

Counseling and Psychological Services (CAPS)

Fiscal Year 2023 Impact Report

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Mission

Counseling and Psychological 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	6.7% (n=1141)
Busiest Intake Times	September (n=167) & October (n=140)
Avg Wait Time for Routine Intake	6.03 business days (including holidays)
Gender	31% Male 57% Female 8% Self-Identify/Transgender 4% No Response
Ethnic Minorities	9.5% Asian 14.1% Hispanic 7.6% African American 8.4% Other 4.5% No Response
Sexual Orientation	33.7% LGBTQ+ 1.5% Self-Identify 56.5% Heterosexual/Straight 8.3% No Response
First Generation College Students	32.2% Students self-identified as such
International Students	9.4%
Care Team	Approximately 19% of students served at CAPS had an open CARE Team case in FY23
Year in School	20.4% 1 st Year UG 19.7% 2 nd Year UG 21% 3 rd Year UG 17.5% 4 th + Year UG 13.9% Graduate

CAPS Services Provided

- **Number of individual appointments attended:** FY23 has **5654**, which is a **3.35% decrease** from FY22 and includes the second most individual appointments attended at CAPS ever.
- **Hours in group therapy:** In FY23, students spent **530 hours** in group, which is a **17.26% increase** from FY22 and is the third most number of hours spent in group at CAPS ever.
- **Number of students using services:** FY23 had **1141** which is a **6.47% decrease** from FY22.
 - **Number of clients on a suicide specific treatment protocol:** FY23 had **148**.
 - **Number of student athletes served:** FY23 had **31**, which comprises over 10 sports.
 - **Number of WSU Tech students served:** FY23 had **52**.

Clinical Training/Applied Learning

- CAPS continues to provide applied training opportunities for both WSU students and students from other universities. During the 2022-2023 academic year, **11 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 2,366 hours of clinical services in FY23**.
- **CAPS has 12 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 (WCPIP)**.

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:** FY23 had **43.5%**, which is **6.4% higher** than the CCMH average.

FY23 Satisfaction Survey Highlights

- Over the course of two weeks in the spring 2023 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 2023 had 211 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.
 - **74%** 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.
- **94%** of respondents indicated that they would return to CAPS if they needed help.
- A new Group Satisfaction Survey (GSS) was developed in FY23 to better collect data on treatment outcomes and experience with group during each semester. **GSS for the spring 2023 had 20 responses.** The results of the survey indicated high levels of student satisfaction with their experiences with group services at CAPS.
 - **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.
 - **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 was presented the R.A. 'Jiggs' Nelson Quality of Life Award from the Wichita Medical Research & Education Foundation.
- CAPS launched successful Neurodiverse Peer Support Group in partnership with ODS.
- CAPS partnered with the School of School Work and created two training placements for graduate and undergraduate social work students.
- CAPS Faculty Fellow Program had Samantha Slade, Ph.D. from the WSU Psychology Department complete her post-doctoral hours with CAPS.
- Dr. Jessica Provines was appointed to the Sedgwick Country Mental Health Advisory Board.
- CAPS Psychology Intern, Shawn Leslie's dissertation was accepted for publication in Psychology of Consciousness: Theory, Research, and Practice.
- Matthew Mooers, CAPS Psychology Intern, led a Keep Calm and Breathe Online event with the Provost Dr. Shirley Lefever.
- Applied learning students in the psychology graduate program, Jonathan Larson and Grace Lyons presented their research poster regarding a project they collaborated with CAPS on.
- Elisabeth Benteman, CAPS student worker presented her undergraduate research at WSU URCAF and she won first place in the social sciences poster division.

