



# 2018-2019 Annual Report

**Counseling and Psychological Services**

DIVISION OF STUDENT DEVELOPMENT AND ENROLLMENT SERVICES  
UNIVERSITY OF CENTRAL FLORIDA • ORLANDO, FL



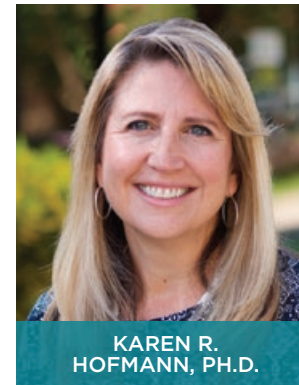




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Annual Report Information reflects data from July 1, 2018 through June 30, 2019



## MESSAGE FROM the CAPS DIRECTOR

Hello UCF Knights Colleagues, Partners and Community!

UCF Counseling and Psychological Services (CAPS) had another impactful year supporting the mental health and wellbeing needs of our students. CAPS is one service in our continuum of care model at UCF that helps students to be successful during their time at UCF. Thank you again to all our partners who contribute to making a big impact in the lives of UCF students. How to best support student mental health continues to be an important issue discussed at both the state and local level.

### EXECUTIVE SUMMARY

**CAPS utilization continues to increase each year.** This past academic year, CAPS served 6,258 of those students, for a total of 29,841 appointments attended (of 37,952 appointments made). This is a 14% increase from last year in students served. It is a 19% increase in students served and 13% increase in appointments compared to two years ago.

**CAPS prides itself on being a safe place for our diverse students to seek help and support.** Last year CAPS served 24.2% of our LatinX students, 12.4% of our African-American/ Black students, 6.8% of our Asian/Asian American students, and 6.6% of our multi-racial identified students. This is reflective of UCF enrollment. CAPS also served 25% of students who identified with sexual or gender diversity.

**Top concerns of students seeking counseling services have stayed consistent:** Anxiety 59%, Depression, 48%, and Stress 35%. 29% of students report Family and Relationship issues as the next presenting concerns.

**CAPS Groups program continues to grow.** CAPS provided 73 groups this year. CAPS served 529 (5% increase from last year) clients for 4,306 appointments attended (23% increase from last year).

**Therapy Assistance Online (TAO) treatment had 64 clients participate and 72% of TAO treatment clients did not receive any additional CAPS services.** TAO self-enrollment self-help is an option for students who may not want to come to CAPS at this time, who are taking online-classes or who may not have time to attend therapy. 670 students enrolled in self-help this year.

**CAPS Outreach efforts reached 24,428 people through our signature events and developmental programing, with 7,784 students attending CAPS programming.** 1,443 students attended our 5 PAWS-A-TIVELY events and 98% of those students reported that their mood was positively impacted. Our CAPS Peer Educators volunteered at 35 events. CAPS impacted about 24% of UCF enrollment with our outreach efforts.

**Students satisfaction surveys reported that CAPS helped them stay in school.** 97%/99% of our students reported that CAPS individual/group services respectively have been “very effective and helpful overall”; and 69%/86% reported that individual/group sessions respectively helped student academic performance directly or indirectly and helped them address concerns to remain in school.

**Kognito for Students, Faculty and staff is a game-based simulation training program to help our community engage in important conversations through online practice with an avatar experience.** We hope that more faculty and staff try the program on CAPS website to increase our campus mental health literacy.

#### What is new this year:

- CAPS will be serving both UCF and Valencia Downtown students at Union West on the 2nd floor in the Wellbeing wing co-located with Student Health Services.
- The focus of increasing UCF campus Mental Health Literacy and to educate our campus on student wellbeing is still a university goal.
- Exploring TeleMental Health and becoming certified in telemental health as an agency.
- New Kognito modules for Students, Faculty and Staff.
- IACS re-accreditation site visit

CAPS recognizes our UCF community in helping to support our student’s mental health and wellbeing needs, and we greatly appreciate our partners in this effort. We hope to continue our great collaborations together. On behalf of all of us at CAPS, we thank you for your partnership! Go Knights! Charge On!

— **Karen R. Hofmann, PH.D.**  
Director, UCF Counseling and Psychological Services



## OUR VISION

To enhance the lives of students by reducing the impact of mental health and phase of life challenges, elevating well-being and resiliency and minimizing the interruption of their academic pursuits.

## OUR MISSION

To serve as an essential mental health resource for UCF students by providing high quality, culturally competent, clinical and outreach services, and a nationally renowned training program.

## OUR VALUES

1. Accessibility
2. Collaboration
3. Equity and Inclusion
4. Student Centered
5. Professional Excellence
6. Positive Work Environment
7. Mindful Innovation
8. Holistic Wellness

## CAPS Strategic Goals/Initiatives

- 1 **Provide high quality, barrier-free clinical services** that minimize interruptions to student learning and aid in the development of skills needed to function optimally.
- 2 **Foster meaningful and collaborative liaison** and consultative relationships with relevant offices, colleges, and student leaders and organizations.
- 3 **Contribute to a highly inclusive campus** as a beacon for equity, inclusion, social justice in programming, service provision, recruitment, curriculum involvement, consultation, and advocacy.
- 4 **Provide excellent primary outreach** and prevention through mental health education and student development programming.
- 5 **To develop and train emerging professionals** who are ethical, versatile, clinically and culturally competent and aware and who provide highly skilled services to a wide range of clients.
- 6 **Provide a work environment infused with creativity**, professional satisfaction, positivity, growth opportunities, and strong intra-unit communication.
- 7 **Promote practitioner-scholar-identity** by developing and expanding CAPS scholarly activities that inform our clinical practices and contributes to the field of collegiate mental health.

### SECTION 1

# CLINICAL SERVICES

## Executive Summary

### Total Students Served

**6,258** students served

Students in total who **received services** in the 2018-19 academic year

**+14.4%**

Increase in **students served** compared to the previous year

**4,208** new clients

**2,050** returning clients

**9.1%**

of overall student body served

### Client Surveys

Overall, students that sought out CAPS reported positive outcomes on the Individual Counseling Evaluations.

### Appointments

**37,952** appointments made

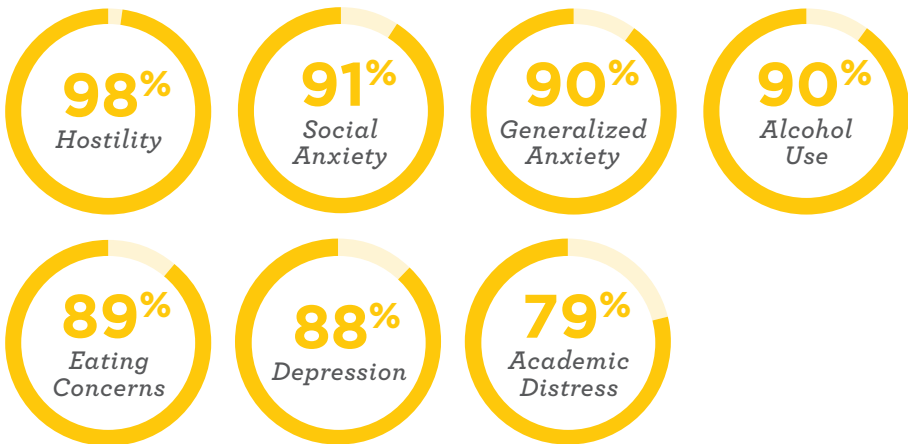
**29,841** appointments conducted

**+14.2%**

Represents an increase in **total attended appointments** compared to the previous year

### The Outcome

After four counseling sessions, UCF CAPS' **average improved change** for clients with elevated distress on the CCAPS subscales was:



