 Pandemic influence on service delivery and demand
- Transition into WSU Student Wellness Center with SHS
- Transition to remote services
- Loss of a Licensed Psychologist
- Increasing demand
- Onboarding of new staff members

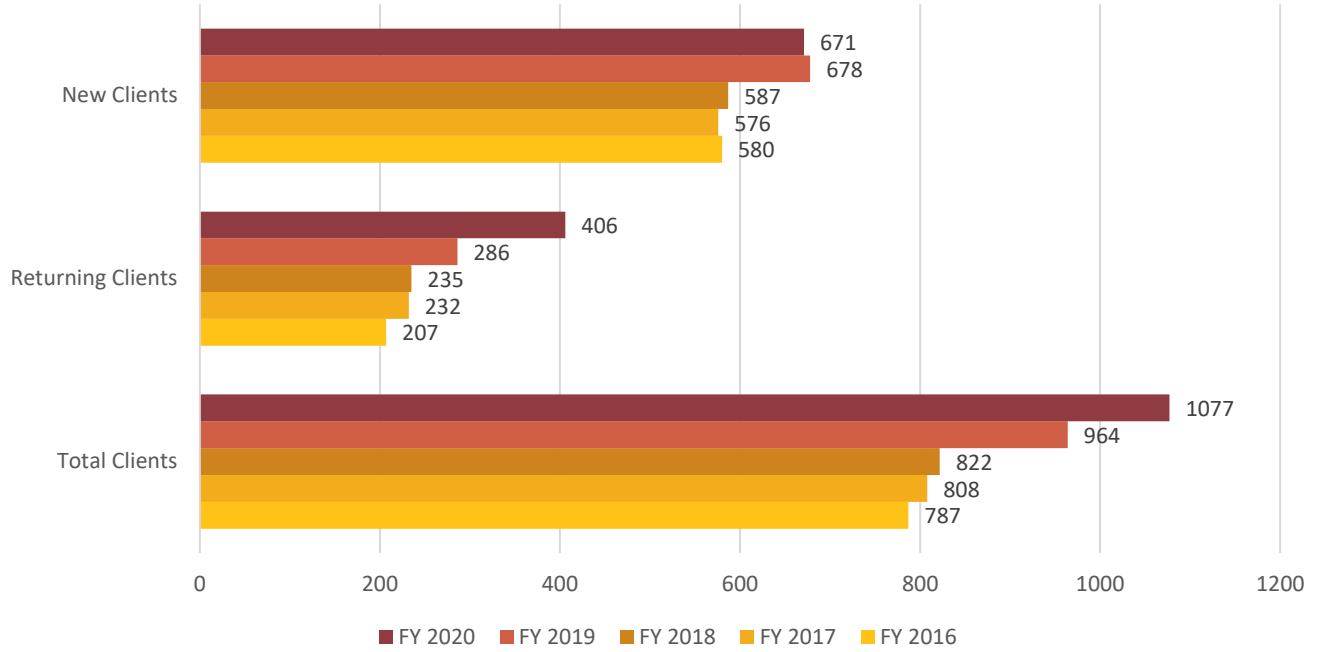
Proposed Goals for FY21

- Develop more efficient ways to provide clinical services remotely by incorporating more technology into CAPS service delivery
- Create a greater understanding of clinical demand during a pandemic and revise current clinical service delivery model to better meet demands
- Provide clinical services data to outreach coordinator to increase outreach marketing for unserved groups and track for changes in use of clinical services
- Improve CCAPS administrations to better align with national standards
- Continue to review and develop recommendations for improving clinical service model which are in line with HIPPA and integration with SHS
- Administer student satisfaction survey

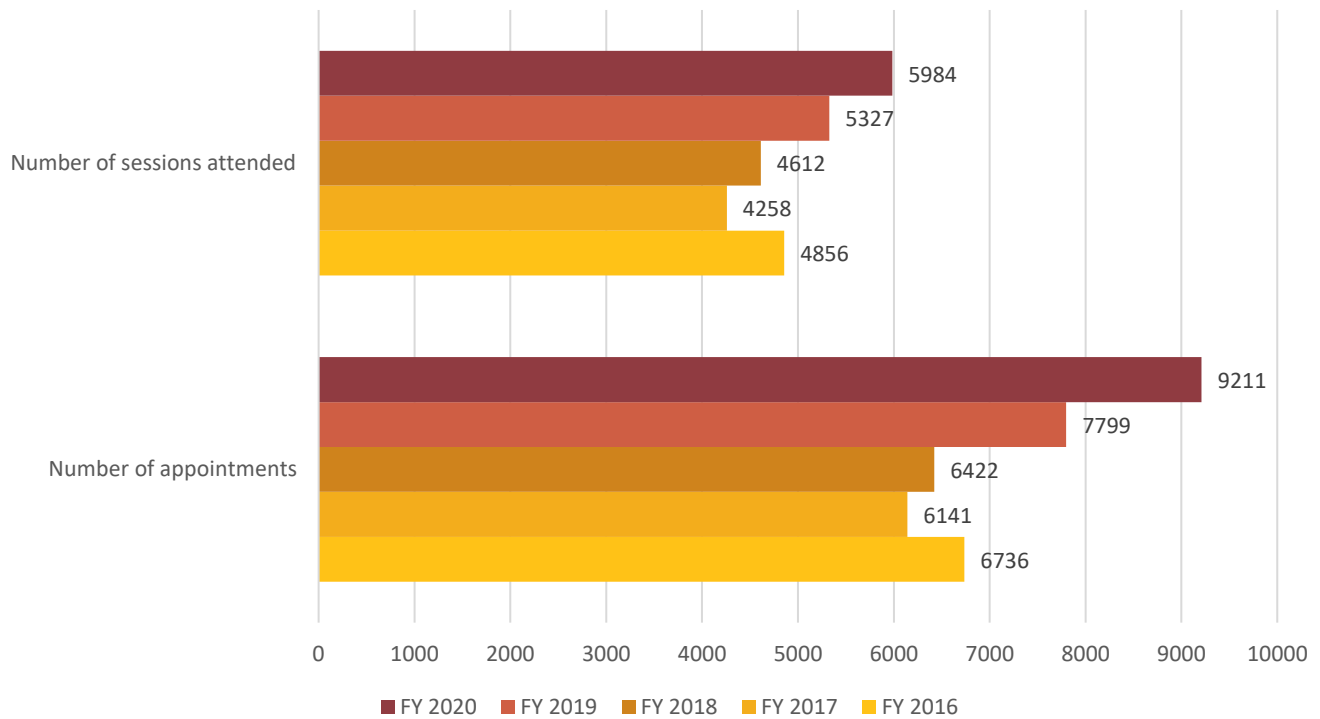
Clinical Services Fiscal Year Comparisons