FY23 CAPS Goals

- Stabilize staffing problems by aligning compensation to the external, local market (Completed)
- Increase clinical capacity with growth in demand by expanding therapist and trainee positions (Continued/In progress)
- Complete review of clinical data regarding persistence in treatment with URM students who seek services at CAPS (delayed)
- 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 (Completed)
- Develop national benchmarking goals with CCMH data (In progress)
- Develop continuing education program for staff to engage in at CAPS (Started)

- Explore public/private partnerships to best serve students' and trainees' psychological assessment needs (In progress)

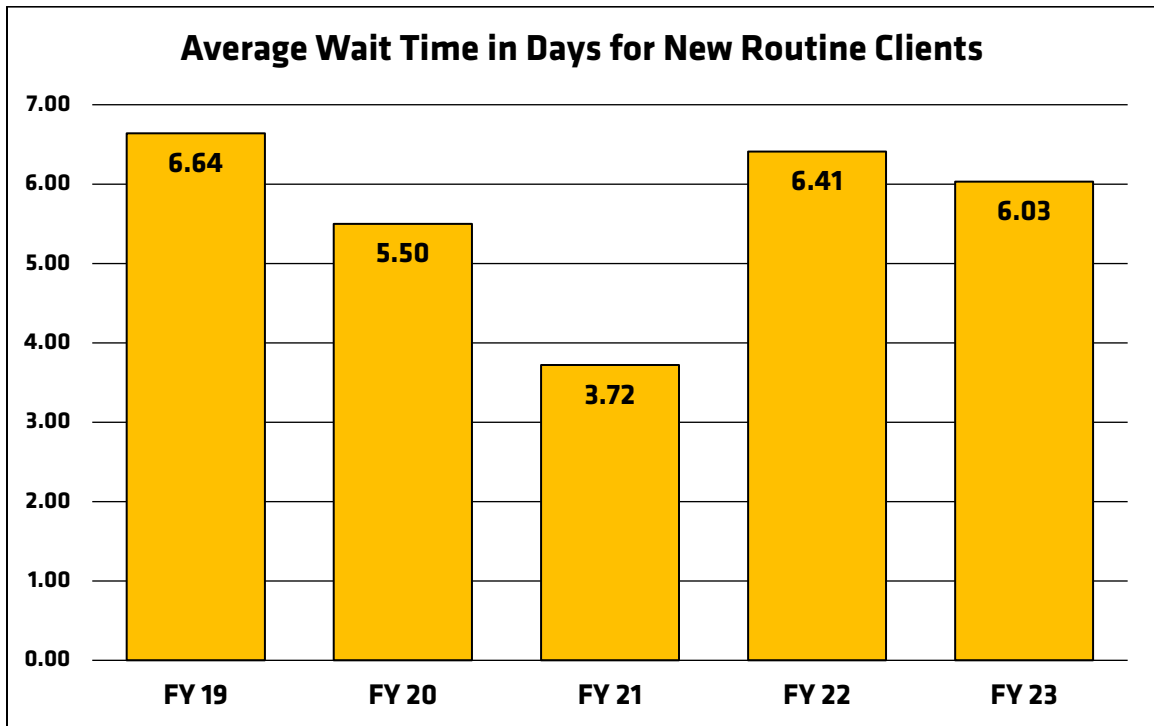
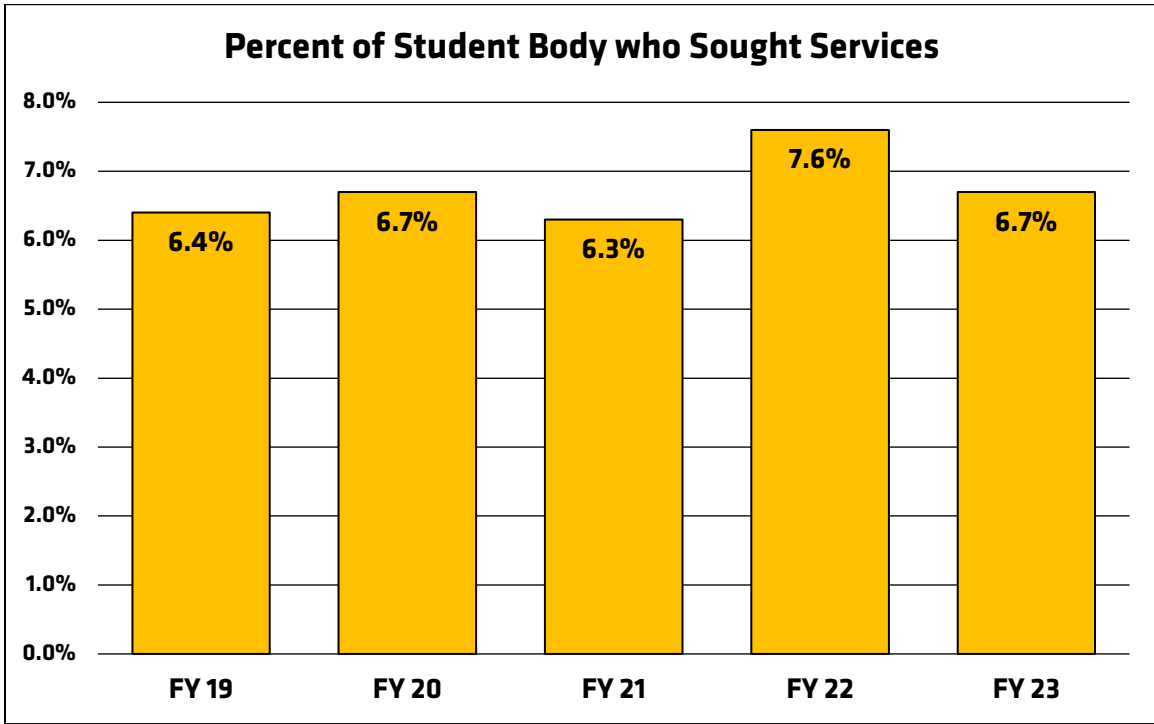
Issues/Challenges Facing the CAPS