**99%**

said CAPS *is a necessary service at UCF.*

**97%**

said CAPS *has been very effective and helpful overall.*

**96%**

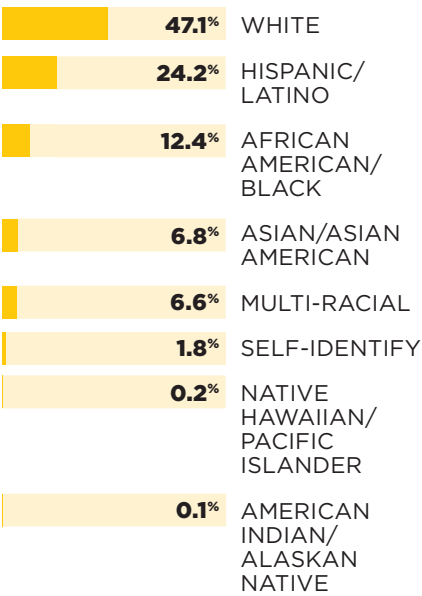
said CAPS *helped them to feel better about themselves.*

# CLIENTS SERVED DEMOGRAPHICS

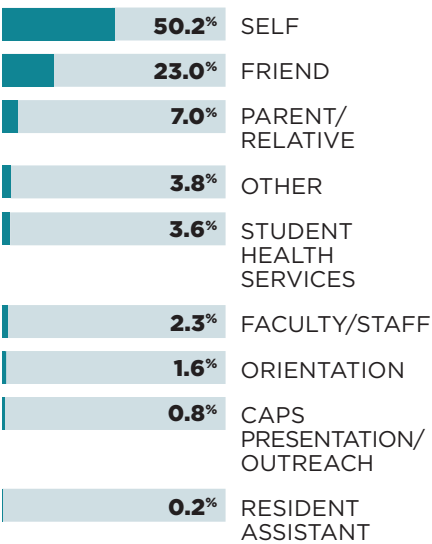
## Gender Identity



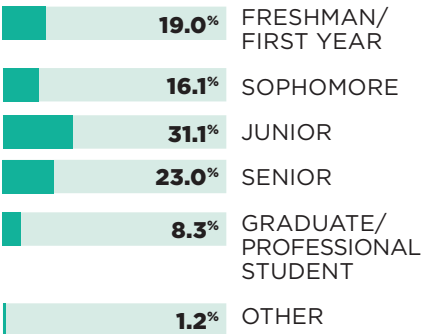
## Race/Ethnicity



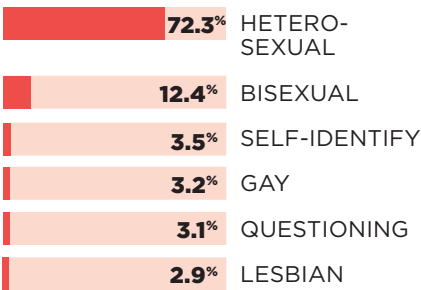
## Referral Source



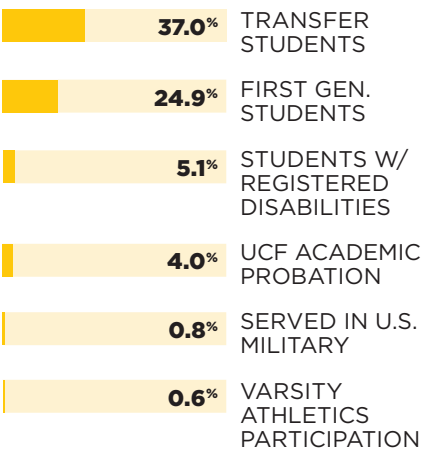
## Academic Status



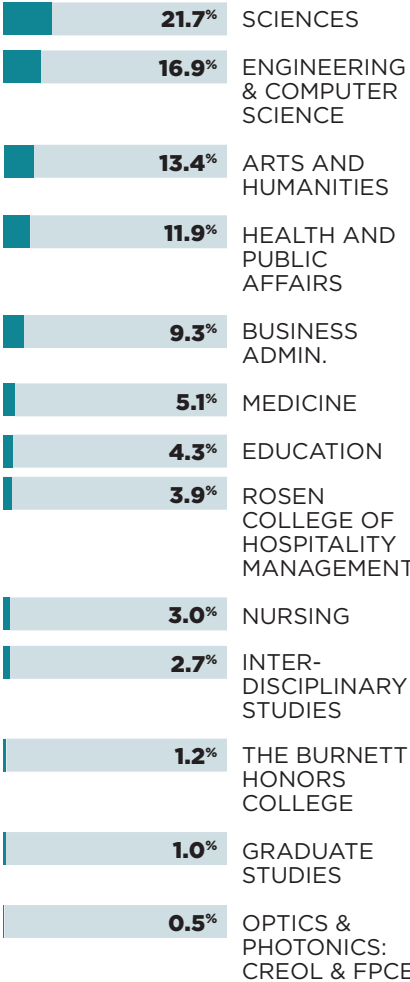
## Sexual Identity



## Additional Student Demographics



## College Affiliations

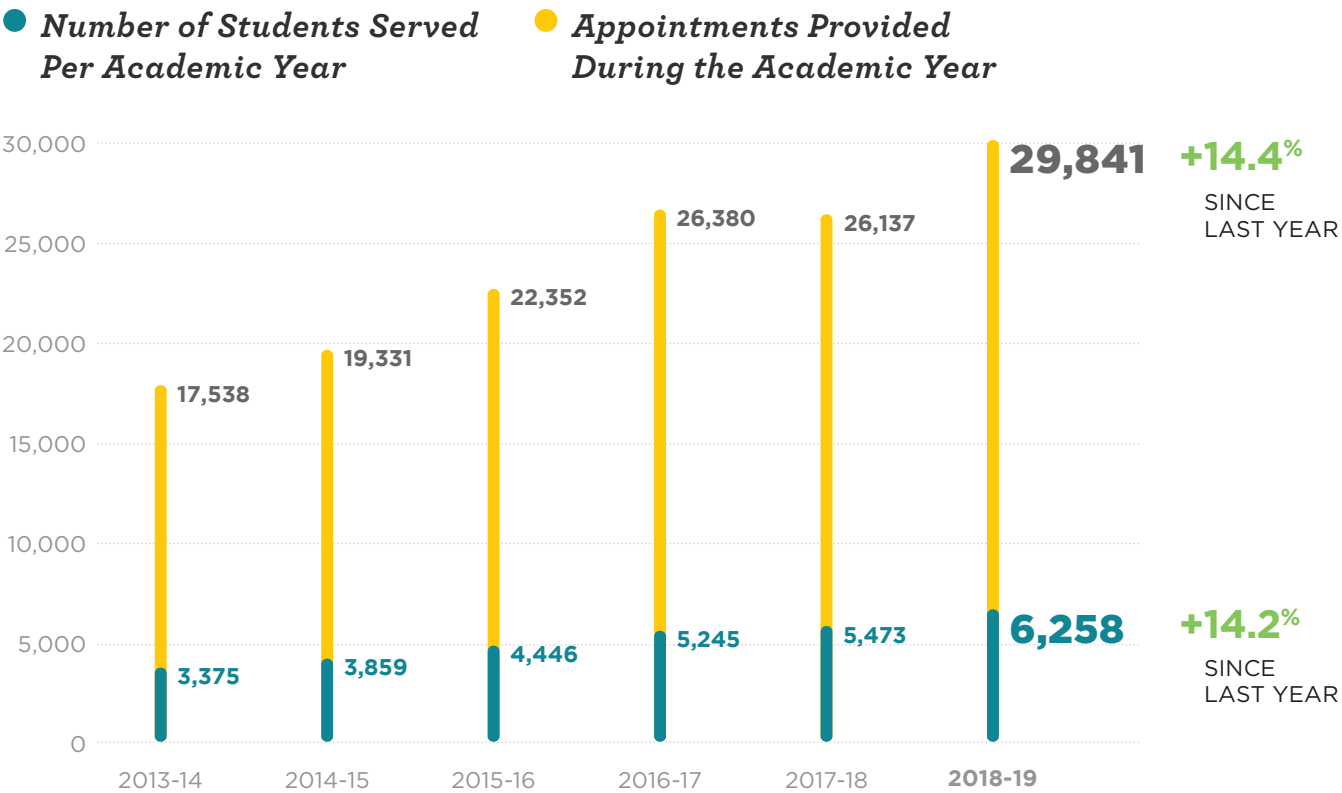


96 COUNTRIES REPRESENTED

3.8% INTERNATIONAL STUDENTS

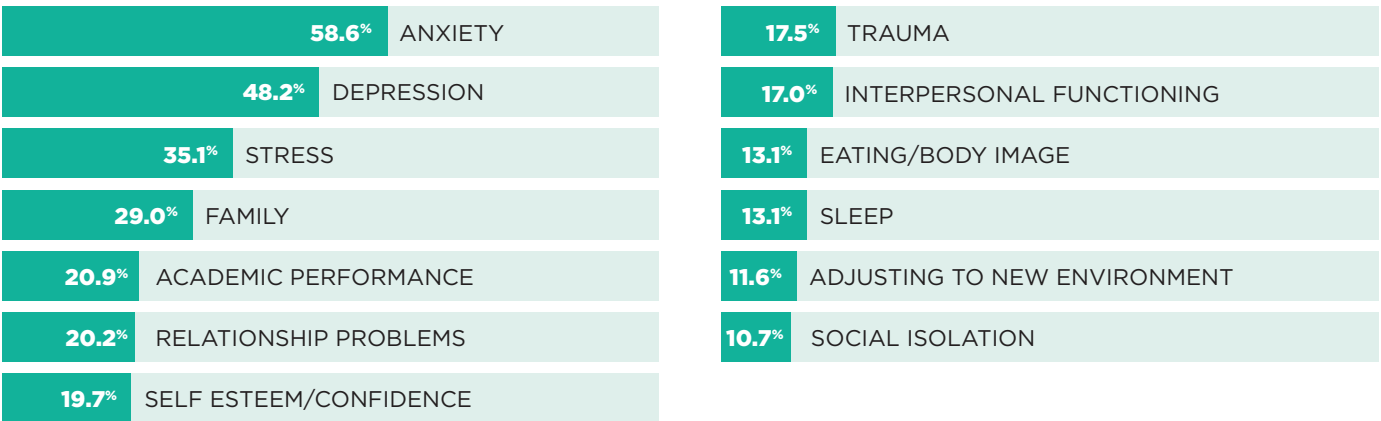
# CLINICAL SERVICES SUMMARY

## Trends in Clinical Service Utilization



## Most Common Presenting Concerns at Intake

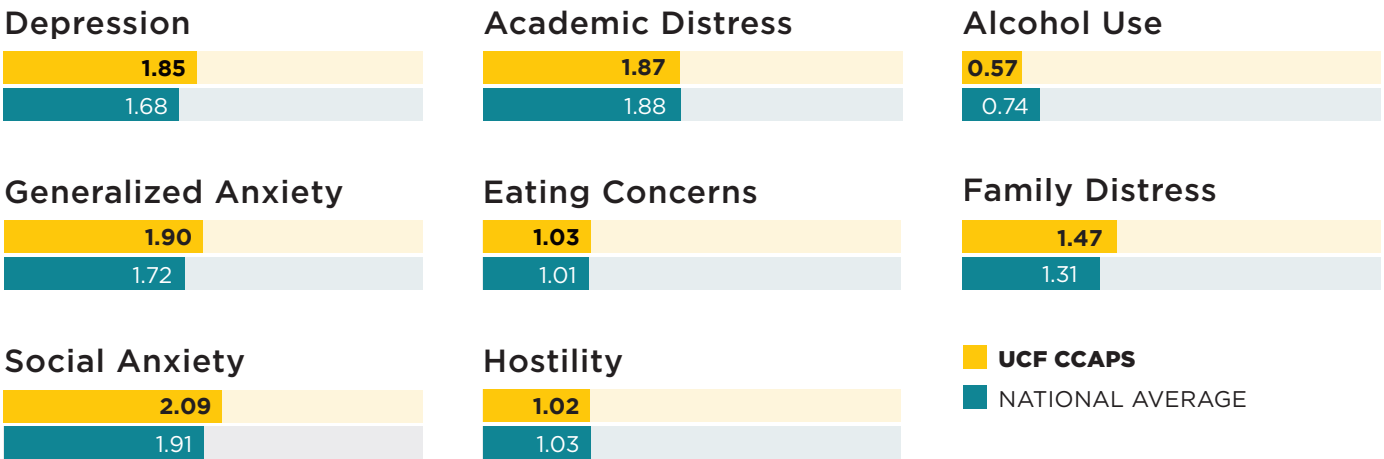
The following chart depicts the **Clinician Index of Client Concerns (CLICC)** data for intakes during the past academic year representing clients' most common presenting concerns as identified by the clinician.



Psychological Symptom Elevations

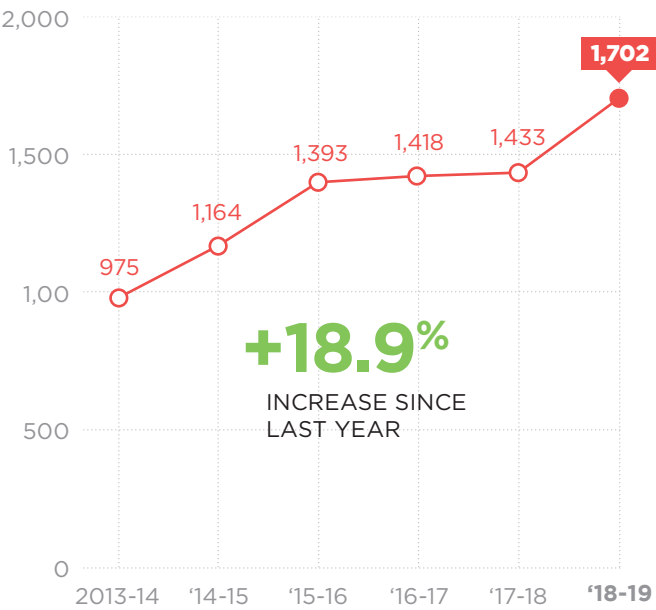