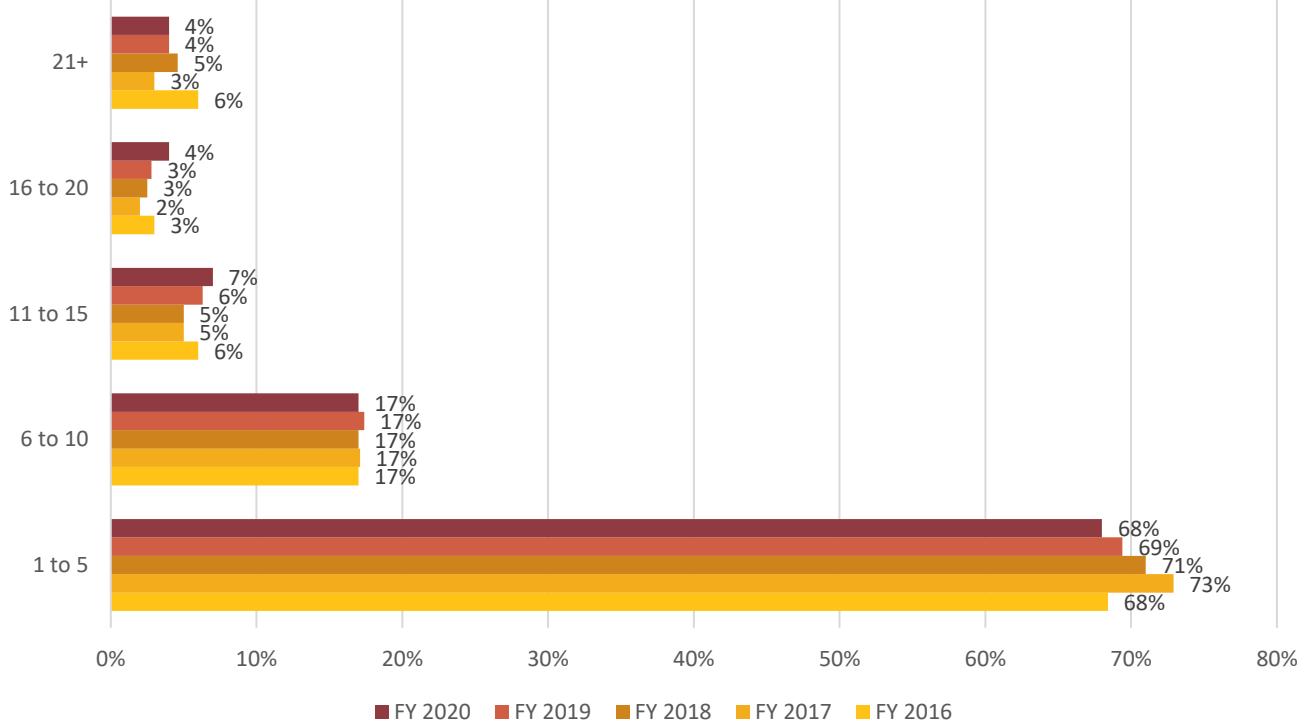
Number of Clients Served



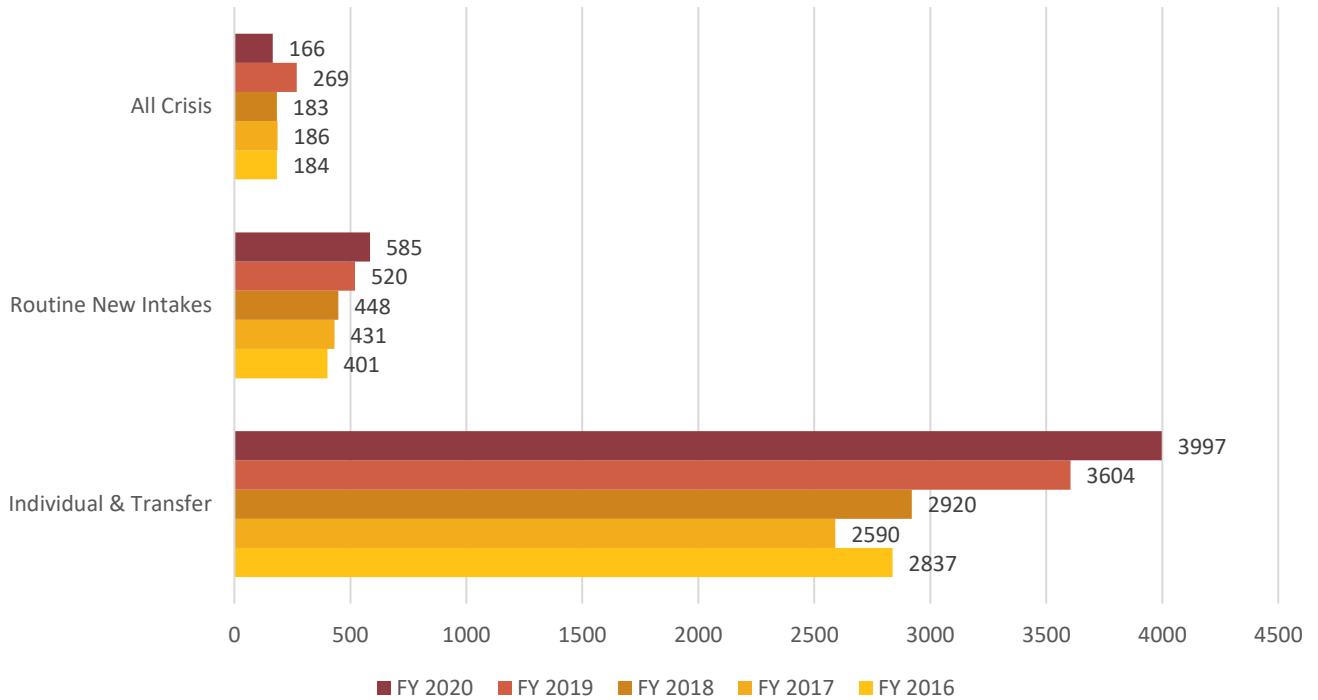
Number of Counseling Appointments and Sessions Attended



