

Counseling and Psychological Services (CAPS)

Fiscal Year 2024 Impact Report

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Mission

Counseling and Psychological Services provides accessible mental health treatment, training and education to empower the WSU community and promote personal and academic growth.

Student Snapshot

Percent of Campus Served	6.4% (n=1129)
Busiest Intake Times	September (n=168) & October (n=150)
Avg Wait Time for Routine Intake	4.87 business days (including holidays)
Gender	31% Male 54% Female 10% Self-Identify/Transgender 5% No Response
Ethnic Minorities	10.4% Asian 14.4% Hispanic 7.5% African American 8.5% Other 4% No Response
Sexual Orientation	36.5% LGBTQ+ 1.6% Self-Identify 54.3% Heterosexual/Straight 7.6% No Response
First Generation College Students	34% Students self-identified as such
International Students	8.3%
Care Team	Approximately 15% of students served at CAPS had an open CARE Team case in FY24
Year in School	22.1% 1 st Year UG 18% 2 nd Year UG 21.4% 3 rd Year UG 18.6% 4 th + Year UG 12.5% Graduate

CAPS Services Provided

- **Number of individual appointments attended:** FY24 has **5,899**, which is a **4.34% increase** from FY23 and is the most individual appointments attended at CAPS ever.
- **Hours in group therapy:** In FY24, students spent **381.5 hours** in group, which is a **28.02% decrease** from FY23 (no groups were offered in the summer this fiscal year).
- **Number of students using services:** FY24 had **1129** which is a **1.14% decrease** from FY23 and is the third most individual to seek services at CAPS.
 - **Number of clients on a suicide specific treatment protocol:** FY23 had **88**.
 - **Number of student athletes served:** FY24 had **48**, which comprised over 14 sports.
 - **Number of WSU Tech students served:** FY24 had **53**.

Clinical Training/Applied Learning

- CAPS continues to provide applied training opportunities for both WSU students and students from other universities. During the 2023-2024 academic year, **12 of our clinicians were in dedicated training positions.**
- Due to the applied learning program, CAPS has been able to provide access to mental health services on campus. **Our trainees provided 2,312 hours of clinical services in FY24.**
- **CAPS has 13 dedicated training positions for FY24.**
 - Training partners include: **WSU** (Psychology Department, School of Social Work, and Counseling Educational Leadership and Intervention Services and Leadership in Education (ISLE)), **Emporia State University**, and **Wichita Collaborative Psychology Internship Program (WCPPIP).**

CCMH National Benchmarking

- **Center of Collegiate Mental Health (CCMH)** is a national, multidisciplinary, member-driven organization that focuses on providing accurate and up-to-date information on the mental health of today's college students. CCMH strives to connect practice, research, and technology to benefit students, mental health providers, administrators, researchers, and the public. The collaborative efforts of over 750 college and university counseling centers and supportive organizations have enabled CCMH to build the nation's largest databases on college student mental health.
- **Percent of clients endorsing Suicidal Ideation within 2 weeks of first CAPS appointment:** FY24 had **40.9%**, which is **37.4% higher** than the CCMH average.

FY24 Satisfaction Survey Highlights

- Over the course of two weeks in the spring 2024 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 2024 had 250 responses.** The results of the survey indicated high levels of student satisfaction with their experiences with CAPS and with their therapists.
 - **95%** of respondents felt treatment at CAPS made their specific problem somewhat/a lot better.

- **75%** of respondents indicated that they are more likely to continue at WSU because of CAPS.
- **94%** of respondents indicated that staff at CAPS provided an inclusive environment.
- **94%** of respondents indicated that they would recommend CAPS to a friend.
- **94%** of respondents indicated that they would return to CAPS if they needed help.
- Group Satisfaction Survey (GSS) was developed to better collect data on treatment outcomes and experience with group during each semester. **GSS for the spring 2024 had 13 responses.** The results of the survey indicated high levels of student satisfaction with their experiences with group services at CAPS.
 - **92%** of respondents felt treatment at CAPS made their specific problem somewhat/a lot better.
 - **77%** of respondents indicated that they are more likely to continue at WSU because of CAPS.
 - **85%** of respondents indicated that they would recommend CAPS to a friend.
 - **85%** of respondents indicated that group leader(s) provided an adequate explanation regarding the purpose of the group.