The following data compares the average Counseling Center Assessment of Psychological Symptoms (CCAPS) scores for 1,657 UCF clients who completed an initial assessment (CCAPS-62 administration) this academic year to the national sample, composed

of 141,055 participants. Based on a scale from 0-4 (4 being the most severe), these scores suggest that **UCF students are presenting with similar levels of distress compared to students at other counseling centers across the nation.**

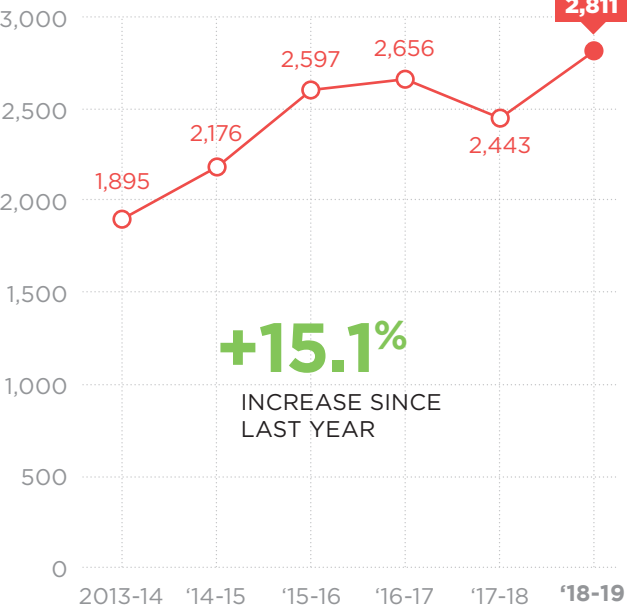


Crisis Services Utilization

Number of Students Served for Crisis



Number of Crisis Appointments



CARE MANAGEMENT

CAPS strives to provide specialized, wrap-around services for students presenting with high risk, acuity, complex and/or long term needs. Often, these students are working with our Care Management specialists who engage in frequent contact with clients, monitor severe and persistent mental health and substance use concerns, and assist with complex referrals to other treatment services. The overall

Care Management Services

CAPS provides specialized case management and clinical services to our highest risk students. Students assigned to Care Managers present with a level of severity that requires frequent contact, management of risk, and complex referrals to other treatment services.