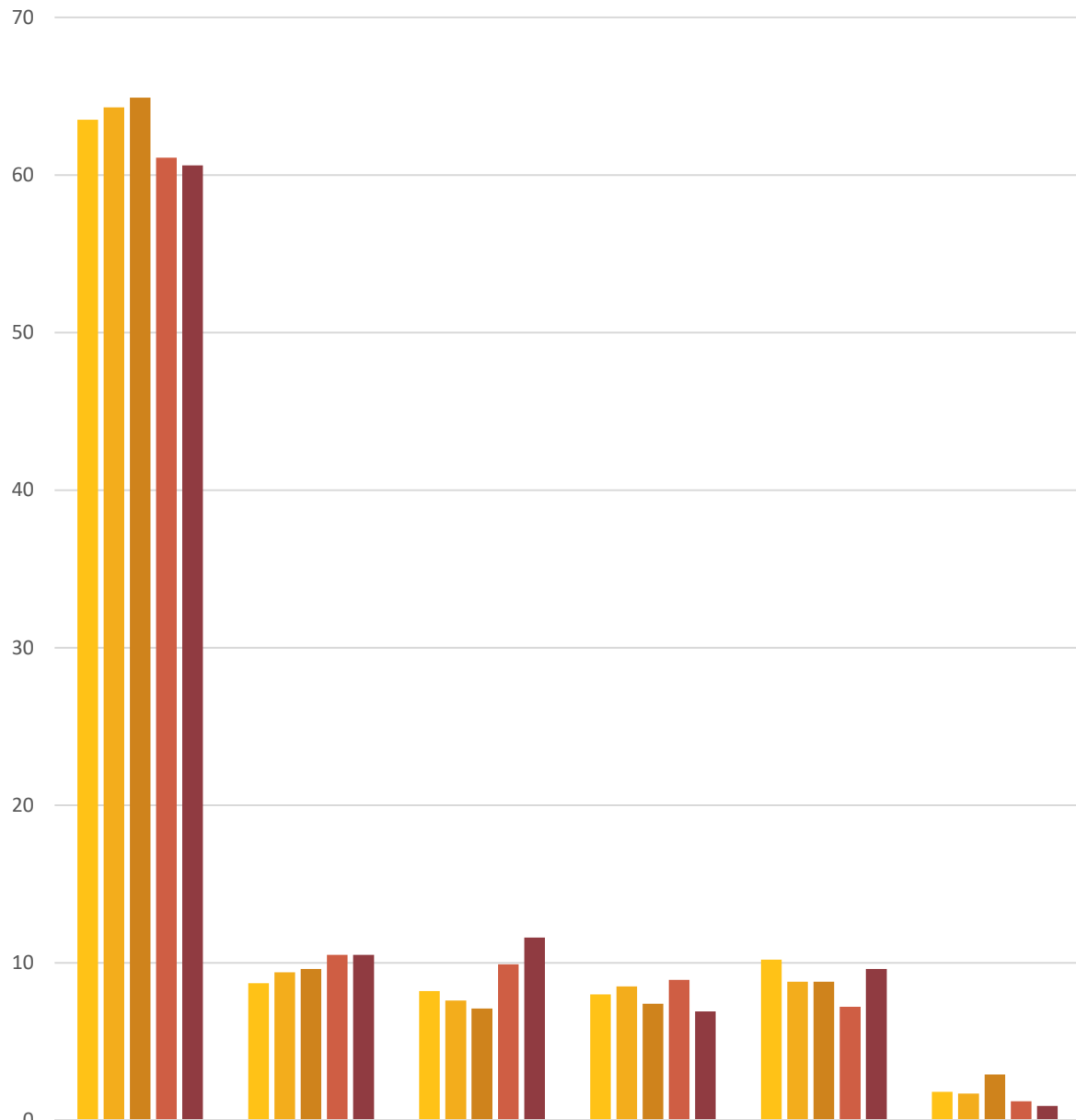
Number of Visits by Individual Clients



Number of Contacts According to Appt Type



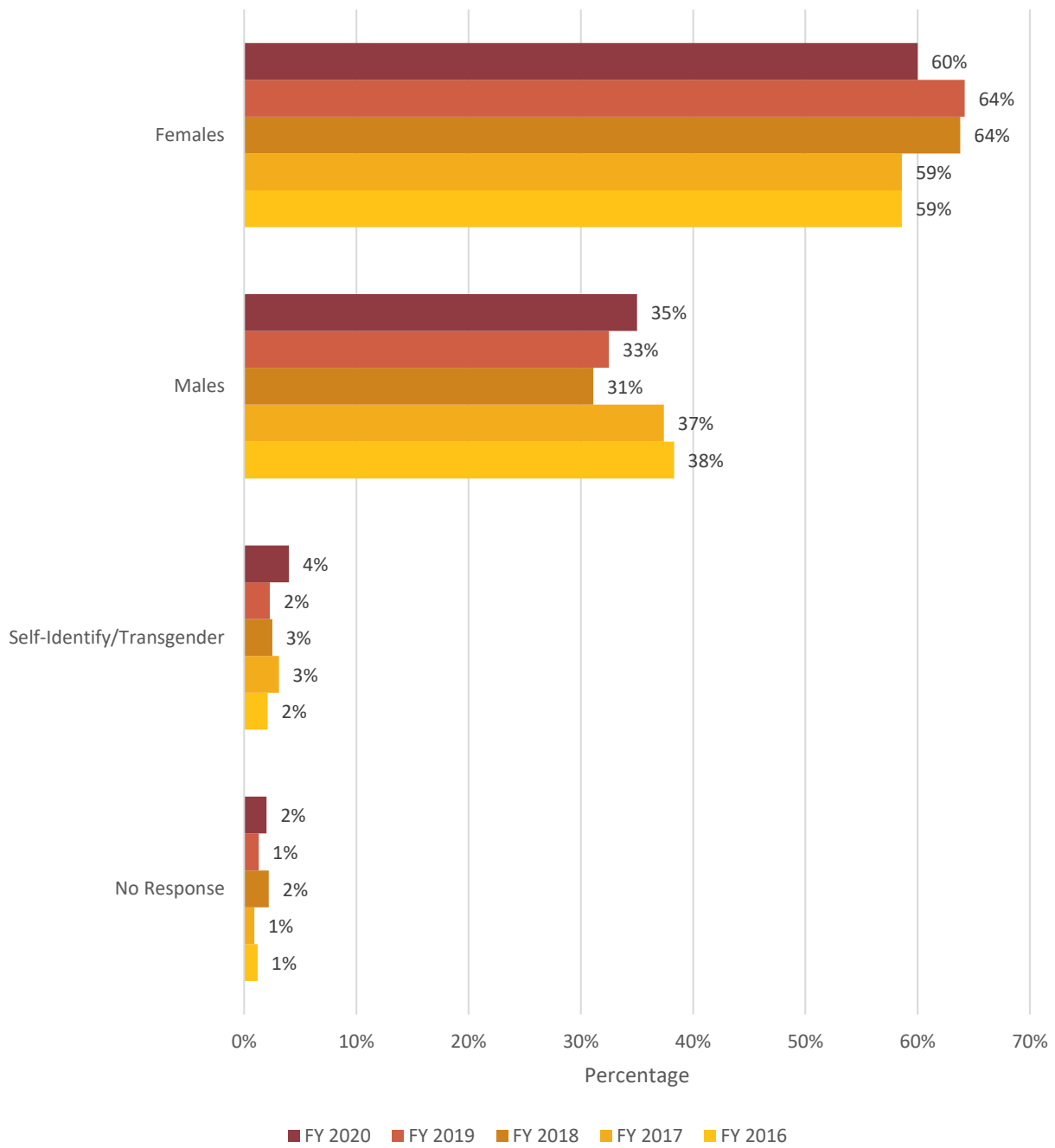
Ethnic Representation (% of clients)