CAPS/Staff Highlights

- CAPS secured funding from Kansas Behavioral Health Center of Excellence (KSBHCoE) to provide increased funding for trainees and applied learning. Due to the funding, CAPS was able to secure a Post Doc Trainee in Psychology position in Fall 2024 for the first time since Fall 2015.
- Due to one-time funding being available, all applied learning students received a small scholarship for their service to CAPS.
- CAPS trained the 70th Wichita Collaborative Psychology Internship Program (WCPIP) cohort of Psychology Interns.
- CAPS partnered with Athletics and Ascension Via Christi and held the first ever WSU Men's Basketball Blackout Stigma game.
- CAPS Faculty Fellow Program secured Jean Mash from the WSU School of Social Work to provide clinical supervision to social worker clinician at CAPS.
- The local clothing brand Popular Loner selected CAPS as their recipient of 5% of sales to support mental health in the local area.
- Dr. Jessica Provines was the recipient of the WSU alumni *Social Impact Award*.
- Elisabeth Benteman, CAPS student worker received the Student Affairs Student Employee Lead On award.
- Layna Adams, masters level intern presented her graduate research at the Capital Graduate Research Summit in Topeka, KS and at the Rocky Mountain Psychological Association conference in Denver, CO.
- Chukwunenye Nweke and Dr. Pansorn Benyasut presented *Reflection on Engaging International Students in Counseling Services (a discussion on barriers, perceptions, and responding to student needs)* at the Dennis H. May Diversity Conference at the University of Illinois.
- Dr. Rachel Amerson was promoted to Training Director at CAPS and will lead Wichita Collaborative Psychology Internship Program (WCPIP).
- Samantha Tedder was promoted to Clinical Director at CAPS.

- Ben Flowers expanded CAPS relationship with WSU Rowing and increased sports performance interventions with the team.
- CAPS partnered with Athletics and is supervising two post degree clinicians as well as expanded sanction services.
- CAPS expanded partnership with WSU Tech and will now provide two days on site starting Fall 2024.
- CAPS launched Pushing Through Perfection and Helping Professions workshops.

FY24 CAPS Goals

- Increase clinical capacity with growth in demand by expanding therapist/supervisor positions throughout campus. (In progress)
- Increase overall student hours spent in group therapy by 10%. (Not met)
- Complete review of clinical data regarding persistence in treatment with URM students who seek services at CAPS. (Delayed)
- Build the CAPS faculty fellow program. (Completed)
- Solidify the academic year clinician position within CAPS. (Completed)
- Fill Training Director position to start by FY25. (Completed)
- Stabilize pay to retain staff. (Completed)
- Create sustainable organizational structure within CAPS to meet the changing needs of our students. (Completed)