+28.4% INCREASE IN STUDENTS SERVED SINCE LAST YEAR

Risk Assessment and Management Procedures

When students present with high risk, we take steps to mitigate the risk and promote safety for the student. This involves a detailed risk assessment, safety planning, and connecting with higher levels of care if needed.

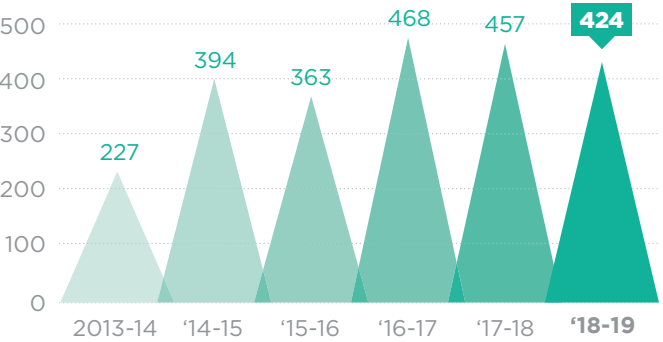
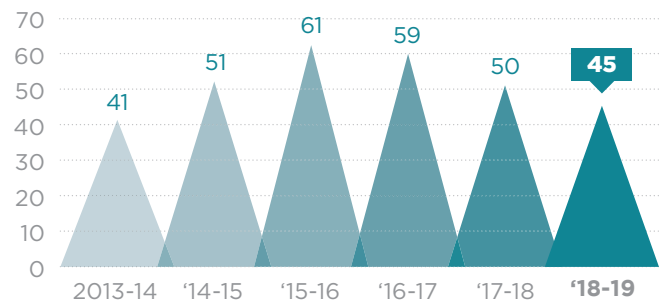
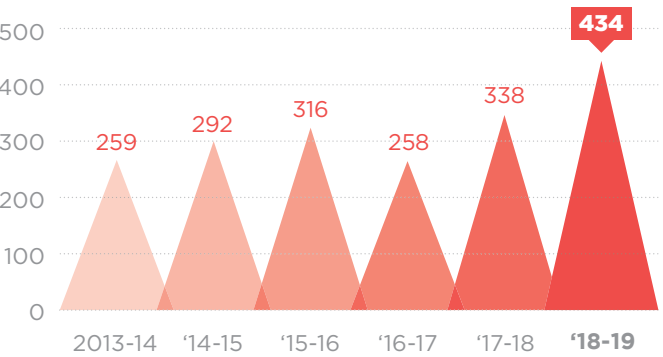
-10% DECREASE IN NUMBER OF STUDENTS SERVED SINCE LAST YEAR

After Hours Crisis Line

CAPS provides 24 hours a day, 7 days a week access to students in crisis. Students who engage in therapy are more likely to decrease their risk and increase their mental health well-being. By providing this access, CAPS has been able to impact students when needed.

-7.2% DECREASE IN NUMBER OF CALLS SINCE LAST YEAR

number of students requiring this higher level of intensive care has increased. With enhanced training in suicide treatment protocols and collaborative treatment planning involving parents, other campus departments, and community resources, the number of students who utilize after-hours crisis calls and necessitate hospitalization have decreased.





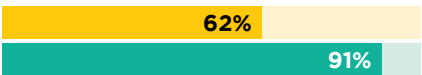
Outcomes for UCF CAPS Students Compared to National Averages

106 COUNSELING CENTERS | 47,948 CLIENTS

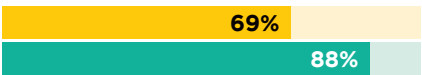
This data compares the center’s average change for clients with elevated distress (or a reported level of symptoms that impact their daily life) on CCAPS subscales to a national sample of 106 counseling centers representing 47,948 clients. For instance,

for the subscale Depression, CAPS’ average change after at least two sessions is at the 69th percentile. UCF CAPS’ average change for this subscale is greater than the change achieved by 69% of counseling centers in the national sample.

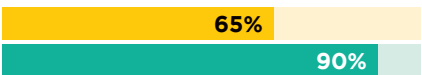
Social Anxiety



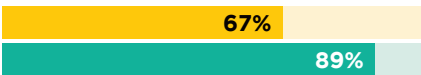
Depression



Generalized Anxiety



Eating Concerns



Hostility



Academic Distress



Substance Use



AFTER TWO SESSIONS  
AFTER 4 SESSIONS

**SUMMARY:**  
Scores indicate increased improvement for clients after 4 sessions of therapy as compared to 2 sessions of therapy.

Client Satisfaction with CAPS Services

The Individual Counseling Evaluation (ICE) assesses a client’s experience of CAPS services, with a focus on their perceptions of individual counseling. Any student that received two or more sessions with their

assigned counselor was eligible to participate. All responses were anonymous and confidential. ICE results are reported in the following percentages of clients who agreed or strongly agreed to the statements.

Surveyed Clients said:

99% CAPS is a place I would return if I felt it was needed.

99% CAPS is a necessary service at UCF.

99% I believe CAPS has a welcoming environment.

98% I would refer a friend to CAPS.

97% CAPS has been very effective and helpful overall.

96% CAPS helped me to feel better about myself.

95% CAPS helped me learn how to cope better with my concerns.

73% CAPS made it easier for me to remain enrolled at UCF by addressing my problems/concerns.

69% CAPS helped or will help my academic performance, directly or indirectly.

Clients Comments

“This has helped me get through college so far and has been the best counseling experience I’ve had.”

“It’s been a fulfilling experience, I feel that I’m being listened by a professional who cares about my overall wellbeing.”

“It has allowed me to function better in my daily life and has greatly improved my outlook on myself.”

“It has been incredibly helpful. I would not succeed without the help.”

“It has been extremely helpful and I feel better prepared. I would not be doing well at all without this resource.”

“Counseling here at CAPS is an amazing resource. Many students do not have health insurance but still very much need care. Thank you for this amazing option. I have found an amazing counselor who understands my situation and makes me feel welcomed and heard.”

“I feel very happy to speak with someone who listen. Life is hard but there is always a way out of misery. I built more resilience and self awareness.”

“Going to CAPS has been one of the best choices I have made. Love this facility and the services they offer!”





GROUPS

529

clients attended

+5.17% INCREASE SINCE LAST YEAR

4,306

appointments attended

+23.31% INCREASE SINCE LAST YEAR

Group Spotlight

Sister Circle

A supportive and empowering group for Black female students. This safe, confidential group allows for exploration of issues such as family, relationships, self-esteem, beauty, body image, and academic difficulties.

CLIENT FEEDBACK

“Group therapy helped me realize that I am not alone. That there are other people who go through the same things that I do.”

“It was a great experience and group helped me to keep focused.”

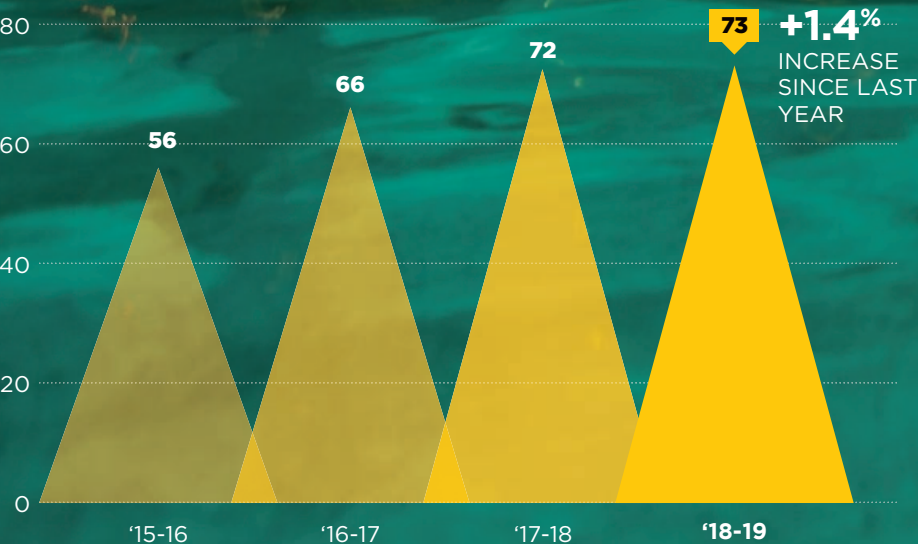
“It was wonderful to be able to hear different viewpoints from the members of the group. I do, however appreciate how relatable everyone was!”

