



COUNSELING AND PSYCHOLOGICAL SERVICES

Division of Student Affairs
Florida Atlantic University

**Annual Report and Data Summary
2014-2015**

7/1/15

Mission and Values

<http://www.fau.edu/counseling/about/mission.php>

Org Chart

<http://www.fau.edu/counseling/files/CAPSORGCHARTJune2015.pdf>

IEA Goals for 2014-2015

1. Counseling and Psychological Services has completed its preparation for the International Association of Counseling Services (IACS) accreditation self-study and will be submitting its self-study and application for review.
 - a. Drew closer to the IACS ratio through two additions to our staff.
 - b. Applied for IACS Accreditation
 - i) Self-Study Submitted in August 2014
 - ii) Initial Board Approval January 2015
 - iii) Site Visit April 2015
 - (1) The preliminary report was full of incredibly positive adulations; the site review team congratulated FAU and suggested that we were a role model center for comprehensive delivery of quality services to college student populations.
 - iv) Final Notification expected between July and September of 2015.
2. Students who receive counseling or psychiatric services at Counseling and Psychological Services (CAPS) will be able to articulate, on a tailored satisfaction measure, their evaluation of counseling and psychiatric services.
 - a. **Accomplished:** Client Satisfaction Surveys were administered during the Fall 2014 and Spring 2015 semesters to assess student satisfaction with services received at CAPS. Results indicated that 94% of students receiving services at CAPS in the Fall semester, and 93% in the Spring semester, indicated that they were satisfied with the services they received. Overall, 93.5% of students indicated that they were satisfied with the services they received at CAPS.
3. Students will be assisted in learning healthy behaviors that support satisfying and productive lifestyles through the administration of a self-report symptom inventory.
 - a. **Accomplished:** CAPS transitioned from the BHM-20 to the CCAPS 64 and CCAPS 32. CCAPS 32 is now administered at each session. CCAPS 64 is administered during the Initial Appointment.
4. CAPS will develop at least 2 signature events for the 2014-2015 academic year: a. Resident Assistants Training and b. Achieve Your Balance Campaign
 - a. **Accomplished:** Launched CAPS new identity "Achieve your Balance" through a Launching Party that included activities on identifying strength and courage, improving interpersonal and intrapersonal relationships, and setting SMART goals
 - b. **Accomplished:** There was a 40% percent increase in Resident Assistant Trainings, 10 were provided in 2014-2105 in comparison to 6 in 2013-2014.

IEA Goals 2015 - 2016

1. Counseling and Psychological Services has completed and submitted its self-study and application to the International Association of Counseling Services (IACS). Following a site visit and initial report, CAPS aims to achieve IACS accreditation in the 2015 – 2016 year.
 - This goal supports FAU's goal of Quality and the advancement of the Strategic Plan. In addition to receiving accreditation in the 2015-2016 CAPS plans to increase the ratio of the current 1:1956 (15.75 FTEs) in order to get closer to the IACS ratios of between 1:1100 to 1:1500 (21-28 FTEs) staff to student ratio.

2. Students who receive counseling, psychiatric, treatment coordinator or group services at Counseling and Psychological Services (CAPS) will be able to articulate, on a tailored satisfaction measure, their evaluation of these services. Students will complete a client satisfaction survey during the Fall 2015 and Spring 2016 semesters. Our goal is to have an 80% completion rate for the survey.
 - This goal supports FAU's goal of Quality and the advancement of the Strategic Plan. An analysis of results of our Spring 2015 and Spring 2016 satisfaction results will be complete by May of 2016 to determine if we were able to meet this goal.
3. CAPS will develop a Diversity Committee, who will be responsible for ensuring multicultural sensitivity in all aspects of CAPS (training, psychotherapy, assessment, research, outreach, climate among staff).
 - This goal supports FAU's goal of Quality and the advancement of the Strategic Plan. A committee composed of at least three members will be established by December of 2016 and an initial assessment and recommendations will be gathered by May of 2016.
4. CAPS will conduct a feasibility study in order to determine the viability of a new building which will house the CAPS main office.
 - This goal supports FAU's goal of Quality and the advancement of the Strategic Plan. Feasibility study will be obtained during fall of 2015 and a written program plan will be completed by the end of 2015.

Executive Summary 2014-2015

Clinical

- New same day scheduling system was implemented and the no-show/cancellation rate for same-day initial appointments was 4.5%. A total of 126 same-day appointments were scheduled during the 2014-2015 reporting year.
- There were a total of 243 emergency appointments which is a 28.6% increase from than the 189 emergency appointments seen in 2013-2014.

Outreach

Student engagement and attendance has been documented as one of the main challenges of doing outreach at college/university counseling centers. CAPS had a significant increase in students' attendance at the following events:

- Clothesline Project and Changing the Seams: 211% increase from 37 participants last year to 115 this year.
- Suicide Prevention Events: 59% increase in participants from 220 last year to 350 this year
- Open Houses: 298% increase in attendees from 100 last year to 398 this year.
- Supervision and training to LGBTQ student body: 286% increase from 7 participants last year to 27 this year.

Training

- Substantial progress was made on the American Psychological Association Accreditation Self-Study. In it's near complete form, we will submit in the early months of the 2015-2016 academic year.

Eating Disorders Treatment

- Began Healthier U program
- Eating Concerns Treatment Team (ECTT) grew in number of students seen
 - There was a 44% increase in students seen by ECTT from 16 during 2013-2014 to 28 students during 2014-2015.
- Brought Healthy Body Image, an on-line research study and body image and eating disorder prevention program to FAU

Alcohol and Other Drugs (AOD)

- Assisted with the launch the FAU Collegiate Recovery Community (CRC) as a registered student organization on the Boca campus.

Suicide Prevention

- Selected Kognito, an online interactive suicide prevention training program. This program will be available to all students and used for onboarding all new Student Affairs student Employees Anticipate Kognito going live online in August of 2015

Group

- Overall, 1,362 group appointments were attended, representing an 8% increase from last year.

Research

- Became a registered member of the Center for Collegiate Mental Health (CCMH). The CCMH was established to develop a national infrastructure of aggregate, de-identified, anonymous data from participating counseling centers for the purposes of improving services, identifying trends, and influencing policy decisions.
- CAPS gained Institutional Review Board approval to contribute data to CCMH and is now one of about 270 universities that contribute data to this national database.
- Client Satisfaction Surveys were administered during the Fall 2014 and Spring 2015 semesters to assess student satisfaction with services received at CAPS. Results indicated that 94 % of students receiving services at CAPS in the Fall semester, and 93% in the Spring semester, indicated that they were satisfied with the services they received. Overall, 93.5% of students indicated that they were satisfied with the services they received at CAPS.

Administration

- CAPS Applied for IACS accreditation and our self-study was submitted in August 2014 and we received initial board approval January 2015. The preliminary report site visit in April 2015 was full of incredibly positive adulations; the site review team congratulated FAU and suggested that we were a role model center for comprehensive delivery of quality services to college student populations.

Anticipated Challenges for the 2015-2016 Year:

- Our ability to get a new Student Health Services building is dependent on the outcome of the feasibility study; therefore our ability of CAPS, Student Affairs and FAU to accomplish that goal is critical to that outcome and our ability to move into the IACS range.
- Our Clinical Director position is vacant which may impact the speed of accomplishing certain goals that fall under the clinical purview.