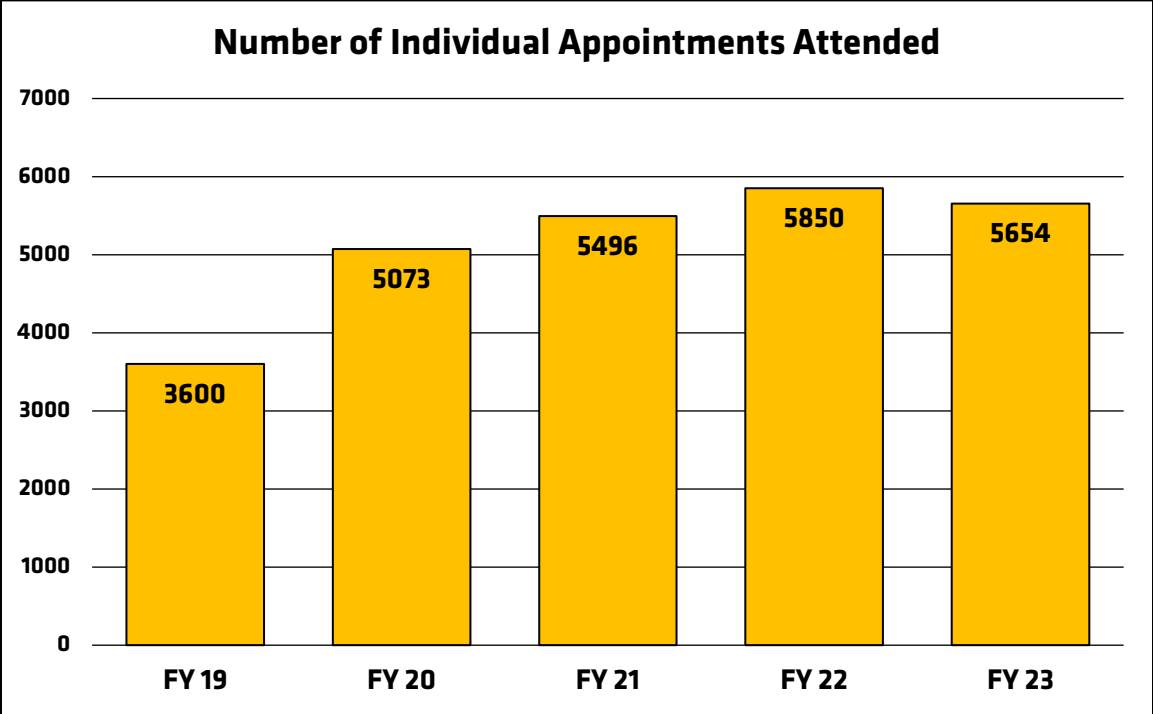
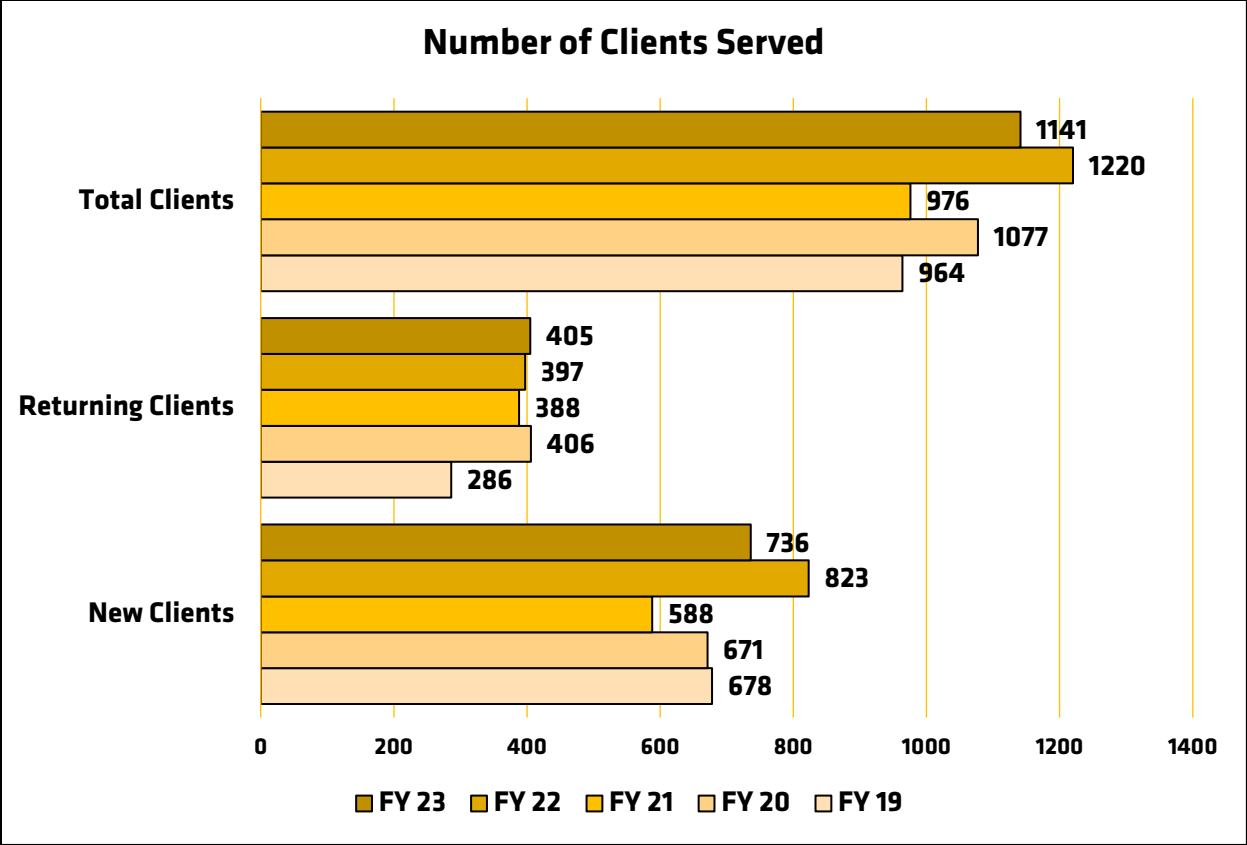
- Loss of clinicians to higher paying private practice opportunities. FY 23 saw the loss of 3 full-time clinicians and 1 part-time clinician.
 - Loss of Training Director and failed search for a replacement.
- Resignations of 2 licensed therapists going into the fall 2022 semester, which took till March 2023 to fill both positions.