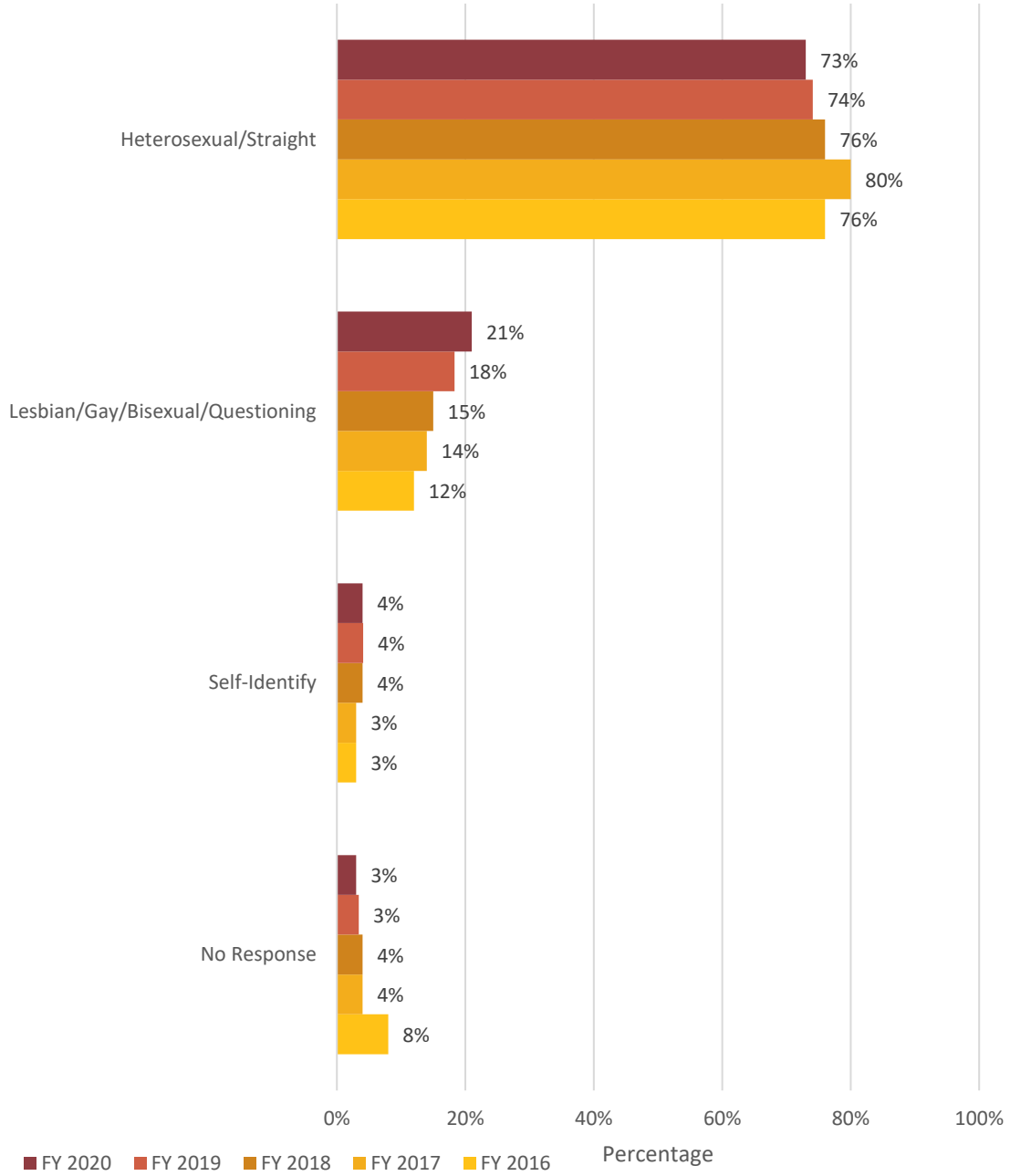
	Caucasion	Asian	Hispanic	African American	Other	No Response
FY16	63.5	8.7	8.2	8	10.2	1.8
FY17	64.3	9.4	7.6	8.5	8.8	1.7
FY18	64.9	9.6	7.1	7.4	8.8	2.9
FY19	61.1	10.5	9.9	8.9	7.2	1.2
FY20	60.6	10.5	11.6	6.9	9.6	0.9

■ FY16 ■ FY17 ■ FY18 ■ FY19 ■ FY20

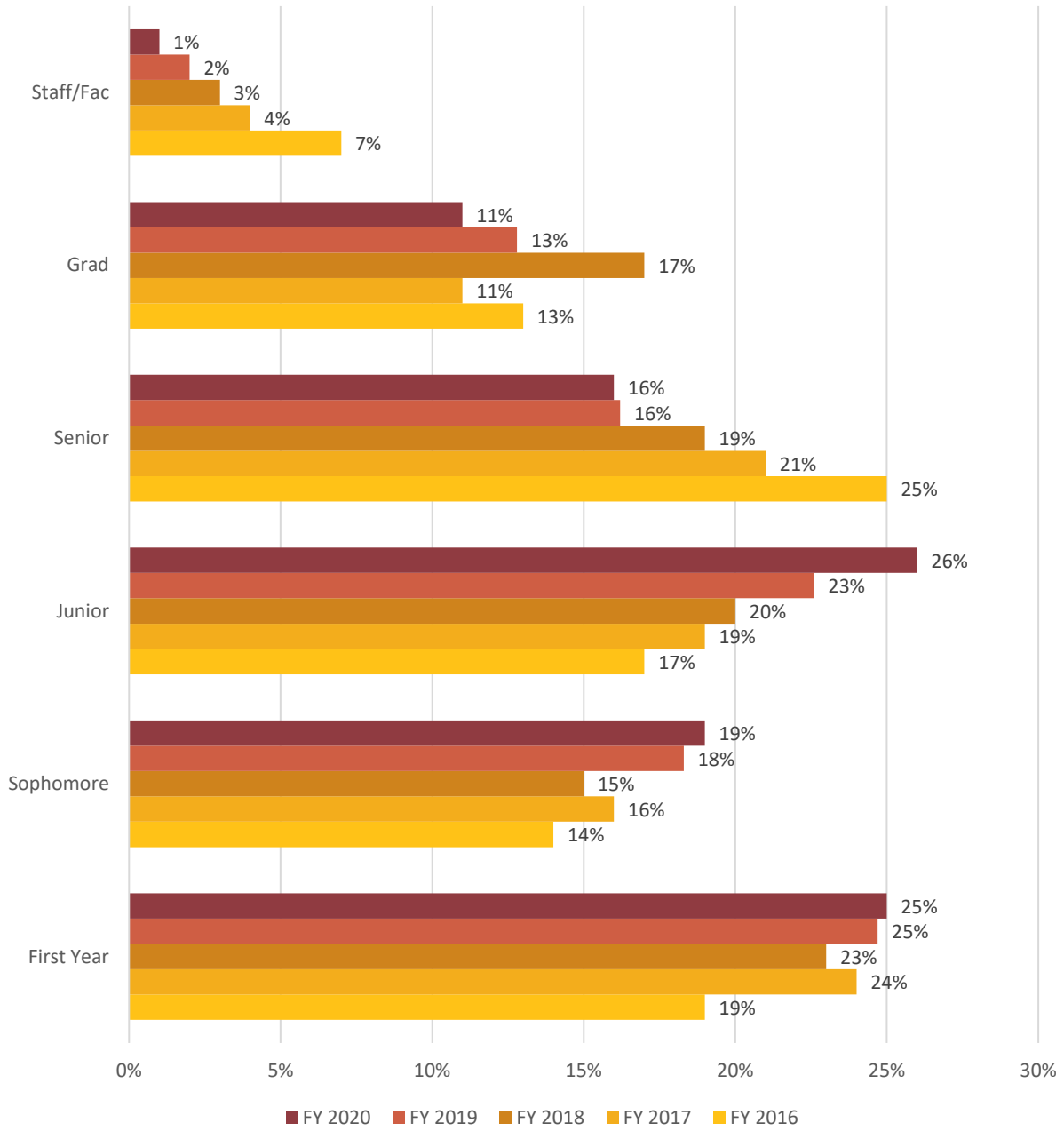
Gender Distribution (% of clients)



