



# USF COUNSELING CENTER

## ANNUAL REPORT 2015-2016

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The USF Counseling Center (USFCC) is a department within Student Affairs and Student Success and a member of Wellness USF. As such, we are dedicated to fulfilling, with **integrity**, the Wellness USF vision of “a thriving campus community centered on maximum wellbeing”.

The past year brought many transitions to USFCC. Despite the associated challenges, staff continued to demonstrate their commitment to **excellence**. We increased access to quality clinical services resulting in a 17% increase in clients served compared to the year prior, while simultaneously reducing wait-times for appointments.

USFCC staff members also increased **collaboration** with Wellness USF and Student Affairs and Student Success partners to better serve student needs. Consistent with our focus on **equity and inclusion**, we intentionally focused outreach and consultation programming on meeting the needs of traditionally underserved students which resulted in 12,257 community members being served. In addition, we successfully graduated one advanced practicum student, three doctoral psychology interns, and two postdoctoral fellows from our well-respected training programs.

As we look to the year ahead, USFCC is excited about many initiatives that focus on continuing to increase access to our services and the quality of services that we provide. These include offering extended hours of service to USF students, closely monitoring outcome data, and using technologies such as TAO Connect and Silver Cloud. We intend to make these changes with an intentional focus on modeling **balance**. That is, we will aim to achieve personal and organizational growth in a manner that enhances maximal physical, emotional, social, intellectual, spiritual, and occupational wellbeing.

The staff at USFCC is grateful to the USF community for its continued support. We hope that this report offers a glance into the work we have accomplished in the past year and our goals for the year ahead.

Go Bulls!

# Mission, Vision, & Values

## Our Vision

Flexibly meeting the changing mental health needs of a diverse campus community through creating sustainable inter-professional partnerships and providing inclusive, innovative, and accessible mental health services.

## Our Mission

To promote the wellbeing of the campus community by providing culturally sensitive counseling, consultation, prevention, and training that enhances student academic and personal success.

## Our Values

**Integrity:** Consistently practicing honesty, authenticity, transparency, and ethical decision making.

**Excellence:** Remaining productive and accountable to stakeholders, while flexibly innovating to enhance continued growth and development.

**Collaboration:** Fostering the open exchange of ideas and building upon the unique talents and strengths of others.

**Equity and Inclusion:** Demonstrating commitment to social justice, cultural humility, and equity in access to resources.

**Balance:** Striving for equilibrium among personal and professional values and needs, while maintaining growth as individuals and as an organization.

## Clinical Services

The USF Counseling Center (USFCC) offers a range of clinical services to USF students, including individual counseling, group counseling, emergency walk-in services, outreach presentations, and consultations with students, faculty, staff, campus partners, and concerned community members. USFCC scheduled **20,076 appointments** during the 2015-2016 academic year and served **2,871 unique clients**. USFCC staff also facilitated the involuntary hospitalizations (Baker Act) of 21 students.

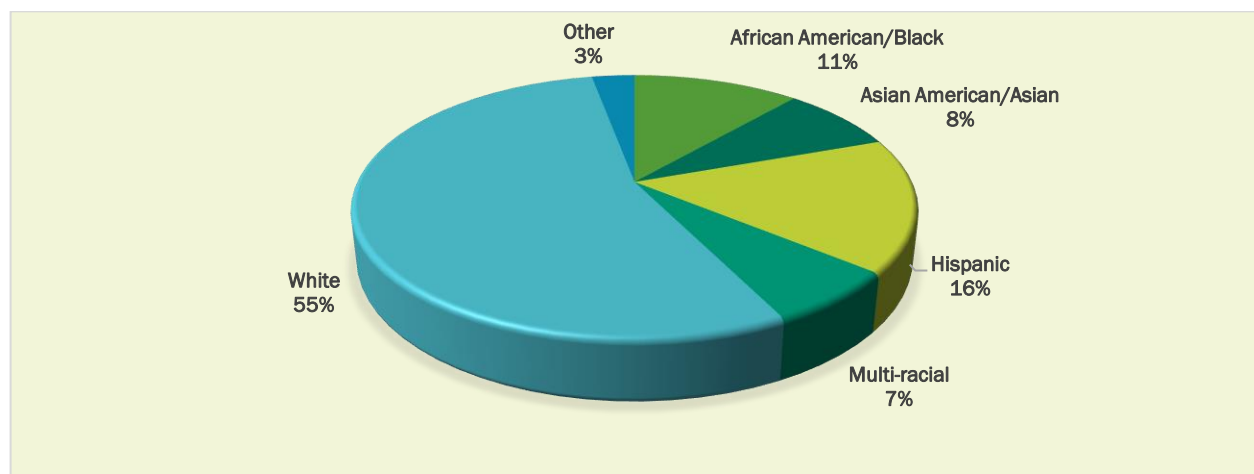
### Who are our clients?