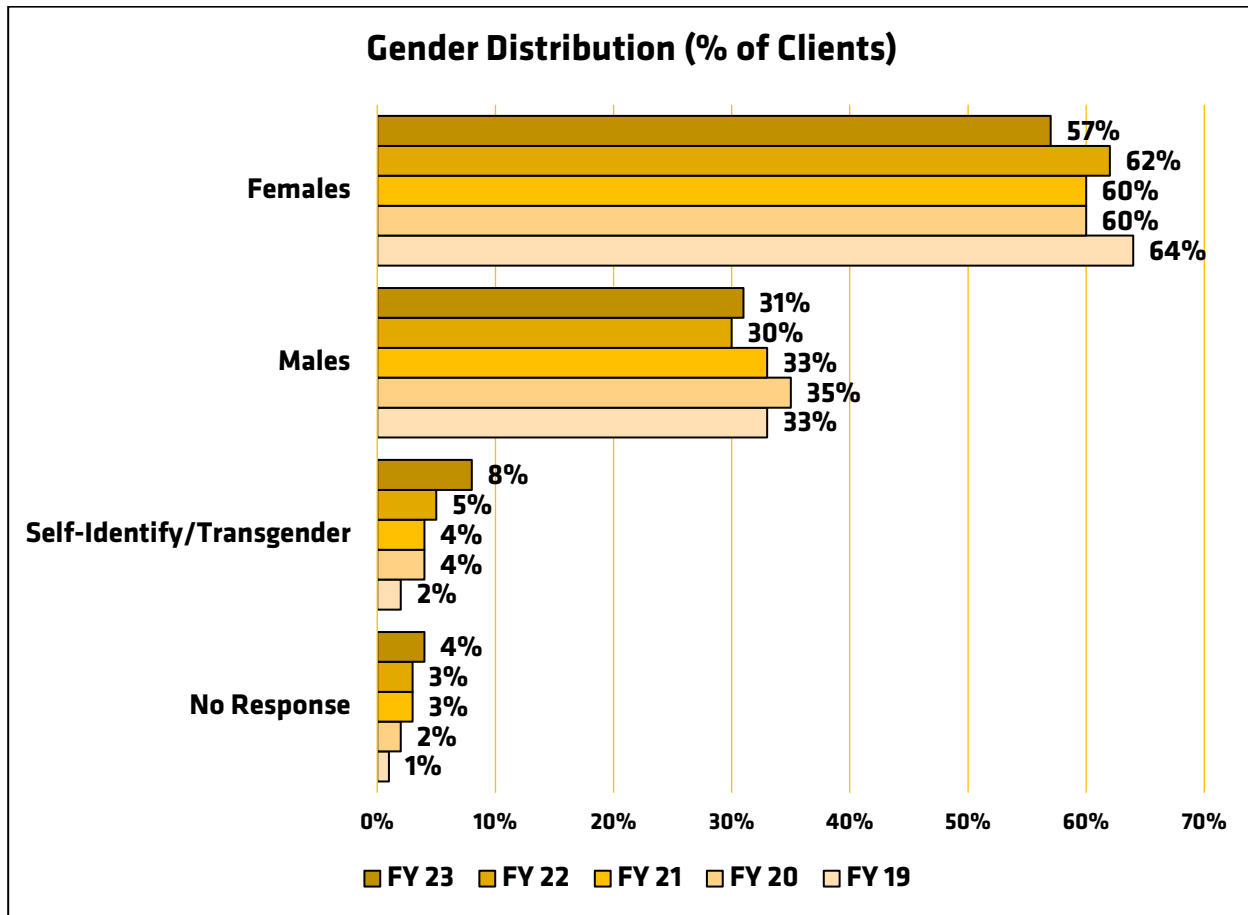