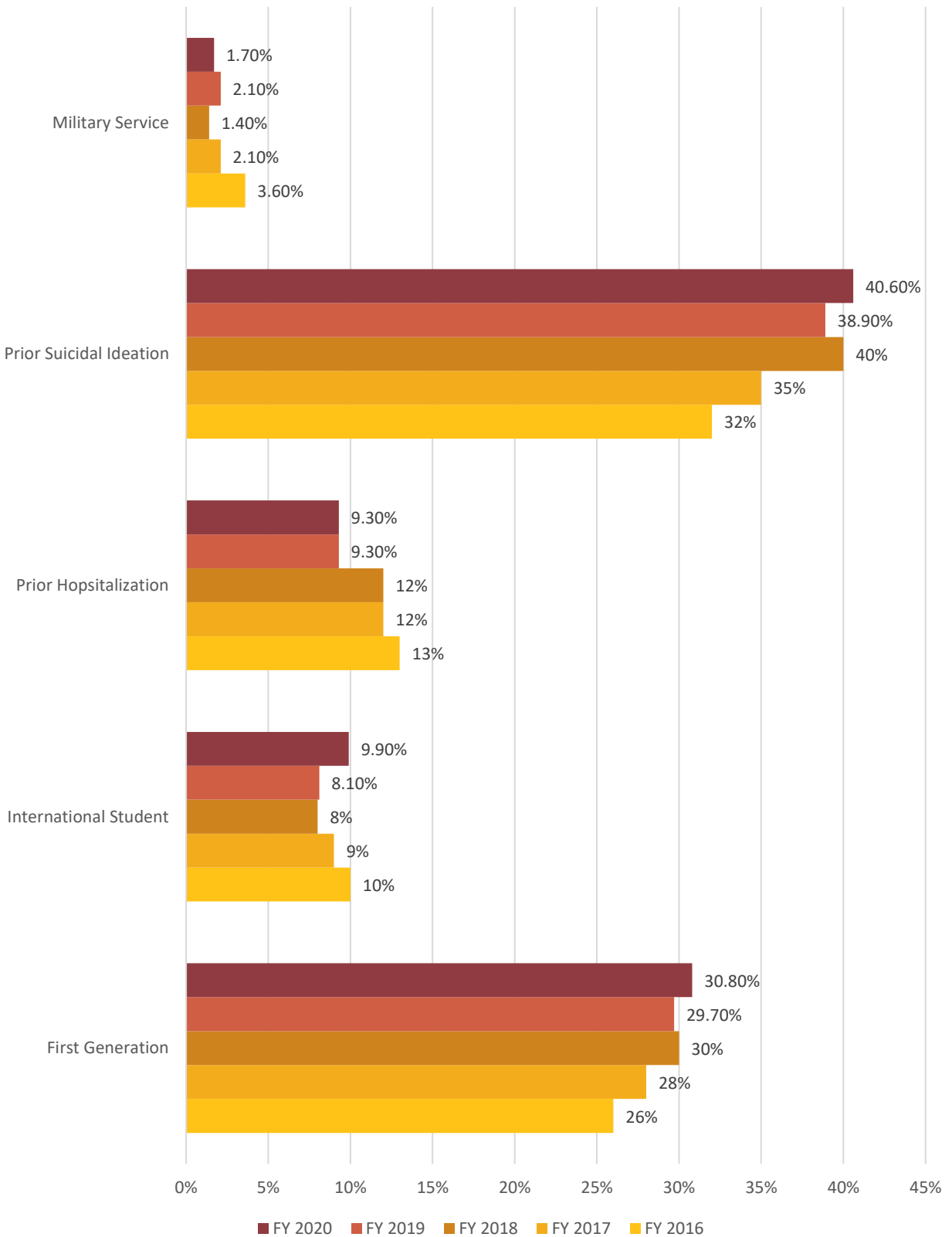
Sexual Orientation Distribution (% of clients)



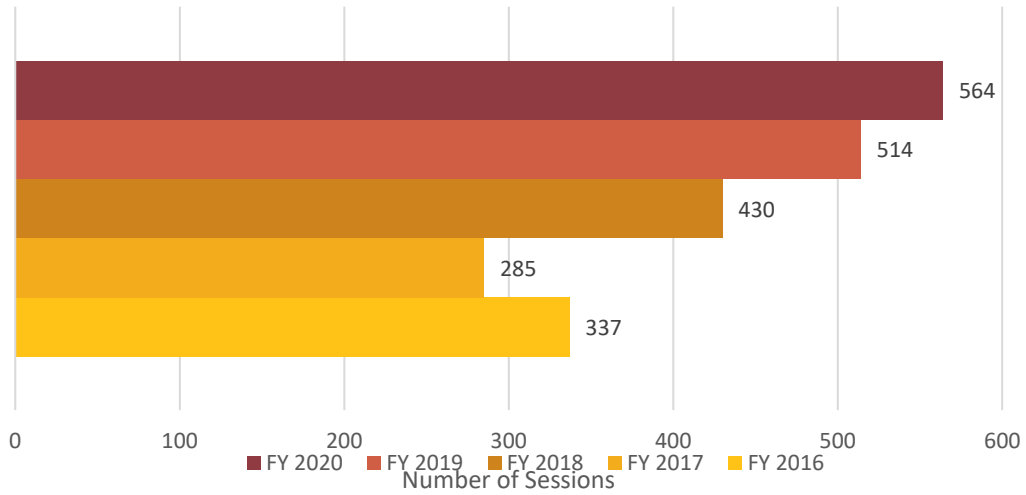
Year in School (% of clients)



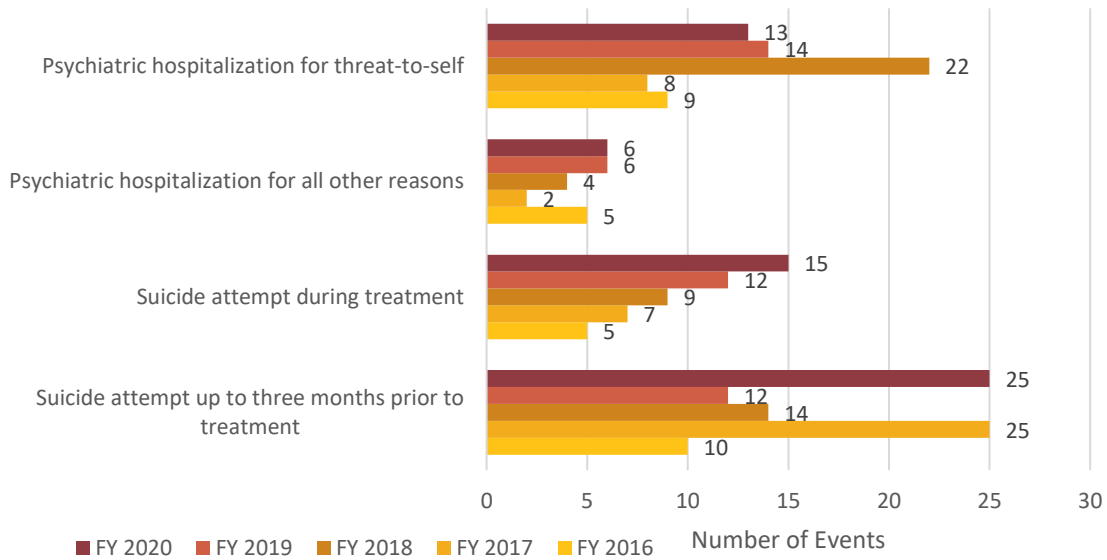
Other Important Demographics (% of clients)