USFCC serves a diverse range of clients that are representative of the USF student population. Offering culturally sensitive and competent services is central to our mission.

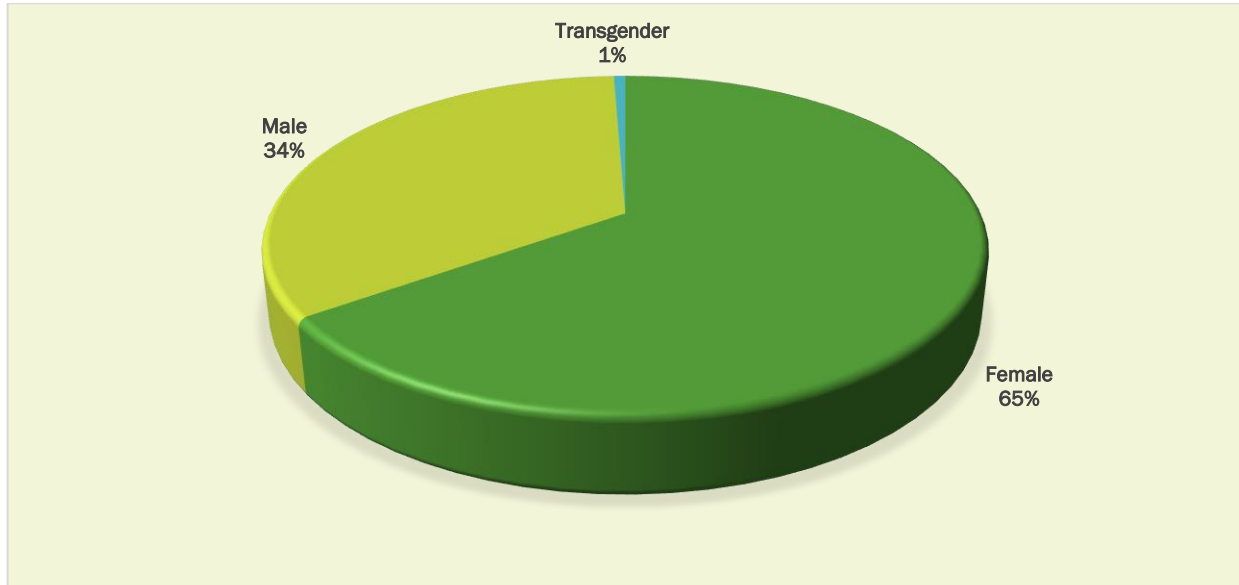
Of the clients who used USFCC's services, there were **869 international students** from **102 different countries**. We also provided services to **820 transfer students**, **809 first-generation students**, and **185 students with a diagnosed or documented disability**.

In addition, 617 students reported that they had a physical health problem and 16.1% reported that they do not have health insurance.