“Good time, helped me with my depression”

Groups Offered (73 total)

Adjustment to College	Grief and Loss
Adulting with ADHD	Health Support Group
Autism Connections	Intersectional Understanding Self and Others
Black Empowerment	Men’s Group
Body Wellness	Mindfulness for Anxiety
Building Social Confidence	Relationships Group
Building Your Toolbox for Depression	Sister Circle
Creative Connections	TAO Anxiety
DBT/Finding Balance in Life	Trans and Gender Diverse Support
Depression Support and Process	Understanding Self & Others
Empowering Asian Voices	USO (21+/Non-Traditional)
Empowerment through Music	Women’s Empowerment
Everyday Mindfulness	Women’s Family
GLB Support	Women’s Group
Graduate Group	

Number of Groups



Client Group Comments

“I wish the real world was like group, a safe space where like-minded, loving people can take up space and speak their portions without fear of judgment or shame.”

“This group made me understand the power and impact listening to other people’s problems and experiences has on my own personal setbacks, and how that can help me just as much as speaking about my own. It really opened my eyes to this new way of coping and bettering myself.”

“Very friendly and open to all”

“My life is forever changed”

“It was a wonderful experience, and gave me a lot of great tools to carry with me post-group. I want to do group therapy again!”

“It was very helpful and I feel like I have grown as a person as a direct result of my experiences on the group.”

“It was an experience I am grateful for. I have learned so much and was comforted by meeting people that have been through similar yet different experiences.”

“I don’t think I’d see my graduation date so soon without this group.”

“I loved group and I’m going to miss it! It was the best thing I’ve done for myself”

“The empathy and vulnerability everyone had every week was amazing and very helpful. I learned from others and vice versa, I have grown as a person in many ways and watched others grow.”

“I always love coming to group even on days I don’t feel like even leaving my apartment.”

“It was great, I felt comfortable and accepted. I was able to be vulnerable without fear of rejection. I felt like I could relate to other men.”

Impact of Groups

98% said “I experienced the benefits of being in a therapy group.”

99% said “I was able to learn something with the amount of group sessions I had.”

99% said it “was very effective and helpful overall.”

86% said it “made it easier for me to stay in school.”

Group Spotlight

Health Support

This is a support group to empower and enhance wellness for students with chronic health conditions. Goals include improving self-care, increasing coping skills, discussing body image concerns, and learning how to set healthy boundaries with others.

CLIENT FEEDBACK

“I really enjoyed group and would like to be apart of the same group in the future!”

“This group really helped me get back control of my life and to make my problems a much smaller part of it”



155	64	203	670
CLIENTS SINCE 2015	STUDENTS PARTICIPATED THIS PAST YEAR	APPOINTMENTS PROVIDED THIS PAST YEAR	STUDENTS UTILIZED TAO SELF-HELP THIS PAST YEAR

## TAO Treatment Client Satisfaction Surveys



“Personally I think it was very helpful for understanding what I was feeling and helped me cope with these feelings through different techniques.”

“I would say it’s beneficial because you can work on it independently but you also get to meet face to face through the video conference.”



# OUTREACH SERVICES

**817** *appointments*

**24,428** *people served*  
(direct/indirect)

**0.82%** DECREASE SINCE LAST YEAR

**189** *appointments*

**317** *appointments*

**297** *appointments*

**344** *hours*







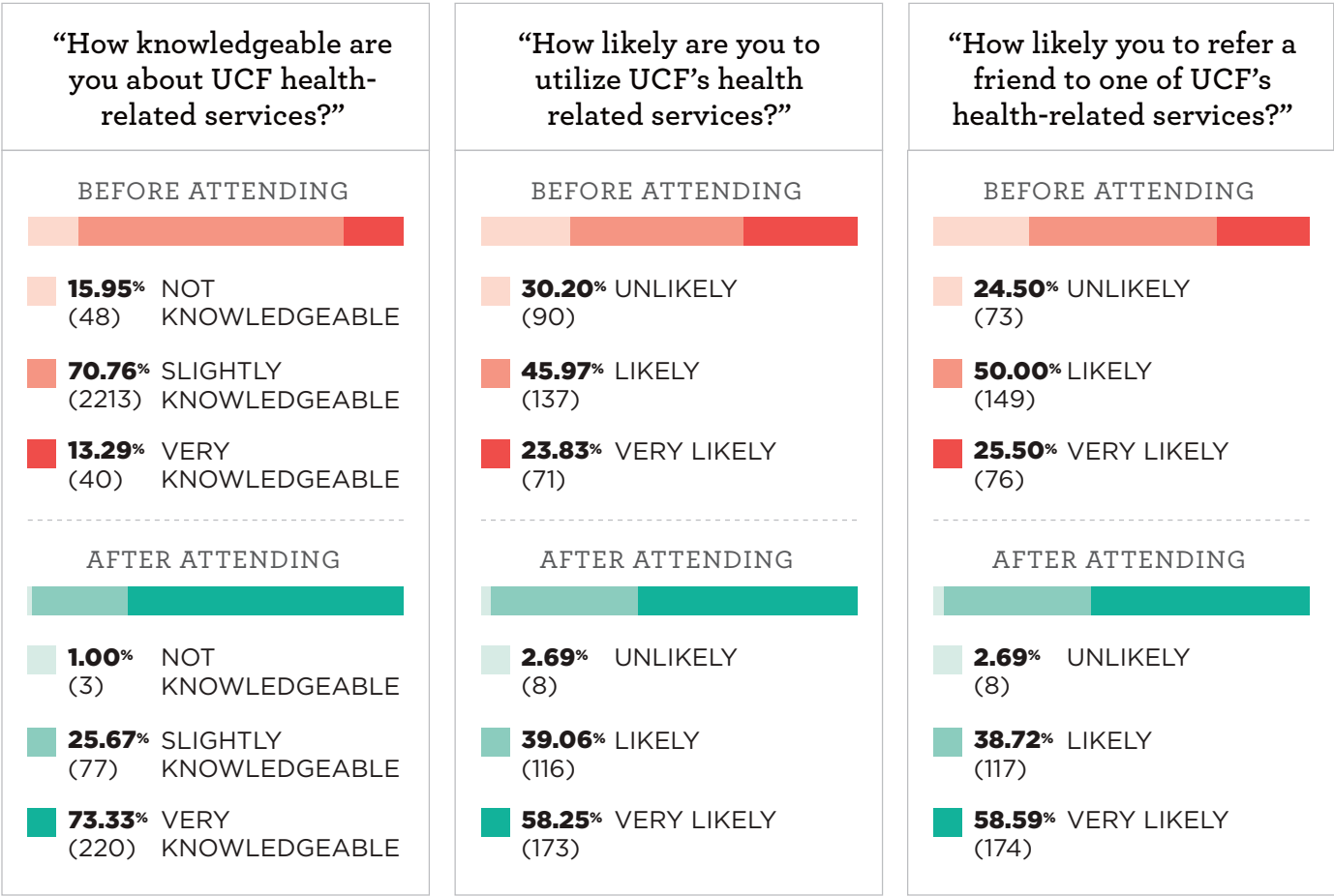
## Healthy Knight Expo

FALL 2018 (N=994 ATTENDEES) | SURVEY RESPONSES: (N=302)

Students, faculty and staff are invited to attend UCF's largest Health Expo. Counseling and Psychological Services (CAPS), Student Health Services (SHS), UCF Cares, Recreation and Wellness (RWC), Wellness and Health Promotions (WHPS), as well as several other campus departments, student organizations and community partners are on site sharing the available health and wellness resources.