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



Critical Incidents in Session: Suicide Attempts & Hospitalizations



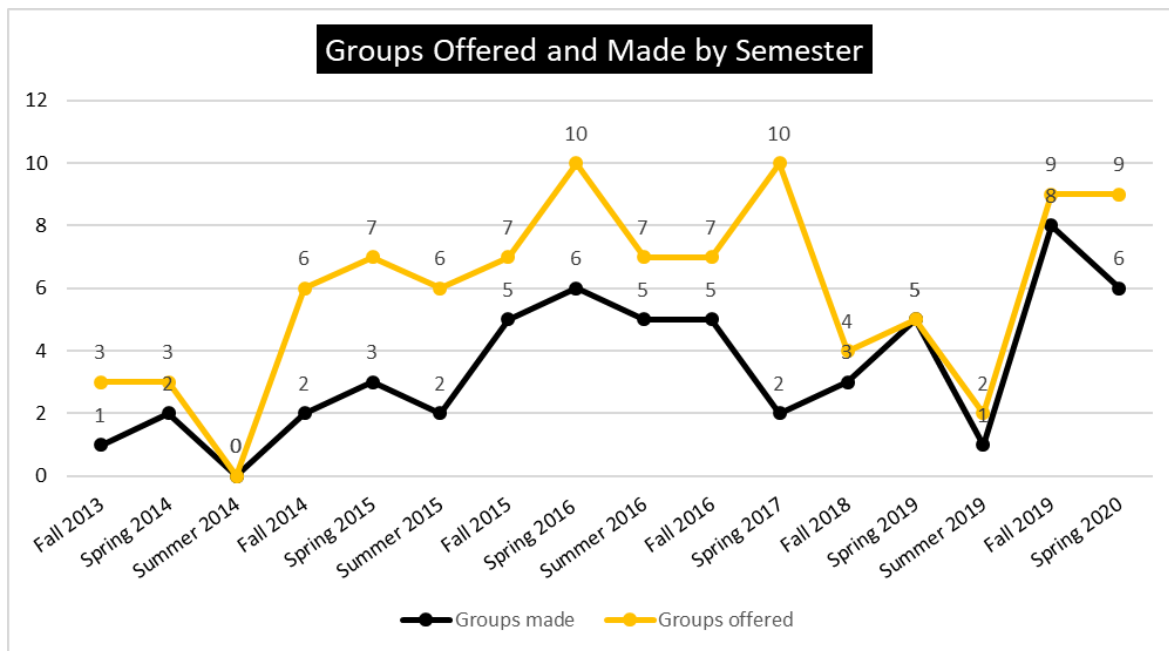
Type of Client	Center Unique Client Utilization (white average, green above average, red below average)											
New Students	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY 20	20	57	113	123	80	31	50	85	48	25	18	21
FY 19	24	45	89	105	90	26	38	60	65	80	31	25
FY 18	17	50	83	87	72	31	48	48	53	46	39	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 20	171	59	50	42	19	14	14	10	11	5	7	4
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 20	191	116	163	165	99	45	64	95	59	30	25	25
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

Group Therapy Coordinator Report

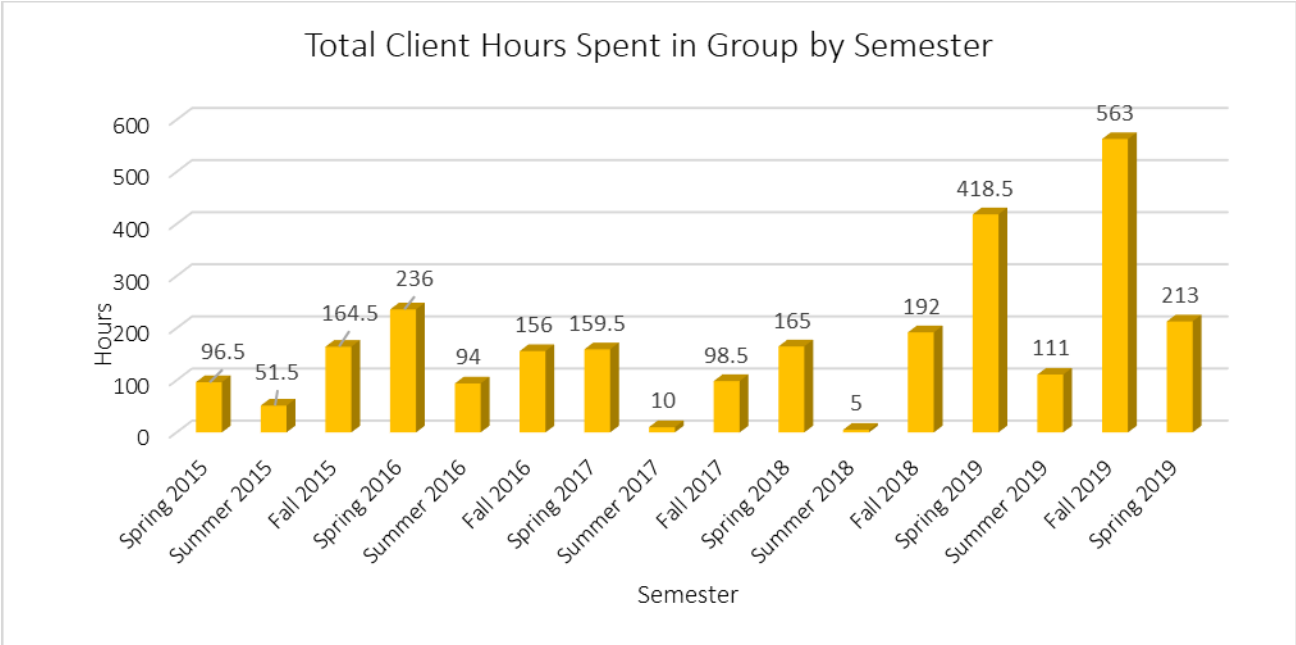
Dr. Selena Jackson

FY20

- In efforts to continue providing needed mental health services to students during the COVID-19 pandemic, CAPS began offering group telehealth services for the first time in Spring 2020.
- CAPS expanded campus and community partnerships to offer support groups in conjunction with the Office of Diversity and Inclusion and Office of Disability Services as well as the Wichita Area Sexual Assault Center.
- Highest amount of client hours in group recorded in Fall 2019 (563 hours).
- Multiple Understanding Self and Others interpersonal process groups and support 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.
- 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; Spring 2020 data displayed prior to university shut down due to Covid-19



*Data for Spring 2020 includes both hours spent in-person and online through telehealth services.