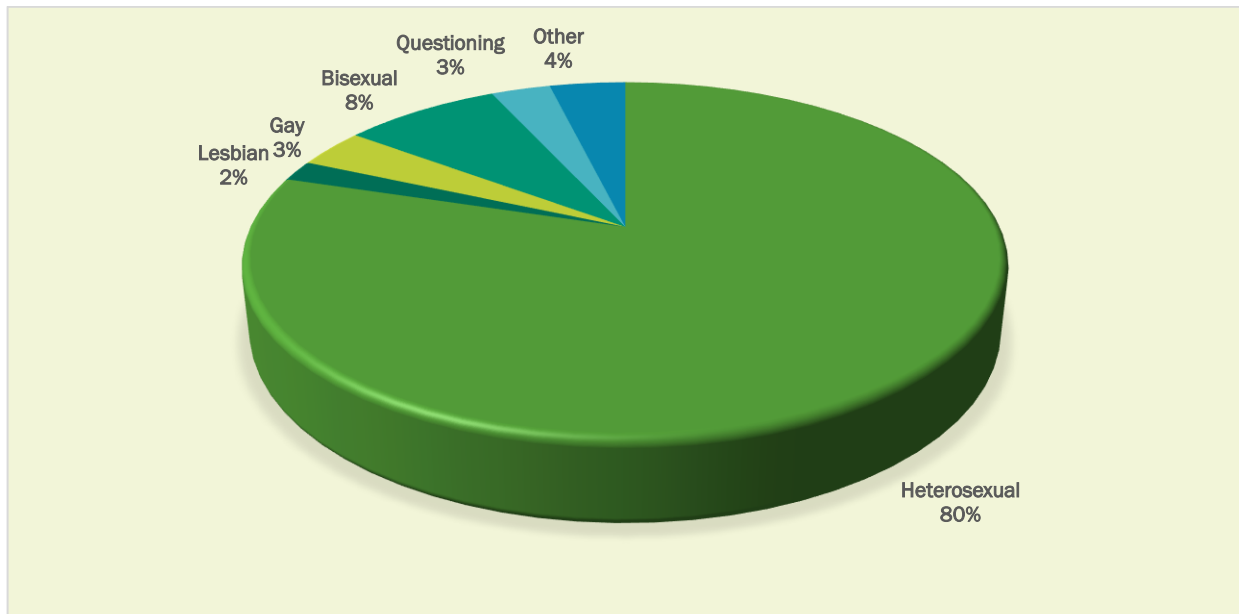
### Race/Ethnicity



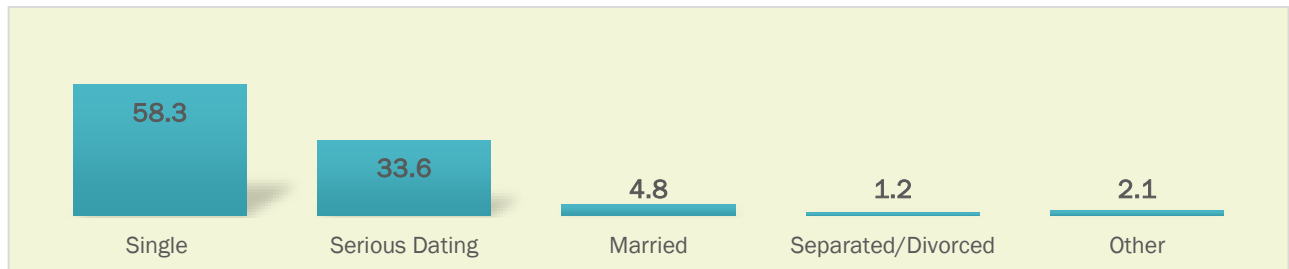
## Gender Identity



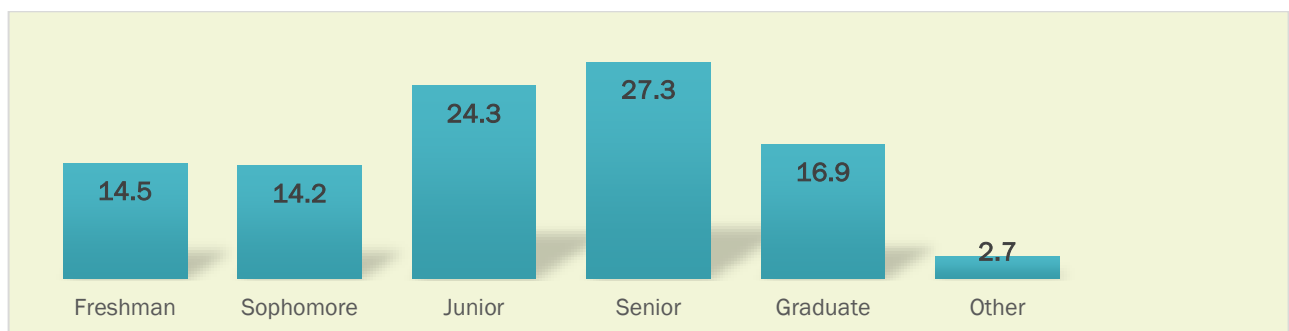
## Sexual Orientation



### Relationship Status



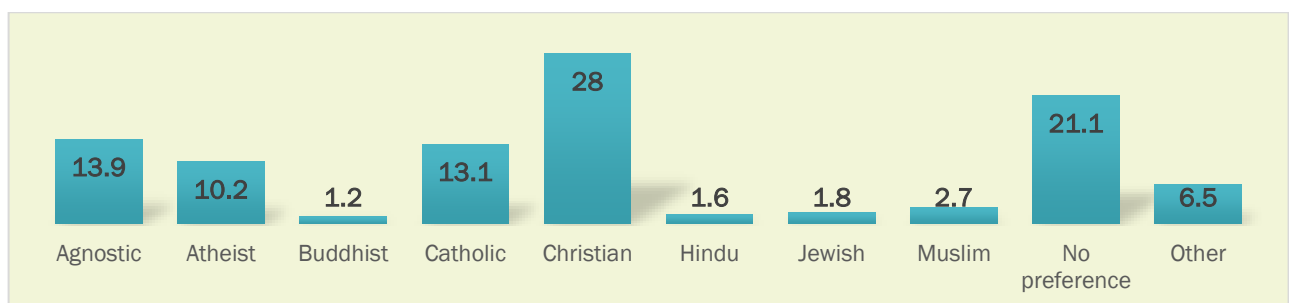
### Academic Status



### Financial Stress



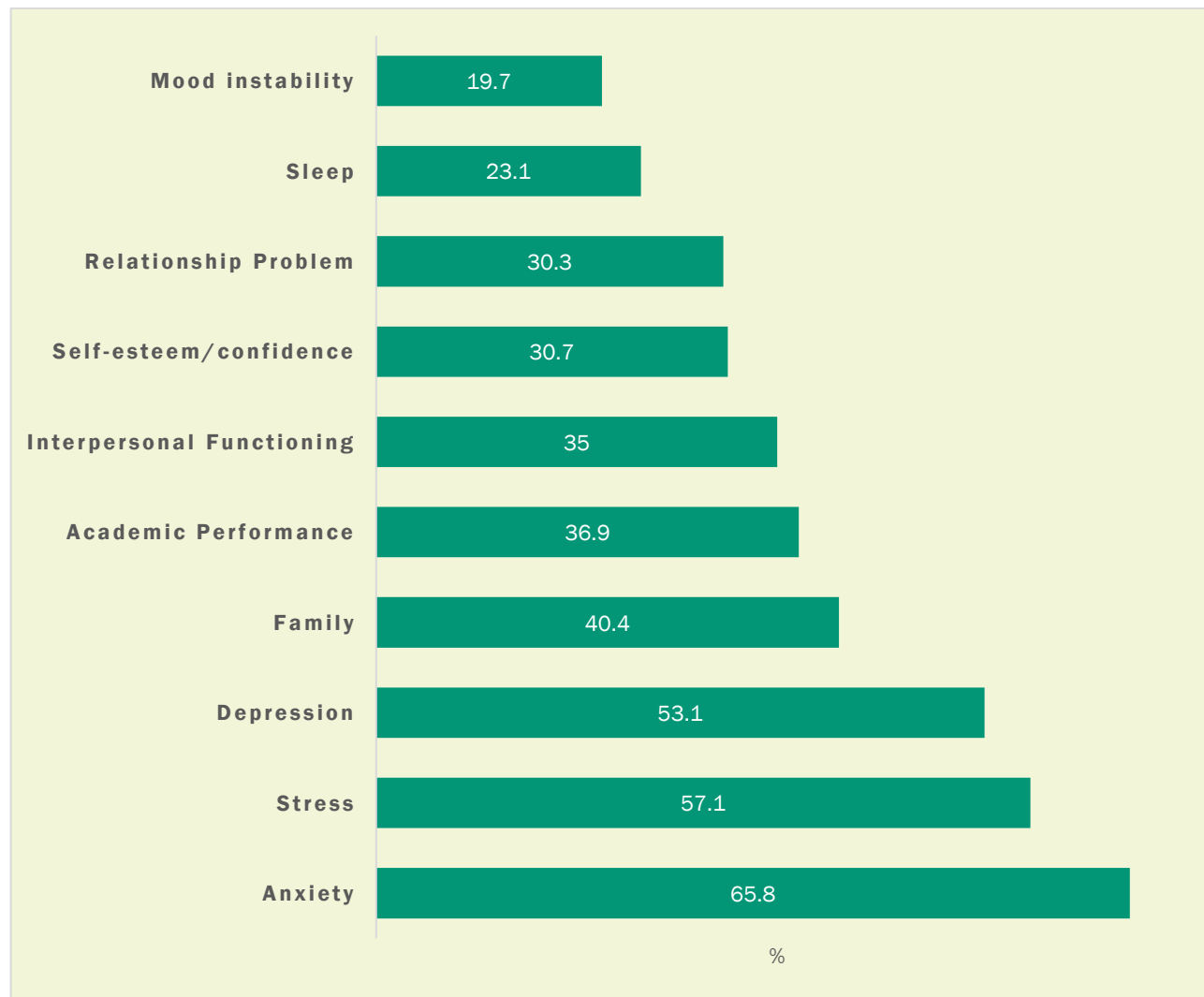
### Religion



## Presenting Concerns

USF students use the Counseling Center to address a wide range of presenting concerns. Despite this range, on average, each student attended **4.6 sessions of counseling**. In spring 2016, each clinician at USFCC completed a Clinician Index of Client Concerns (CLICC) form following their first session with each client. The CLICC provides an overview of the most common presenting concerns seen at the USFCC and indicated that concerns range from relationship problems to more chronic health concerns such as Bipolar Disorder.

**Anxiety, stress, and depression** emerged as the primary concerns among students at USF who seek counseling. The top ten presenting concerns are depicted below.





## Satisfaction Survey

In April 2016, USFCC invited all students who had received individual counseling services during the spring semester to provide feedback on their experiences. Students were emailed an online survey that allowed them to respond anonymously to questions that asked them to rate their experiences with the front desk staff, their individual counselors, and their overall counseling experiences. Data from 308 respondents are summarized below.