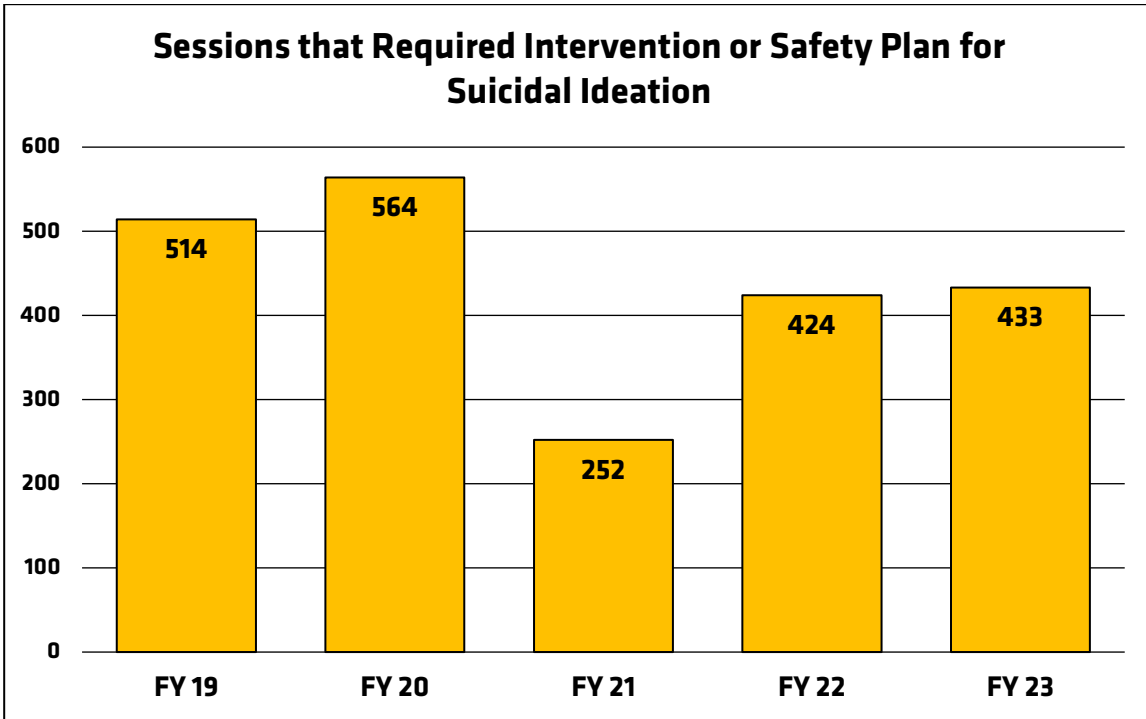
Proposed Counseling Goals for FY24