**SUMMARY:**  
*The results show the event met its objectives and showed the overall effectiveness and success of the event.*

### Survey Results: Before/After Attending the Healthy Knights Expo



## #UCFRocks

CAPS kicked off the year with a fun interactive paint party in the Crepe Myrtle Garden outside of the CAPS building. We created a painted rock garden in front of CAPS for students to take and leave a painted stone for themselves and others. The stones had positive messages and images to share with the UCF Community.



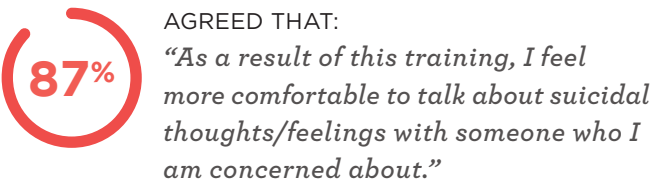
## Question, Persuade and Refer (QPR)

EVALUATION RESULTS: N=444

**QPR (Question, Persuade, Refer), is a program designed for everyone to learn what can be done to prevent suicide.**

The training session is a one hour presentation where participants learn the signs of suicide and three basic principles of how to help save a life. QPR is designed for students, faculty and staff and anyone at UCF. The reason we do this training is to increase the likelihood that attendees will feel more comfortable to talk about suicidal thoughts/feelings with someone who they might be concerned about.

### WE TRAINED:



## Field of Memories

The Field of Memories is a visual display of the 1,100 college age students lost each year to suicide. We ask students and those passing by to write a message of hope to those who may be struggling with depression or a memorial message to someone they may have lost.

**GOAL:**  
*Increase awareness around suicide, to create opportunities for people to talk about depression, and promote the QPR program and the QPR-a-thon.*

**1,100** FLAGS PLANTED IN MEMORY MALL IN FALL 2018



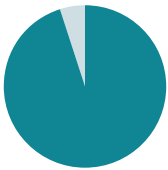
# ANIMAL ASSISTED ACTIVITIES

## Paws-a-tively Events

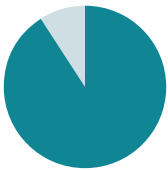
N=679 | DATA COLLECTED FOR FOUR EVENTS

**1,443** STUDENTS PARTICIPATED IN 5 PAWS-A-TIVELY EVENTS

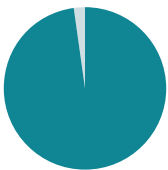
The program is designed to increase visibility and approachability of CAPS, as well as enhance brief therapeutic interventions. The program's mission is to decrease stigma associated with mental health services and provide students an opportunity to de-stress and interact with their peers. Students were invited to take a break from the demands of the semester, and stop by CAPS to play with fun, friendly therapy dogs. It is known that the human-animal bond can relieve stress, anxiety and depression, and improve mood. In addition to CAPS' therapy dog, Bodhi, 4-6 certified therapy dogs were available through collaboration with volunteers in the local community.



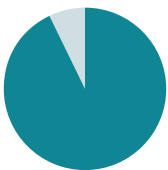
**95%** attendees reported they felt **less stressed**



**91%** attendees reported they felt **more energized**



**98%** attendees reported their mood was **positively impacted**



**93%** attendees reported they would be more likely to **utilize CAPS services.**

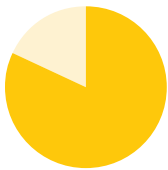
## Purrfectly Stress Free

N=418 | DATA COLLECTED FOR FOUR EVENTS

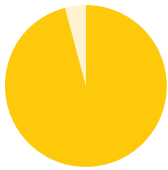
**703** STUDENTS PARTICIPATED IN 4 PURR-FECTLY STRESS FREE EVENTS



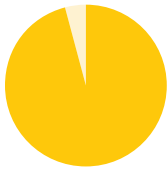
**91%** attendees reported they felt **less stressed**



**82%** attendees reported they felt **more energized**



**96%** attendees reported their mood was **positively impacted**



**96%** attendees reported they would be more likely to **utilize CAPS services.**



Bodhi appeared on FOX 35's Good Day Orlando to raise awareness of Paws-a-tively Events







## Healing Art Exhibit

The Healing Art Exhibit is designed to create campus wide awareness of CAPS at UCF, to increase inclusivity across campus, to advocate for mental health services, and to create an open exhibition space for creativity and healing.

**125**  
TOTAL  
ATTENDEES

**93.5%** of attendees believed the artwork included in the Healing Art Exhibition 2019 helped to create an environment where people of diverse backgrounds feel welcomed, valued, and appreciated.



## Peer Educators

Peer Educators are student volunteers who promote CAPS services to UCF students and campus departments. They assist CAPS and the university by helping to reduce the stigma of seeking mental health services for students.

They educate the campus community on mental fitness, stress reduction and other topics by giving presentations. They participate in tabling activities on campus to advertise the Peer Educator program & CAPS and attend CAPS signature events to engage students.

### 2018 - 2019 ACADEMIC YEAR RECAP

<b>18</b> PEER EDUCATORS THIS YEAR	<b>187</b> TOTAL PEER EDUCATOR VOLUNTEER HOURS	<b>35</b> TOTAL EVENTS
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## B.L.A.C.K. Institute

The Building Leaders and Connecting Knights (B.L.A.C.K.) Institute is a culturally specific leadership development program for the Black student population at UCF. The event occurred on Feb 28th, 2019 with several attendees engaging in small group discussions and listening to a panel led by several UCF leadership, faculty and staff that reflected on their own cultural identity.

**100%** OF ALL  
ATTENDEES  
AGREED:

*"I learned new skills and knowledge that will help me be more successful at UCF or in other areas of my life."*

*"I am aware of the resources on campus."*

*"I feel more connected to the UCF community after this event."*

*"Its important to have events like this at UCF."*

## National Eating Disorders Awareness (NEDA) Week

NEDA Week is an opportunity for students to come together and build a culture of self and body acceptance on this campus. The programming is to also help students become aware that if they are struggling

with eating or body concerns, there is help for them here at UCF. CAPS partners with Student Health Services as well as Recreation and Wellness Center and Wellness and Health Promotions.



### Paws-a-tively Me

(N = 100)



### Kick-off in the Student Union

(N = 100)



### Blue Jeans for True Genes

(N = 100)

## Recess

N=68

UCF Cares and CAPS are partnered to create time to enjoy the good old days of recess! We used a model of positive psychology called PERMA to highlight in each recess station. The goal is to work with students to learn how to not only cope with situations that come up in their lives, but to work toward thriving and find a meaning of happiness within their time at UCF and onward.