**94%**

- indicated that they would recommend the Counseling Center to a friend

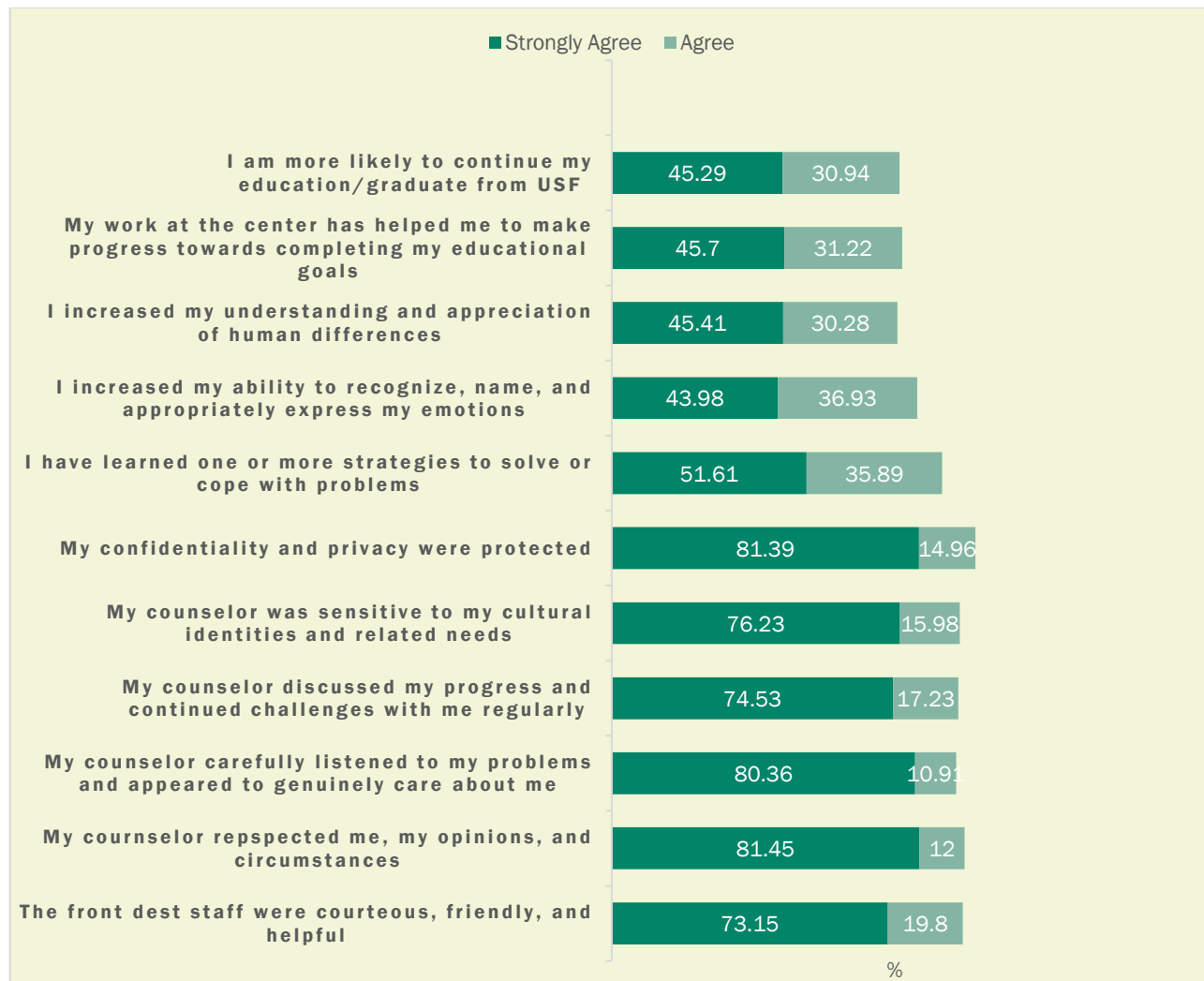
**93%**

- indicated that they would use Counseling Center services if they need help in the future

**89%**

- felt like their counselor understood their problems and concerns





**"Counseling was extremely beneficial for me throughout my college experiences and was a valuable resource to get my life back on track."**

**"Counseling helped me with issues that threatened to eclipse my freshman year...I feel more adept at understanding and getting along with others than I ever did before."**

**"My experiences at the Counseling Center have greatly exceeded my expectations. I was able to conquer many of the issues I was struggling with...I would recommend the Center to any student seeking help for any issues."**

## Group Counseling

USFCC has a robust group program and offered **42 groups** for a total of **507 group sessions** over the course of the academic year. A total of **1,021 students** participated in USFCC's group programming last year. Group programming allowed USFCC staff to offer more than 2000 additional hours of therapy to USF students, compared to if only individual counseling services were offered to students. Students can attend a range of groups at USFCC. **Interpersonal process groups** ('Understanding Self and Others' and 'Focused Brief Group Therapy') offer the opportunity for a small group of students to interact with each other over an extended period of time in order to share their experiences about a range of issues and concerns, and to offer each other feedback in a supportive environment. **Specialty groups** allow students to share their experiences around a similar concern or issue (e.g., grief), while accessing support. USF students may also attend **drop-in groups**, which often focus on teaching particular skills (e.g., depression management).