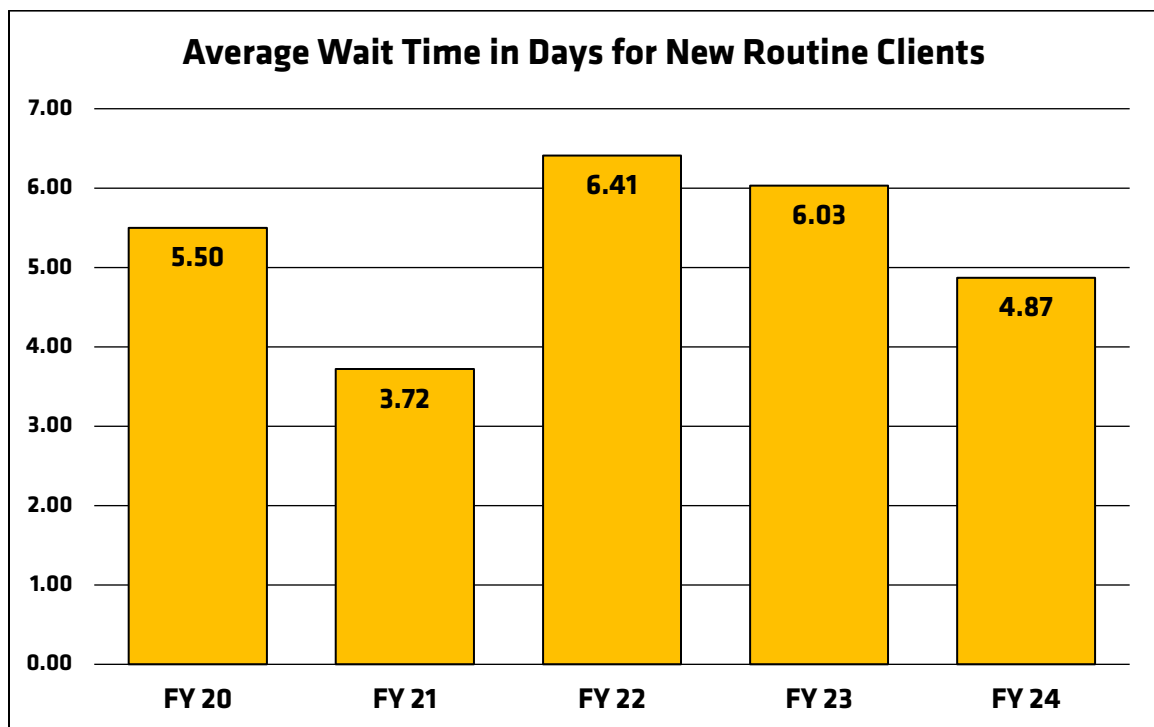
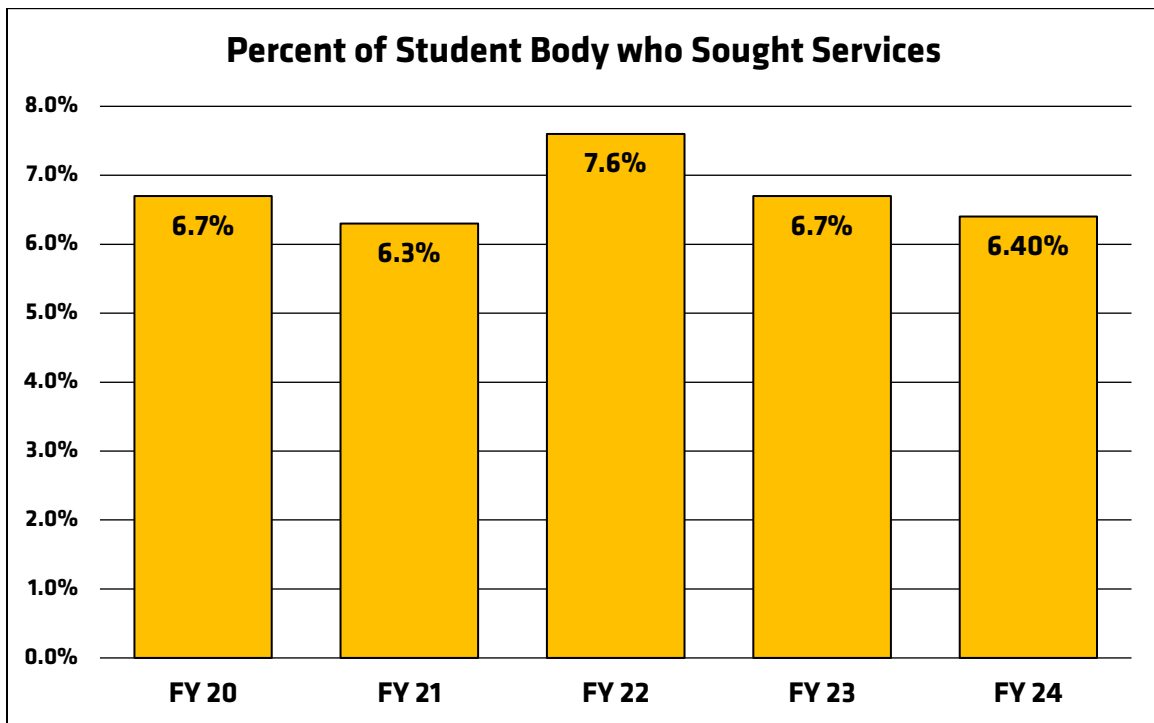
Issues/Challenges Facing the CAPS