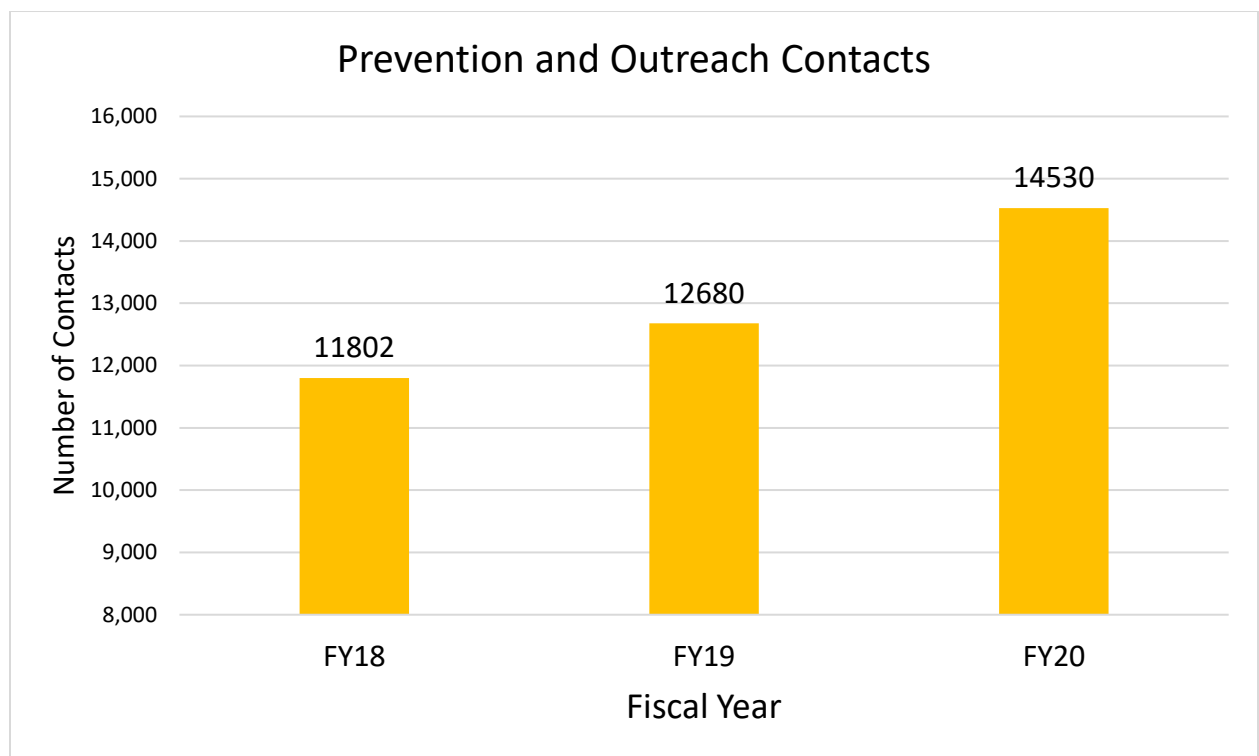
Prevention and Outreach Services

Marci Young, Psy.D.

FY 20 Summary

Prevention is Intervention for the community

Area of Focus: 1 Prevention Services



- Prevention Services engaged in 399 hours of prevention and outreach and had 14,530 contacts with students, parents, staff/faculty, and community members. This averages out to providing services to 36 individuals per hour.
- FY19 resulted in 12,680 contacts. This year we had an overall increase of contacts of 14.6%.
- 172 presentations were completed totaling 222 hours and 11,589 contacts (avg, of services to 52 individuals per hour). Presentations resulted in an 11% increase of contacts from previous year.
- FY19 had a total of 151 presentations were completed totaling 213 hours and 10,429 contacts (avg. of services to 49/hour). FY18 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.

- Provided 41 informational tables and had 2,657 contacts (provided information to an average of 65 individuals per table). Tabling resulted in a 30% increase in contacts from the previous year.
- FY19 provided 33 informational tables and had 2,044 contacts (provided information to avg 62 individuals per table). FY18 had a total of 51 tables with 3,061 contacts (avg of 60/table)
- 176 hours of prevention and outreach were the result of requests for our services by our WSU community.
- Began to re-establish our connection with the Sedgwick County Suicide Prevention Coalition
- Served on the planning committee for the annual Kansas Prevention Conference that had 179 attendees.
- Budget requests resulted in an increase in operational budget as well as a 20-hour graduate assistant position.
- Provided updated Blackboard presentations to allow on-demand access to frequently requested information to all WSU students.

Goals:

Create and secure funding for a Prevention Specialist non-clinical position.

Create Prevention Badges Course

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)

Social Media

- Started new social media handles in order to be consistent across platforms and consistent with our new branding/messaging
- When COVID-19 hit Kansas, and all in-person options for engaging in outreach and prevention were suspended, we turned our focus to engaging on social media in order to provide education and support to the WSU community and beyond.
- Since the beginning of March we published over 50 videos and livestreams over the last 4 months, producing at least 3 videos/livestreams every week.
- Currently, we have 3,230 followers on social media.
- Over the course of the last month, we increased our video views 11,000% vs last year, with a total of 9,700 minutes of our videos watched with almost 22,000 >=3 second views.
- The WSU community heavily utilized CAPS online resources after all classes were moved online. Nov 1- Feb 29 we had 407 content clicks on our Facebook page. March 1-June 30 we had 5,400 content clicks on our Facebook page.

- Only views of a livestream while it was live so that individuals had the opportunity to interact and ask questions were counted as part of our overall prevention and outreach numbers.

Area of Focus: 2 #WSUWeSupportU Suspenders Program

- Worked with the Shocker Store to have online sales for Suspenders products in addition to in-store sales.
- Increased #WeSupportU sale items to include hoodies, sweatshirts, and tote bags.
- 48% increase in sales over FY19 of suspender gear through the shocker store.
- Continue partnership with E-Ventures to decide on Minimal Viable Product and begin to engage in test emails. First test emails sent Dec 2019 for licensing of Suspenders Branding Program.
- Began partnership with Public Health Sciences to enlist students to engage in expansion and implementation of #WeSupportU programs as part of class curriculum.
- Complete branding/marketing survey to evaluate strengths and weakness of #WeSupportU program. Results showed that those who were sure they had heard of the “WSUWeSupportU” campaign attributed better intentions to WSU’s care for mental health (“Wichita State University cares about the mental health of its students”). There was a significant difference between these two groups, $t(109) = 5.3, p < .001$, Cohen’s $d = 1.1$.

Goals:

Create profile for online sales through CAPS for #WeSupportU trainings and licensing for other entities.

Complete set-up of licensing agreements, price structures, and expand #WeSupportU Wellness Suspenders program outside of WSU.

Address areas of weakness #WeSupportU program as per the branding/marketing survey.

Area of Focus: 3 Prevention Services Advisory Board (PSAB)

- PSAB Began tabling and otherwise engaging in student events
- Created logo and adopted #WSUWeSupportU campaign and branding
- Restructured PSAB to increase cooperation/coordination of efforts from multiple WSU departments on prevention activities and programs. (Completed Aug 2019)
- Completed National College Health Assessment (NCHA). Resulted in 1,628 total participants to assist in obtaining information on students’ behaviors, attitudes, and experiences in order to inform prevention programming needs.

Goals:

Engage in positive social norming campaigns utilizing NCHA data.

Area of Focus: 3A Prevention Ambassadors

- Created Prevention Ambassador program, and first cohort of ambassadors completed training semester consisting of 16 trainings on evidence-based strategies to engage the student body in prevention related topics.
- In the spring semester the Prevention Ambassadors engaged in 90 hours of prevention and had 1,533 student contacts.