97%

- would recommend group to other USF students

97%

- learned something valuable about themselves

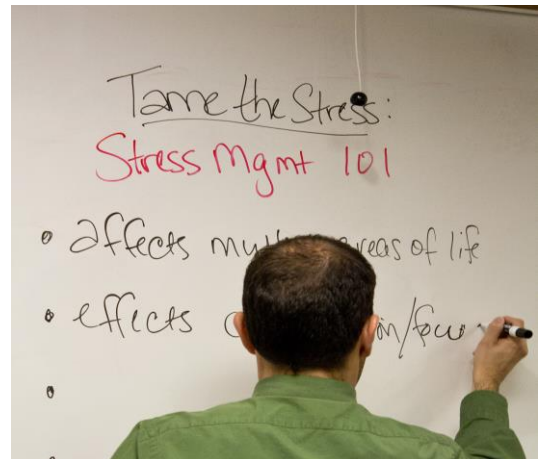
94%

- felt that group improved their ability to understand and interact with others



## What groups did we offer?

- Understanding Self and Others
- Focused Brief Group Therapy
- Building Strength in Remembrance (Grief)
- Exploring Body Image
- LGBTQ+
- Empowered (Trauma Survivors)
- Continually Growing
- Exploring your family, understanding yourself
- Mindfulness Meditation
- Building Health Relationships
- Learning to Let Go
- Life Hacks
- Semester Survival Skills



## What do our clients want you to know about group?

"Learning how to connect with people helped me to make an actual good friend"

"Do it! It's one of the most amazing and rewarding experiences at USF."

"This was a great experience. It changed my life and how I viewed myself."

"I honestly didn't think this would help. But it helped me more than I could hope for."

## Outreach & Consultation

Reaching out to the USF community to provide prevention programming and consultation is a priority at USFCC. This is done in the form of educational presentations and other structured and more informal interactions with students, staff, and faculty. These interactions allow us to provide helpful information to students who may not use the Counseling Center, but who may be struggling with mental health concerns. These interactions also allow us to offer other USF community members, who interact with USF students on a regular basis, opportunities to build the basic skills necessary to identify and refer students who may be in the early stages of distress. This contributes to the development of a “caring community” for our students.

During the past year, USFCC staff offered **552 consultations** to **2,244 community members**, and engaged in **162 outreach activities** that served an additional **10,013 community members**. USFCC has reached out to student groups, academic departments, and campus partners directly and through social media. We engaged in events such as the Tunnel of Oppression, USF Family Orientation, International Student Orientation, Week of Welcome Activities, LGBT+ engagement activities. We also presented on topics ranging from time management to body acceptance. In addition, USFCC staff collaborated as consultants on committees, including Substance Education and Abuse, Student of Concern Assistance Team, SAMHSA Suicide Grant Steering Committee, Committee on Issues of Sexual Orientation and Gender Identity, Emergency Response and Preparedness Team, and Healthy Campus 2020.

Brief descriptions of some of some of USFCC’s outreach activities and collaborations with other departments follow.

## Education Abroad

Each year, USF offers students and faculty the opportunity to engage in study abroad opportunities in over 25 countries through semester exchanges, dual degree programs, summer and short term programs, international internships, and service learning. USFCC works collaboratively with the Education Abroad office in USF World to provide faculty orientation trainings that help faculty, staff, and other program leaders increase their awareness of mental health concerns that can occur during study abroad experiences. We also teach prevention strategies and strategies to address mental health concerns that may emerge. In the last academic year, USFCC staff facilitated presentations for **every program leader** who traveled abroad with a USF student.

“Mental health issues can be some of the most challenging, risky, and time consuming issues that our student travelers and our program leaders will face when travelling internationally... Since USFCC’s partnership in our orientations, I am finding our program leaders more willing to intervene early on, when symptoms appear mild or moderate, thus mitigating the risk of a severe mental health issue abroad. I am looking forward to this partnership continuing for many years to come.”

~ Ben Chamberlain, MSW, International Risk and Security Officer



## Housing & Residential Education



Under the leadership of Brianne Eddinger, MSW, LCSW, USFCC staff provided **20 training sessions** to Resident Assistants and professional housing staff and participated in **7 events** hosted by the Housing and Residential Education (HRE) department in the 2015-2016 academic year. Staff members provided consultation and others services to **153 Resident Assistants (RAs)**, **29 professional HRE staff** and **over 300 student residents**. Through these outreaches and trainings USFCC staff provided direct contact to 100% of RAs, Resident Life Coordinators and Assistant Residence Life Coordinators. The outreaches to students included information about how to access Counseling Center services, stress management techniques, increasing awareness of discrimination taking action against oppression, and urgent clinical services after campus-wide incidents. RLE professional staff were trained in suicide gatekeeper training, facilitating difficult discussions on diversity and social justice, recognizing and responding to students in crisis, and engaging in self-care.