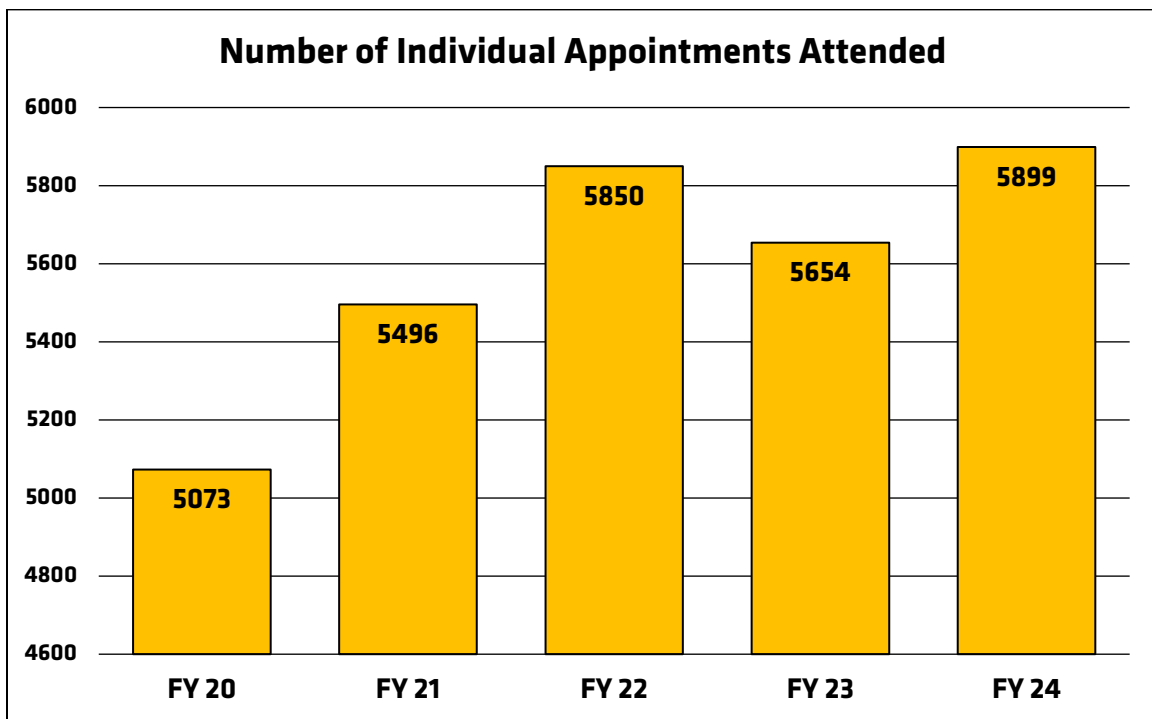
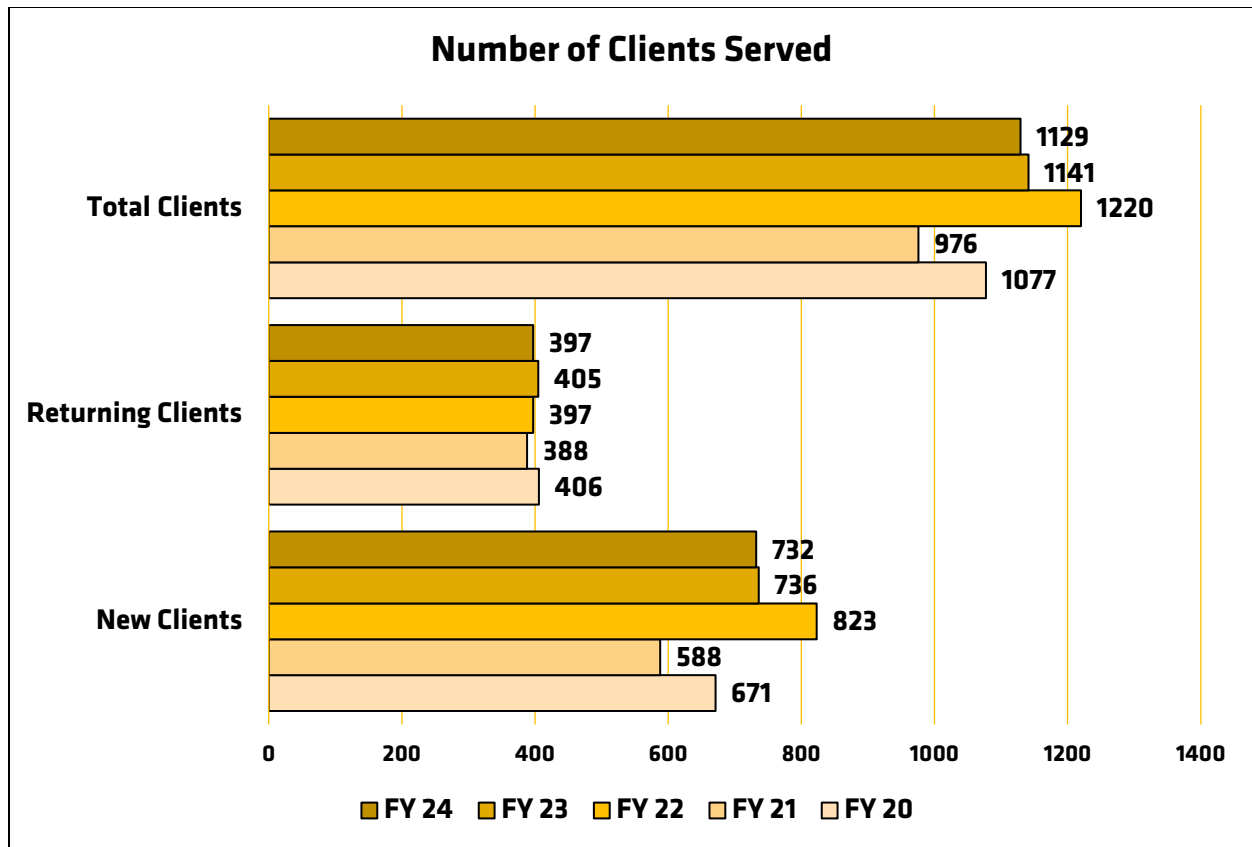
- Challenges with expanding staff members and trainees with limited space increases.
- Sustainable funding to retain senior clinicians to supervise trainees and early career therapists.