Goals:

Create Athletics Prevention Ambassadors program

Start weekly live social media engagement with Prevention Ambassadors

Area of Focus: 4 Applied Learning Opportunities

- Created applied learning Community Psychology Practicum program.
- 2 students completed Community Psychology practicums in Spring 20 semester.
- Provided 1 Program Evaluation applied learning opportunity each semester of FY 20.
- Created and have funding approved for an applied learning opportunity for a graduate assistant to coordinate Prevention Ambassador (peer education) program to start at the beginning of FY21.
- Utilized grant funds to create an applied learning position for a student to engage in assisting with creating multimedia prevention-related materials. (Completed will begin Jan 2020)

Goals:

Create post-doc prevention program and secure funding.

Area of Focus: 5A Wellness Promotion

- Created series of short wellness exercises that can be implemented in the classroom (Classroom Wellness project).
- Created Wellness Education presentation series for Ambassadors to engage students (creation completed Jan 2020)
- 1,055 online mental health screens were completed. This is a 23% decrease from FY19 (which was a 342% increase from FY 18).
- Of the individuals who completed a screen, 82% scored either consistent with the selected screen
- Completed websites and other structure for Stories of Hope project of sharing lived experiences. Recording of actual stories was delayed due to COVID-19.

Goals:

Engage in research project to study effectiveness of Classroom Wellness Project.

Work with First Year Seminar program to increase wellness education for incoming WSU students.

Begin recording Stories of Hope

Area of Focus: 5B Preventing Suicide

- Finalized #WSUWeSupportU Preventing Suicide Training (Completed Dec 2019)
- 307 individuals completed the Prevention Suicide training in FY 20. This brings the total of people trained in #WeSupportU Preventing Suicide to 810 since its launch in September 2018.
- An additional 380 individuals engaged in other suicide prevention related interventions in FY 20.
- From 2017-2019 WSU offered 3, third-party suicide prevention trainings offered to students, faculty, and staff. A total of 154 individuals completed one of these trainings in a 2 year period. The introduction of #WeSupportU Preventing Suicide training resulted in a 426% increase of suicide prevention training over 3, third-party trainings.
- Created online version of Preventing Suicide training for Blackboard Feb 2020.
- Began to collect program data for Preventing Suicide training. Initial results confirm training as evidence-based suicide prevention training.
- Created applied learning opportunity for a graduate assistant to engage in the program evaluation for the Preventing Suicide training utilizing grant funds. (Hired Sep 2019)
- With the assistance of WSU Foundations, applied for \$25,000 AT&T Suicide Prevention Grant

Goals:

Collaborate with T3 to utilize online training portal to host Preventing Suicide training that will allow on-demand access to the WSU community, as well as have ability to license to outside entities.

Meet requirements to have Preventing Suicide training added to national evidence-based lists of suicide prevention programs (e.g. SPRC).

Area of Focus: 5C Preventing Sexual Violence

- Created sub-committee of the PSAB to evaluate current training options being offered to the WSU community. (Completed August 2019)
- Created applied learning opportunity for graduate student to assist in the creation of #WSUWeSupportU Preventing Sexual Violence Training.
- Applied for OVW DOJ 3 year, \$300,000 Grant partnering with campus partners, WASAC, and Sedgwick County DA office. (Completed Feb 2020)
- Created new Prevention Sexual Violence webpages
- 379 individuals engaged in some type of sexual violence prevention intervention. This is 146% increase over FY19.

Goals:

Finish creating #WSUWeSupportU Preventing Sexual Violence Training to replace Not Anymore program. Will roll out April 2021 for Sexual Violence Awareness month.

Area of Focus: 5D Preventing Substance Abuse

- Continued collaboration with Blue Window and KDOT to create media campaign for not driving impaired. Due to COVID-19, campaign was not utilized as it was designed for sporting events.
- A total of 368 individuals engaged in some type of substance abuse prevention intervention. This is a 237% increase over FY19.

Goals:

Collaborate with Greek Life and Housing and Residence Life to increase AOD education.

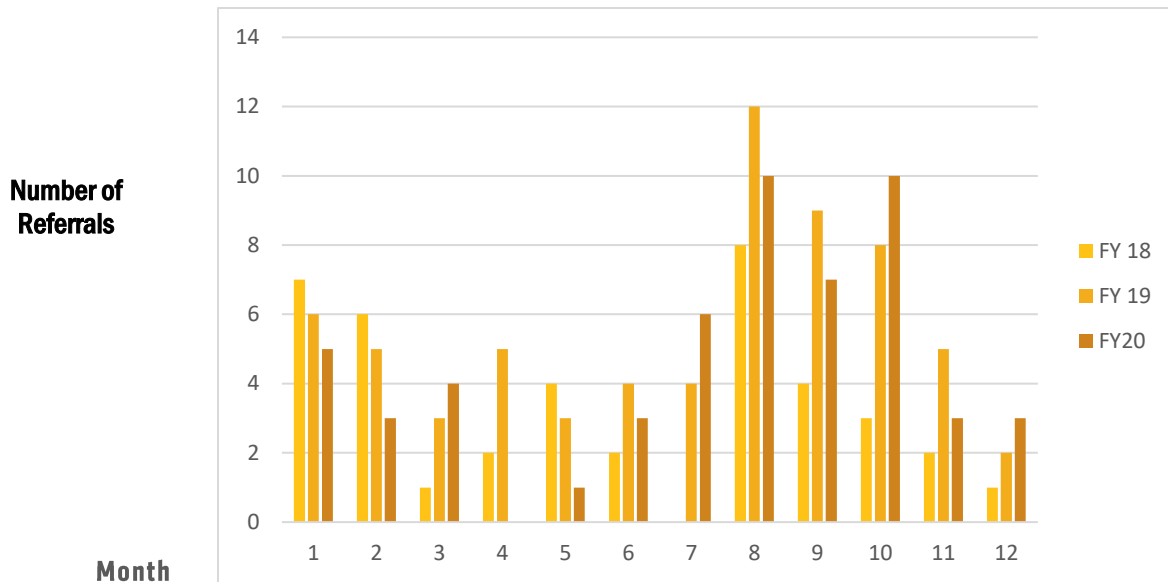
Create #WeSupportU Preventing Substance Abuse training

Utilize Athletic Prevention Ambassadors to have engagement of AOD education at athletic events

CAPS Assessment Coordinator Report

Dr. Lindsey Backer-Fulghum

FY 20



Referrals

- 46% called Center to inquire about testing or found online (42 referrals, 2% increase from FY19)
- 37% Referred from within Center (34 referrals, 13% increase from FY19)
- 4% Athletics (4 referrals, 100% increase from FY19)
- 1% Trio (1 referral, no increase from FY19)
- 1% Orientation (1 referral, new category)
- 11% Academic Advisors/Professors/Staff (10 referrals, new category)

Types of Referrals

- 57% ADHD Testing
- 31% LD Testing
- 11% Personality Testing
- 1% IQ Testing
- 4% Athletes
- 4% Academic Probation

Highlights

- Training experiences in ADHD/LD assessments
 - 3 practicum students (2 assessments each)
 - 1 advanced practicum student (8 assessments)
 - 4 doctoral interns (2 assessments each)
 - 1 master's level intern (1 assessment)

- Working with UCCs across the United States to provide psychoeducational testing and assessment supervision during pandemic

- Waitlist for assessments are continuing to grow (24% increase) since the previous fiscal year

FY	Completed	% Completed	Dropped	% Dropped	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	↑ 24	26	↑ 32	35	↑ 36	↑ 92
21					↑ 42	→ 42