"My peers and I greatly appreciate the way you added to our existing skill set and challenged our knowledge base around working with students in crisis. The session helped breakdown some of the hesitations about reaching out for consultation. I look forward to a great year and continued partnerships with you all."

~ HRE Residence Life Coordinator

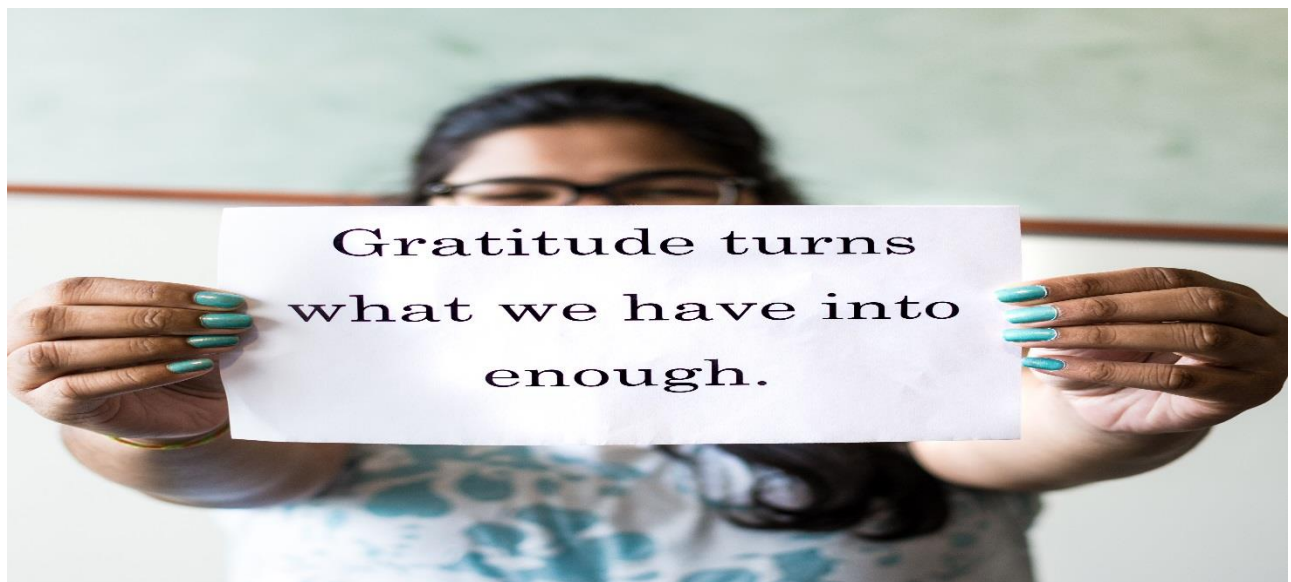


## Suicide Prevention

In conjunction with the Florida Mental Health Institute, the College of Behavioral and Community Sciences, the USF Department of Psychology, and the Alliance Suicide Prevention Lab, USFCC staff engaged in suicide prevention gatekeeper prevention using the evidence-based **Campus Connect** program. Campus Connect is a 2-hour training that uses experiential and didactic activities, including active learning strategies such as role plays, to enhance skills and knowledge associated with suicide prevention. Through efforts coordinated by Heidi Petracco, MSW, LCSW, Associate Director for Clinical and Prevention Services, a total of **20 trainings** were offered to **400 faculty, staff, and students** over the course of the year. Outcome data suggest significant improvements in knowledge, skills, and behaviors related to suicide prevention following Campus Connect trainings.

## Thirty Days of Gratitude

The field of positive psychology has demonstrated that practicing gratitude can improve mood. In order to help students to build this skill in their lives, USFCC spearheaded the **#30DaysofGratitude campaign** at USF in November 2015 under the leadership of Dr. Nicholas Joyce. During the campaign **87,398 social media expressions of gratitude** were displayed to the USF community. USFCC also collaborated with USF's Parent and Family Programs for their **Bulls Day of Gratitude**, during which students wrote letters of appreciation to important people in their lives.



# Training

USFCC currently provides training for psychology doctoral students through its **Advanced Practicum Program**, **APA-Accredited Doctoral Internship Program**, and its **Postdoctoral Fellowship in University Mental Health**. Highlights from the doctoral and postdoctoral fellowship programs are provided below.

## Doctoral Internship Program

During the 2015-2016 academic year, USFCC was delighted to providing training for four doctoral interns: **Brooke Griffith**, **Angelica Monteverde**, **Mattie President**, and **Anna Womack**. These four talented interns provided clinical services to **447 clients** and contributed **785 hours** to the group counseling program, participating in a total of **12 groups** over the course of the training year.

In addition to direct clinical service, the doctoral interns also provided **72 consultations** and facilitated **24 outreaches** to a total of **816 community members**. Interns also completed several integrated psychological assessment batteries during their training year.