**95%** agreed that they "enjoyed this event."

**100%** agreed that they "felt a positive increase in their well-being."

**95%** agreed that they "believe UCF prioritizes your well-being."

**100%** agreed that they "would like to see more events like this on campus."

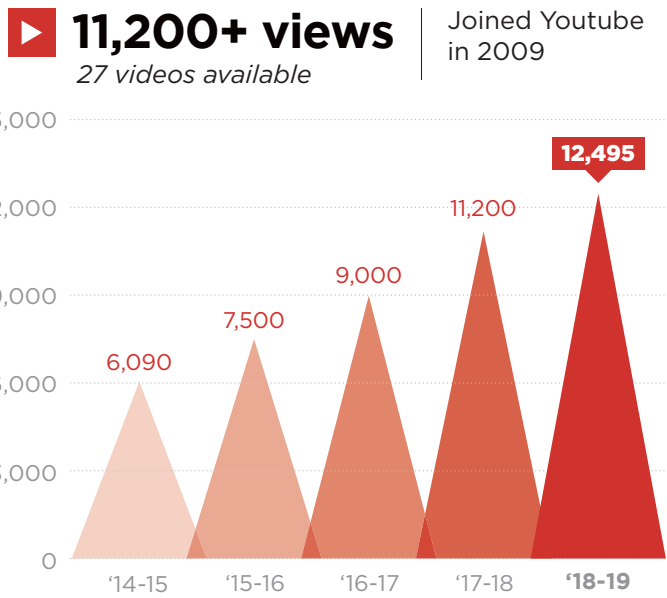
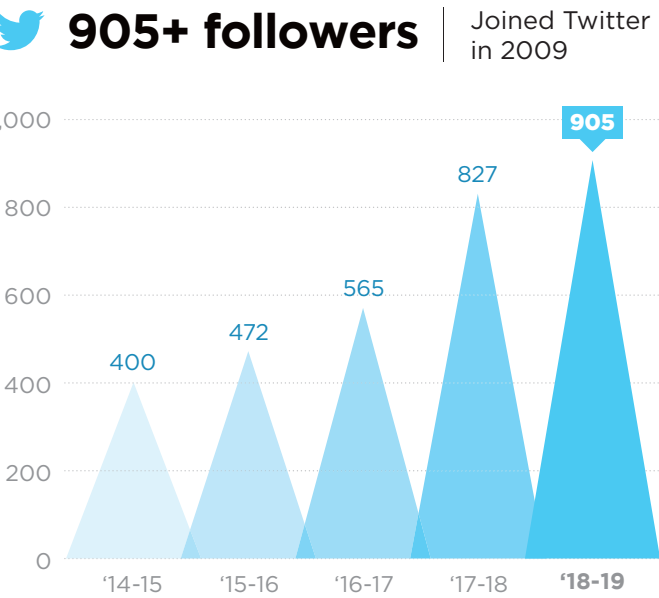
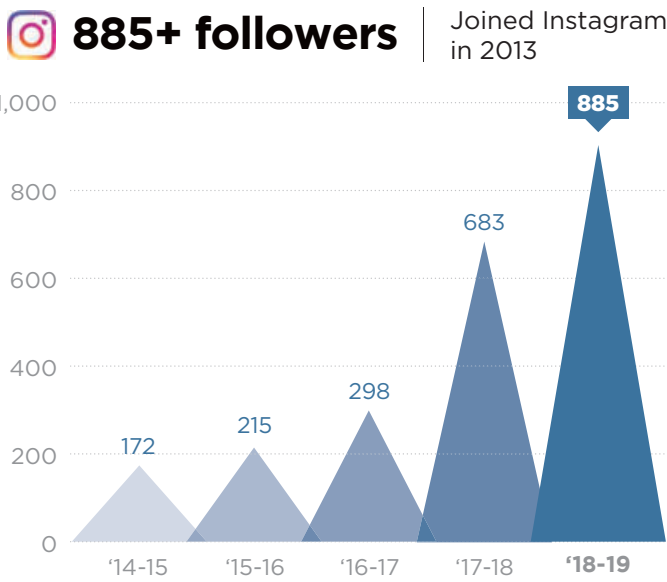
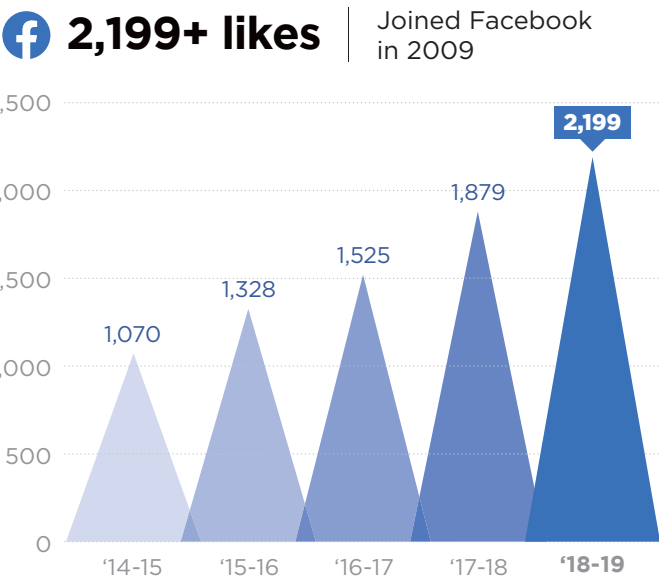


Crisis Response

CAPS staff are trained in Psychological First Aid (PSA) as the primary model of crisis intervention. CAPS staff responded to several crisis situations that occurred throughout the year. We had 13 appointments, over 21 hours and served over 673 members of our community in assisting with crisis response situations.

13 APPOINTMENTS  
21 HOURS  
673 COMMUNITY MEMBERS SERVED

Social Media



SAMHSA SUICIDE PREVENTION GRANT

COMPLETION OF THE THIRD AND FINAL YEAR OF THE GRANT

Healthy Knights 2020

The purpose of the Healthy Knights 2020 grant/program is to expand efforts to promote wellness and help-seeking of all students and provide specific outreach to vulnerable students such as veterans, the LGBTQ+ community, and those suffering from co-occurring disorders. The program promotes a comprehensive approach to assess the health status and needs of the campus community by expanding the current infrastructure and capacity to close the current gaps in care.

CAPS completed its third and final year of the grant. With funding, we were able to support an several initiatives such as Kognito for LGBTQ and Veterans as well as our online Mental Health Screening tool.

USES FOR FUNDING

- Kognito
- Online Screening for Mental Health
- Staff Training

Programs Purchased with Grant

**Kognito**  
Kognito is an aviator/simulation online tool that allows users to enter a virtual environment and engage in role-play conversations with emotionally-responsive virtual humans. Through practice and receiving personalized feedback, users learn and assess their competency to lead similar conversations in real life.

KEY MODELS/TECHNIQUES

- Motivational interviewing
- Shared decision-making
- Emotional self-regulation
- Empathy
- Empathic accuracy
- Reappraisal strategy

KEY LEARNING/ASSESSMENT PRINCIPLES

- Hands-on-practice
- Contextual learning
- Personalized feedback
- Storytelling
- Case-based approach



Staff Training Provided In:

- CAMS** (Collaborative Assessment and Management of Suicidality) training
- I CAN HELP**, a universal program to support early detection, mental health literacy and suicide prevention
- TeleMental Health Training** scheduled for Dec. 2019

Online Screening for Mental Health



3,553 USES OF TOOL SINCE FALL 2016

88% USERS REPORTED THEY WILL NOW SEEK HELP

Designed to provide a safe and anonymous way students can check in on their mental health, our online self-assessments allow users to screen for mood and anxiety disorders, eating disorders, and alcohol use disorders. Since purchasing the program, the tool has been used 3,553 times. Of those who took the screenings, 88% reported that as a result of taking the screening, they will now seek help.



# TRAINING

UCF CAPS PROVIDED  
SUPERVISION & TRAINING TO:

4 POST-DOCTORAL  
FELLOWS

3 DOCTORAL  
INTERNS

6 MASTER’S  
TRAINEES

PROGRAM FOCUS:

- Clinical skills development
- Outreach
- Consultation skills
- Supervision
- Program Development
- Evaluation
- Professional development workshops presented by doctoral interns and Post-Doctoral fellows

*This year the Doctoral Internship program at UCF CAPS received 10 years re-accreditation.*



**TRAINEES** (Pictured from left to right)  
Jing Wen Ong, M.A. | Jay Velez, M.A. | Kate Randle, M.S.W.  
Muhammad Bilal, M.A. | Jenna Overstreet, B.A. | Callie Mullis, M.A.  
Christina Bevilacqua, M.A.



