

10. Executive Summary 2010-2011

CAPS Accomplishments and Goals Achieved:

- Managed the greatest number of crisis appointments and threat evaluations compared to the previous two full fiscal years: 318 appointments in the shortened reporting 2010-2011 year. (2009-2010 had 237 appointments; 2008-2009 had 214 appointments in these full fiscal years).
- Served more unique clients, when looking at comparable reporting dates (July 1st to May 15th) than in the two previous years. In 2010-2011 CAPS provided service to 1,344 unique students. We served 1,224 in 2009-2010 and 1,163 unique clients in 2008-2009 during the corresponding time period.
- Provided 7,758 appointments to students during this shortened reporting period. This is an increase over the same time period in 2009-2010 where we had 7,314 appointments.
- Hired a new director to facilitate growth at CAPS and continue to take steps towards IACS accreditation.
- There was no significant waiting list for services at any campus.
- Highlighted services by holding our second annual open house at the Boca Raton campus.
- Provided ongoing “Psychodrama Techniques” training to faculty and staff, both in and out of the Division of Student Affairs.
- Continued expanding resource lending libraries available to students on all campuses.
- Offered internships and practicum placements for graduate students training in Psychology, Social Work, and Mental Health Counseling. All three campuses continue as training sites.
- Enhanced staff skills through on and off site continuing education credits on Alcohol and Other Drug treatment, Ethics, and Psychiatric Medication as an Adjunct to Counseling.
- Provided multiple outreach programs to facilitate mental, physical and sexual health including: presentations and workshops on eating disorders, stress management, assertive communication, healthy relationships, and live screenings for depression and anxiety, online screening survey, training resident advisors, and participation in the Wellness Fair and Wellness Task Force.
- Domestic Violence programming was expanded and included participation in the Brides Walk, a presentation on “Safety Issues in Relationships”, and collection of telephones for the National Coalition Against Domestic Violence.
- Members of Counseling and Psychological Services are current in completing continuing education to maintain licensure and credentials and participate in their national and local professional organizations.

Challenges:

- Lack of a Director
- Loss of one additional full-time staff member, reduction in full time staff hours in addition to fluctuations in part-time staff.

CAPS Goals for 2011-2012:

1. Counseling and Psychological Services will continue to take steps to achieve IACS accreditation.
2. Complete a current revised policy and procedure manual, including a training manual, to be used on all campuses and made available to all Counseling and Psychological Services staff.
3. Implement an assessment measure to evaluate client symptoms and progress.
4. Review staff responsibilities and performance and implement any appropriate reclassification of titles and salaries to reflect work being done, national professional standards and needs of the Center. Work towards meeting IACS recommended staffing ratios of 1: 1,500.
5. Increase Diversity sensitivity and expertise by instituting regular training on this topic.
6. Create a unified client satisfaction survey that can be used across campuses.
7. Increase Counseling and Psychological Services visibility on all three campuses and collaborate with other Departments in Student Affairs.
8. Build alliances with faculty in academic departments and pursue research opportunities.
9. Enhance the Boca Raton campus office reception area to meet Americans with Disabilities Act standards.
10. Expand our resource libraries for use by clients and staff.
12. Review of needs and possible creation of a Psychological Services and Testing Center. (Jupiter campus).
13. Revise and update website to reflect needs of GLBT population and current resources for education/relaxation techniques.
14. Support professional development by consistent policy of allocating funding to cover the cost of licensure fees, continuing education credits to maintain license, membership dues, conference attendance and involvement in professional associations.
15. Continue expanding Group Therapy and Workshop Programs.