- Increase clinical capacity with growth in demand by expanding therapist/supervisor positions throughout campus.
- Increase overall student hours spent in group therapy by 10%.
- Complete review of clinical data regarding persistence in treatment with URM students who seek services at CAPS.
- Build the CAPS faculty fellow program.
- Solidify the academic year clinician position within CAPS.
- Fill Training Director position to start by FY25.
- Stabilize pay to retain staff.
- Create sustainable organizational structure within CAPS to meet the changing needs of our students.

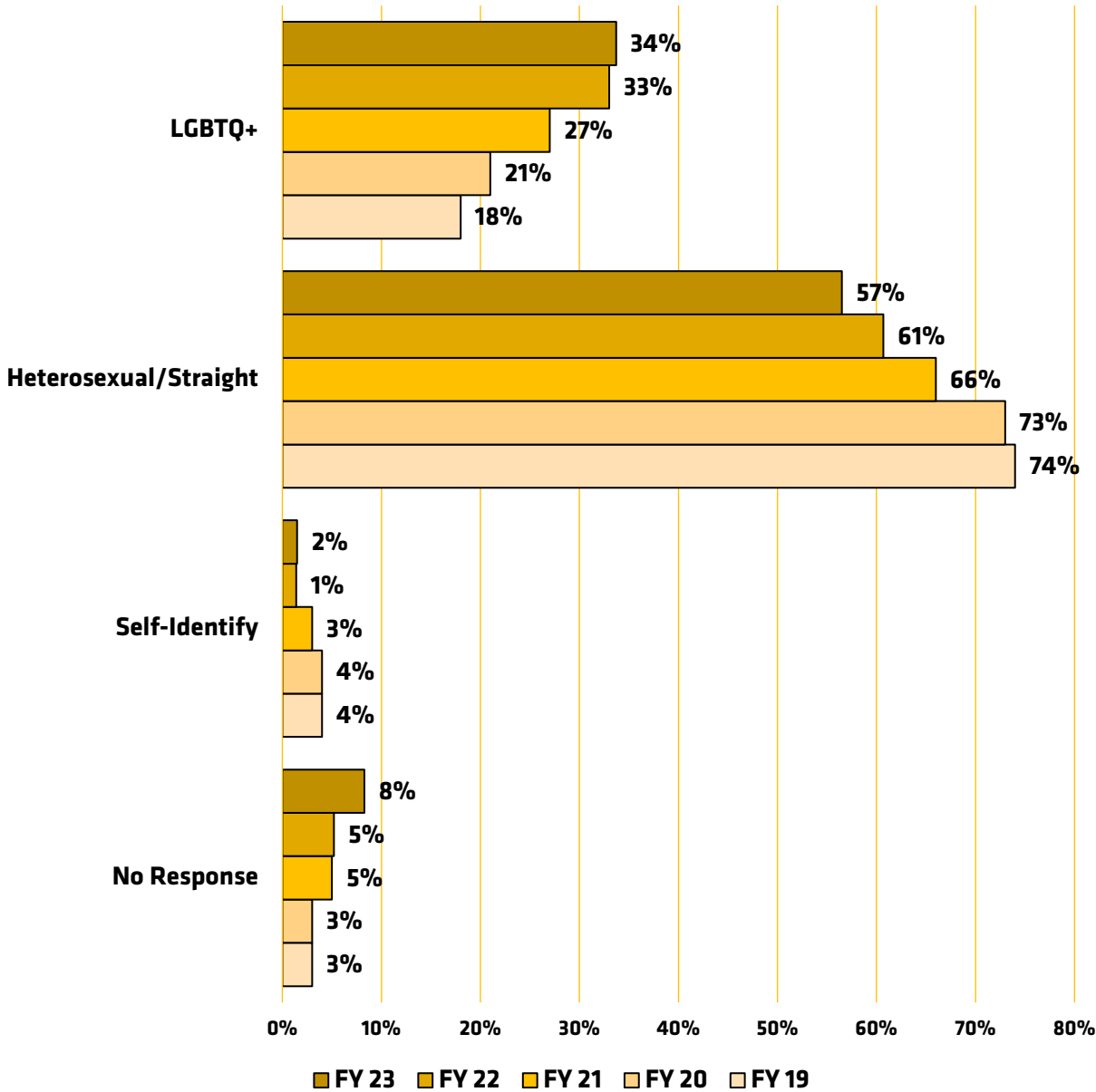
CAPS Past Five Fiscal Year Comparisons



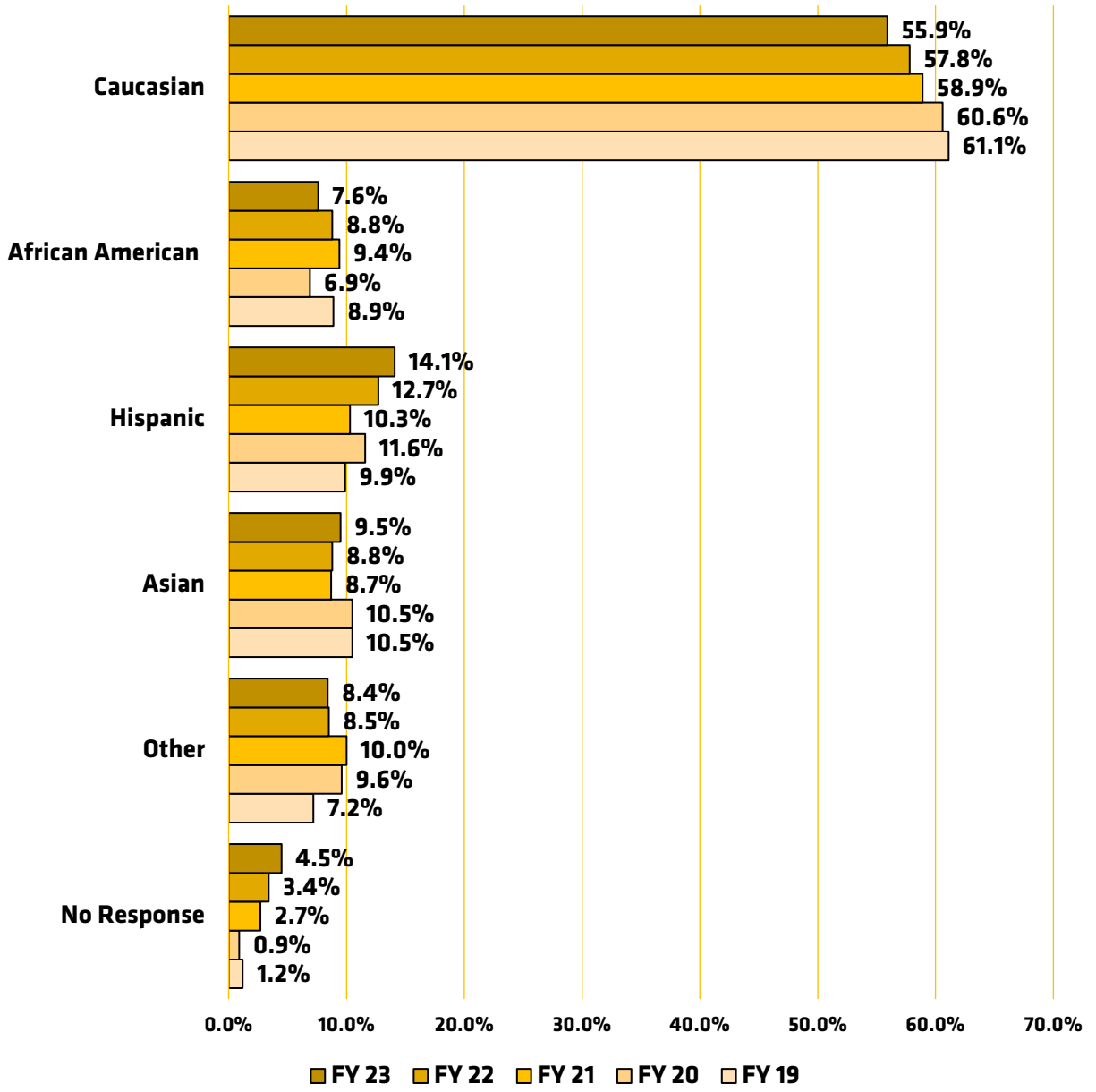




Sexual Orientation Distribution (% of Clients)



Ethnic Representation (% of Clients)



Other Important Demographics (% of Clients)