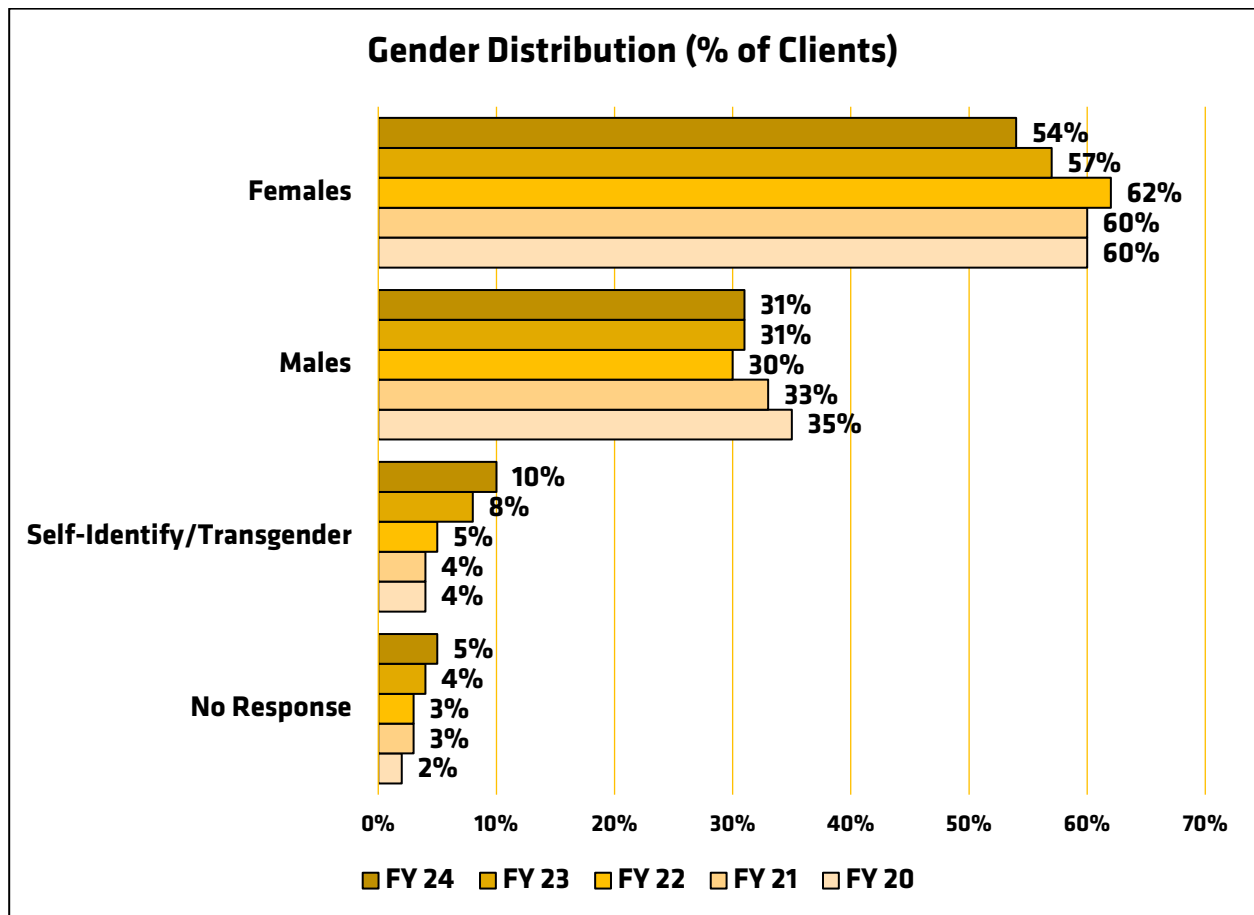