A unique aspect of the doctoral training program at USF is that interns have the opportunity to complete consultation projects with campus partners. This year interns successfully completed projects with the Office of Veteran's success, the Office of Student Outreach and Success, USF Campus Recreation, and the USF Title IX Office.

All four interns also completed external rotations at the James Haley Veteran's hospital.



"It was obvious that the intern put a lot of effort into this project and that she genuinely cares about her work. Thank you for connecting her with our office. I really believe she produced a product that we can use and build upon in the future. She was a pleasure to work with."

~ Dr. Larry Braue, US Army (Ret.), Director, USF Office of Veteran's Services



## Postdoctoral Fellowship Program

The Postdoctoral Fellowship program in University Mental Health at USFCC is unique in that it offers fellows the opportunity to develop some specialization in primary care behavioral health. Last year, we were delighted to accept **Dr. Wei-Cheng Hsiao** and **Dr. Rebbecca Lowe** as our 2015-2016 cohort.

During the fall and spring, Drs. Hsiao and Lowe spent half of their time providing clinical services at USFCC and half of their time providing behavioral health consultation services at USF Student Health Services (SHS). During the summer, fellows also have the opportunity to participate in external rotations at Tampa General Hospital.

At USFCC, fellows provide a range of services including intakes, individual counseling, crisis management, consultation, and outreach. At SHS, the fellows provide behavioral health interventions to patients referred by Primary Care Providers. Fellows work very collaboratively with healthcare providers at SHS

to ensure the provision of coordinated care and treatment plans. Outcome data suggest **significant improvements in symptoms** related to general mental health, anxiety, depression, suicidal ideation, and substance abuse.

In the past year, Drs. Hsiao and Lowe scheduled **847 appointments** with **161 unique clients** at USFCC. At SHS, they provided **565 hours** of direct services to **249 unique clients**. It is noteworthy that fellows provide behavior health interventions in a setting that may be more comfortable for some students to access help (e.g., international students, who comprise 18% of the students seen by fellows at SHS), due to stigma and cultural differences. As a result, the fellowship program is likely contributing to the early identification and intervention of mental health concerns that can potentially impede student's academic and personal goals, especially among students who may be less likely to use USFCC services.



"The Postdoctoral Fellowship Program is excellent due to the availability of on-site consultation to enhance patient care and well-being. The fellows are a great resource for staff as well."

~ Primary Care Provider, USF Student Health Services

# Future Directions

## Strategic Planning Goals, 2016-2017

**Goal 1:** Use best practices in administrative services to maximize staff, financial, physical and technological resources.

- Confirm/finalize USFCC leadership structure
- Establish office hours that will offer improved access to students
- Ensure policies and procedures are consistent with best practices

**Goal 2:** Provide equity in access to an array of high quality mental health resources.

- Improve communication with psychiatric providers and Student Health Services
- Update clinical model to improve access to and quality of care provided to USF students
- Use clinical team model to provide peer consultation opportunities among USFCC clinical staff and trainees
- Implement use of DSM 5 to improve communication among USFCC providers and other care providers
- Establish peer review process to facilitate quality assurance and improvement
- Assess client satisfaction with different USFCC processes and functions to enhance quality of care provided
- Use technology to assess client progress, improve client access to services, and provide adjunct services to individual counseling for clients with mild to moderate symptoms
- Review Center's Scope of Care as it relates to the provision of specialty services

**Goal 3:** Provide all trainees with a comprehensive training experience that prepares them to be competent professionals.

- Improve organization of training programs
- Increase focus on demonstrating cost effectiveness of training programs
- Offer competency-based supervision to all trainees
- Explore training partnerships with mental health departments on the USF campus

**Goal 4: Improve and clarify outreach and consultation services to the campus community.**

- Create liaison relationships with campus partners to enhance communication between departments
- Clarify outreach functions of the Counseling Center
- Use technology to provide online psycho-educational informational to students who may not be accessing services at the Center
- Review assignment and distribution of outreach services to USFCC staff

**Goal 5: Demonstrate commitment to integrating social justice, diversity, and inclusion.**

- Intentionally consider diversity and social justice issues when developing, updating, and implementing policies and procedures
- Increase and acknowledge diversity of USFCC staff
- Provide training for staff on diversity and social justice issues
- Re-create Committee on Diversity and Inclusion (CODI)

**Goal 6: Improve awareness of Counseling Center services throughout the campus community.**

- Use website to more effectively engage the campus community
- Improve communication with campus community regarding who we are, what we do, and how to use us

**Goal 7: Provide Opportunities and resources for professional growth and development.**

- Offer regularly scheduled training activities focused on maintaining professional staff competency to serve the USF client population, as well as enhancing overall professional growth and development
- Provide professional development and growth opportunities to support staff
- Provide mentoring opportunities for new and/or early career staff



## COUNSELING CENTER