**DOCTORAL INTERNS** (Pictured from left to right)  
Kyle Park, Psy.D | Marcus Cherry, Ph.D | Mary Rizzo, Psy.D



**POST-DOCTORAL FELLOWS** (Pictured from left to right)  
Dr. Karly Branch, Psy.D | Dr. Jennifer Jacobson, Psy.D | Dr. Vitoria Prado Piovesan Suplicy, Psy.D | Dr. Jennifer Farrell, Ph.D

## Trainees

**JING WEN ONG, M.A.**  
University of Central Florida  
Clinical Psychology  
**GRADUATED**

**JAY VELEZ, M.A.**  
Florida School of Professional  
Psychology; Argosy Tampa  
**STUDENT**

**KATE RANDLE, M.S.W.**  
University of Central Florida  
Social Work  
**GRADUATED**

**MUHAMMAD BILAL, M.A.**  
Rollins College  
Mental Health Counseling  
**GRADUATED**

**JENNA OVERSTREET, B.A.**  
University of Central Florida  
Social Work  
**STUDENT**

**CALLIE MULLIS, M.S.**  
Florida Institute of Technology  
**STUDENT**

**CHRISTINA BEVILACQUA, M.A.**  
Rollins College Mental  
Health Counseling  
**GRADUATED**

## Interns

**KYLE PARK, PSY.D.**  
Midwestern University  
**PROFESSIONAL DEVELOPMENT  
PRESENTATION:**

*“Male Body Image Issues”*  
**GRADUATED** and is completing  
his Post-Doctoral Fellowship at  
Stonybrook University

**MARCUS CHERRY, PH.D**  
Louisiana Tech University  
**PROFESSIONAL DEVELOPMENT  
PRESENTATION:**  
*“Reconceptualizing Trauma:  
Sexism as a Traumatic Stressor”*  
**GRADUATED** and is completing  
his Post-Doctoral Fellowship at  
USF in Tampa

**MARY RIZZO, PSY.D.**  
Midwestern University  
**PROFESSIONAL DEVELOPMENT  
PRESENTATION:**

*“Understanding the Burden for  
Student Caregivers”*  
**GRADUATED** and is completing  
her Post-Doctoral Fellowship at a  
Private Practice in Chicago

**ALL THREE INTERNS  
PRESENTED AT THE  
SDES INSTITUTE:**  
*“Does group therapy make  
a difference? Examining  
group therapy effectiveness  
in diverse gender and minority  
populations”.*

## Post-Docs

**VITORIA PRADO  
PIOVESAN SUPLICY, PSY.D.**  
Georgia School of Professional  
Psychology, Argosy Atlanta  
**POST-DOCTORAL  
FELLOWSHIP COMPLETED**  
Will be staying at UCF CAPS

**JENNIFER FARRELL, PH.D.**  
University of North Texas  
**COMPLETED LICENSURE**  
Will be staying at UCF CAPS  
**PROFESSIONAL DEVELOPMENT  
PRESENTATION:**  
*“Diversity Dialogue: The  
importance and challenges of  
diversity dialogue.”*  
Presented by: Dr. Jennifer Farrell  
and Dr. Vitoria Piovesan Suplicy

**KARLY BRANCH, PSY.D**  
Florida Institute of Technology  
**POST-DOCTORAL  
FELLOWSHIP COMPLETED**  
Will be staying at UCF CAPS

**JENNIFER JACOBSON, PSY.D.**  
Nova Southeastern University  
**COMPLETED LICENSURE**  
Will join the staff at Florida  
Atlantic University  
**PROFESSIONAL DEVELOPMENT  
PRESENTATION:**  
*“What do we need to know about  
Generation Z?”*  
Presented by: Dr. Karly Branch  
and Dr. Jennifer Jacobson



# STAFF HIGHLIGHTS



## Achievements



**CHRIS NAULT, M.A.**

*New SDES Professional*

UCF-Student Development and Enrollment Services (May 2019)



**TERESA MICHAELSON-CHMELIR, PH.D.**

*Carry Forward Award*

UCF SDES: OPS Case Management Specialist for Student Care Services and CAPS Outreach (September 2018)

*Began presidency of AUCCCO Association of University and College Counseling Center Outreach (June 2018)*



**TAMARA WALDEN, PH.D.**

*Commitment to Diversity Award*

UCF-Student Development and Enrollment Services (May 2019)



**MEREDITH MALKIN, M.A.**

*Design Contest Winner*

International Expressive Arts Therapy Association, Annual Conference (March 2019)

## Licensure Obtained



**ESTIFANI RODRIGUEZ, M.A.**

*Obtained licensure as a Mental Health Counselor*

Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling (June 2019)



**KIMBERLY MENDOZA, M.A.**

*Obtained licensure as a Mental Health Counselor*

Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling (March 2019)



**KAIT WHITCOMB, M.S.**

*Obtained licensure as a psychologist*

Florida Board of Psychology (May 2019)



**MAVILA DUMANOIR-GARCIA, M.S.W.**

*Obtained licensure as a Clinical Social Worker*

Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling (December 2018)



**CAITLIN HILLIGAS, M.A.**

*Obtained licensure as a Mental Health Counselor*

Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling (September 2018)



**JAMIE BOURN, PH.D.**

*Obtained licensure as a psychologist*

Florida Board of Psychology (November 2018)

## Journal Articles



**JAMIE BOURN, PH.D.**

Bourn, J. R., Frantell, K. A., & Miles, J. R. (2018).

*Internalized heterosexism, religious coping, and psychache in LGB young adults who identify as religious.*

Psychology of Sexual Orientation and Gender Diversity.

## Conference Proceedings



**TERESA MICHAELSON-CHMELIR, PH.D.**

and Glass, G., Wethersby, D., Rampe, R., & Bvunzawabaya, B.

### PRESENTATION:

*Riding the Wellness Wave: Clarifying and Affirming the Role of Counseling Center Outreach on Today's Campuses*

### CONFERENCE:

(June 2019) National Conference for the Association for University and College Counseling Center Outreach (AUCCCO) New Orleans, LA



**TERESA MICHAELSON-CHMELIR, PH.D., KAREN HOFMANN, PH.D.**

and Mistler, B, Bevly, D., Heldman-Hlguin, S., Smith, B., & Klug, J

### PRESENTATION:

*I Can Help Gatekeeper Training: Using Free Resources to Support Suicide Prevention, Basic Needs, Intersectional Identity, Awareness and Student Retention.*

### CONFERENCE:

(March 2019) NASPA Annual Conference | Los Angeles, CA



**MEREDITH MALKIN, M.A.**

and Horne, K., Knapp, T., Domenichello- Anderson, V., Malkin, Meredith., Funk, B., Benson, T., Weis, T., Sternberg, N., Schafer, B., & Manning, P.

### PRESENTATION:

*What Can I Do? Cultivating Intentional Inclusivity.*

### CONFERENCE:

(March 2019) International Expressive Arts Therapy Association (IEATA) Conference Berkeley, California



**JOCELYN BUHAIN, PH.D.**

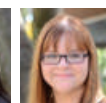
and Raney, S., Dolan, J.

### PRESENTATION:

*Leadership Competencies as a Clinical Director: Navigating the Relationship Between Staff and Administration.*

### CONFERENCE:

(May 2019) Association for the Coordination of Counseling Center Clinical Services (ACCCCS) Annual Conference | Denver, CO



**JOCELYN BUHAIN, PH.D. & REBECCA ESTRADA, PH.D.**

### PRESENTATION:

*Data Analysis and Reporting at a Large University Counseling Center.*

### CONFERENCE:

(March 2019) ACPA Annual Convention | Boston, MA

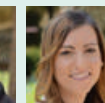
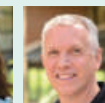


**CHRIS NAULT, M.A.**

### WEBINAR PRESENTATION:

*TAO and Stepped Care Model Discussion for Small Universities/Colleges and Large Universities/Colleges.* (March 2019)

## Staff Presentations at the UCF SDES Institute, June 2019

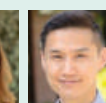
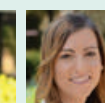
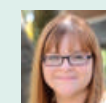


**MEREDITH MALKIN, M.A., CHRIS NAULT, M.A., MARY RIZZO, PSY.D.**

and Nunes, M. & Owen, J.,

### PRESENTATION:

*Empowering our Transgender and Diverse Gender Students and Colleagues*



**REBECCA ESTRADA, PH.D.; MARCUS CHERRY, PH.D.; MARY RIZZO, PSY.D. & KYLE PARK, PSY.D.**

### PRESENTATION:

*Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.*



**ARTURO CINTRON TORRES, PSY.D.**

and Rodriguez, C.

### PRESENTATION:

*A Concert for your Soul*



**GABIEL PAGAN-LLORENS, PSY.D.**

### PRESENTATION:

*Dance it Off: Mindfulness for the Body.*







UCF

## Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

### FOR MORE INFORMATION:

 [WWW.CAPS.SDES.UCF.EDU](http://WWW.CAPS.SDES.UCF.EDU)

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