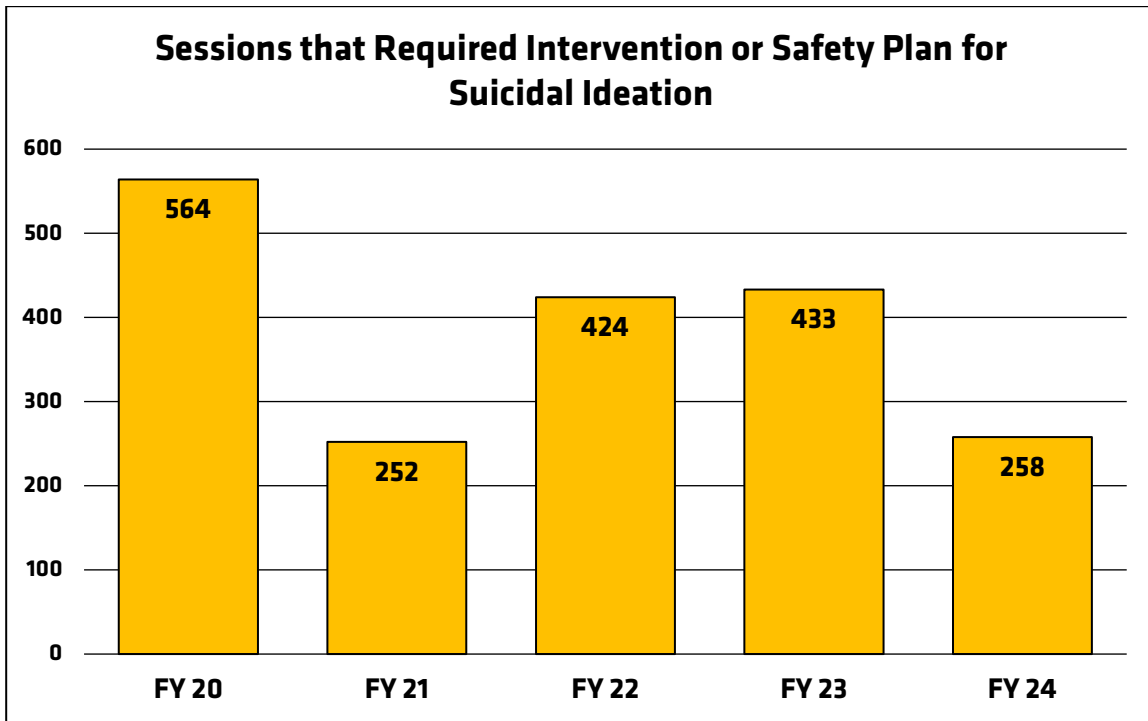
Proposed Counseling Goals for FY25

- Launch the Faculty/Staff Mental Health Therapy Clinic by summer 2025.
- Be a major contributor to the local workforce pipeline for mental health providers in South Central Kansas by providing robust applied learning experiences at CAPS.
- Secure and fund all applied learning experiences within CAPS with meaningful scholarships or wages to acknowledge the service to the university.
- Secure sustainable funding to retain senior clinicians to supervise trainees and early career therapists.
- Increase overall student case management appointments by 10%.
- Begin to explore WSU student at-risk data and counseling center utilization.

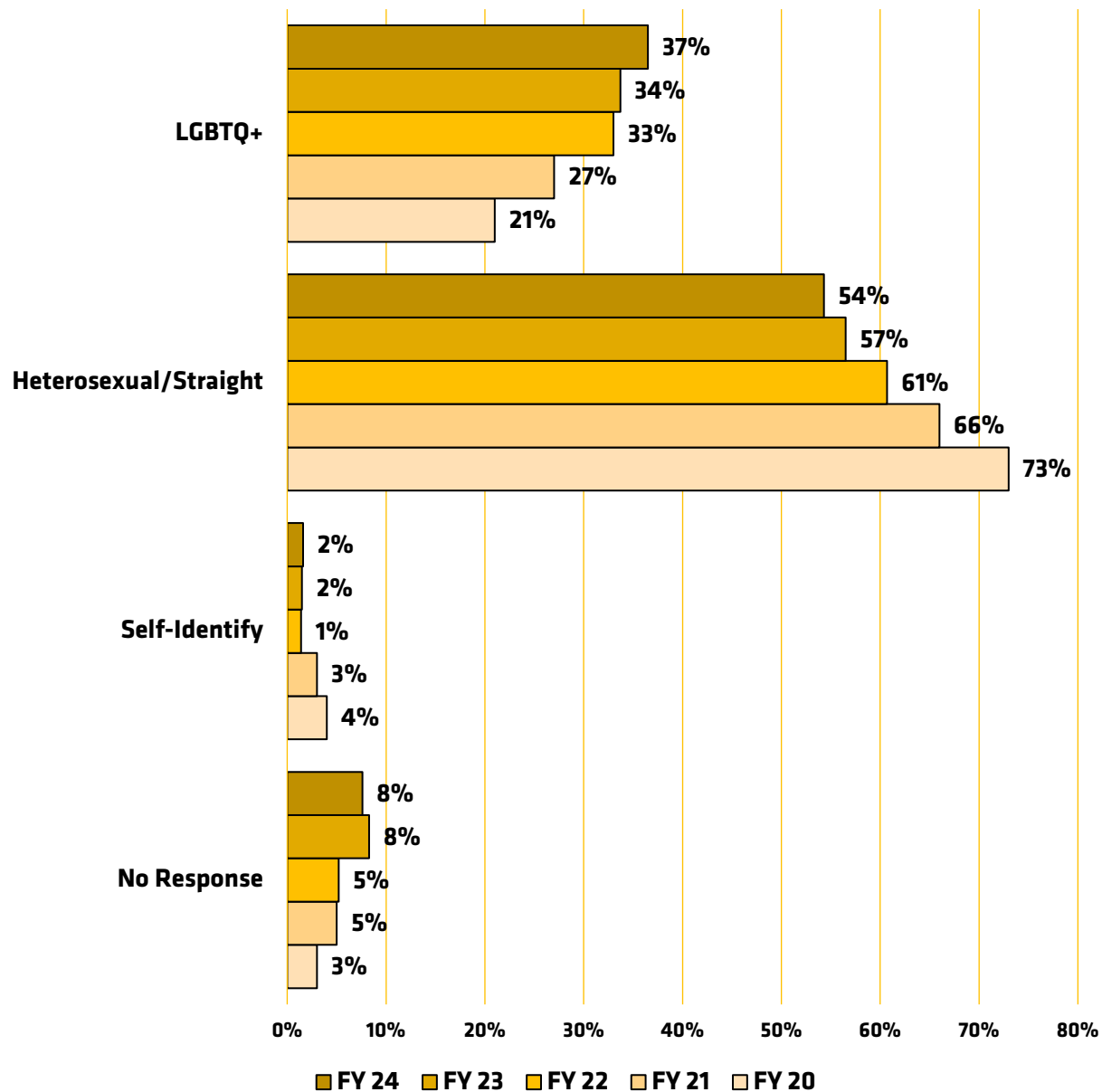
CAPS Past Five Fiscal Year Comparisons



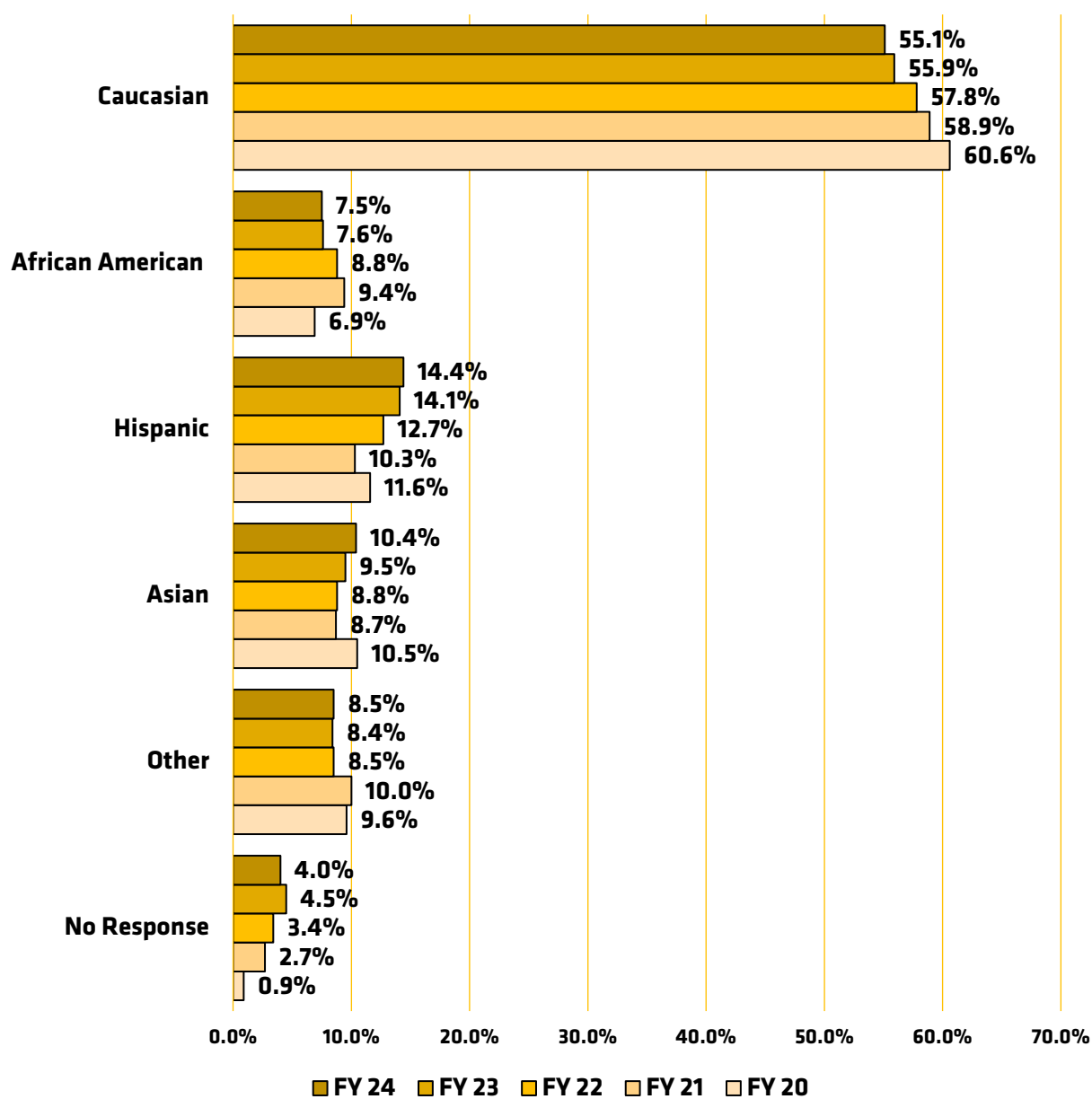




Sexual Orientation Distribution (% of Clients)



Ethnic Representation (% of Clients)



Other Important Demographics (% of Clients)

