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.

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.

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 clients enrolled in self-help this year.

CAPS Outreach efforts reached 24,428 people through our signature events and developmental programming, 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 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!

MESSAGE FROM THE DIRECTOR
KAREN R. HOFMANN, PH.D.
Director, UCF Counseling and Psychological Services

EXECUTIVE SUMMARY
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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.

Executive Summary

<table>
<thead>
<tr>
<th>Total Students Served</th>
<th>Appointments</th>
<th>Crisis Services Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,258 students served</td>
<td>37,952 appointments made</td>
<td>1,702 students served for crisis</td>
</tr>
<tr>
<td>+14.4% Increase in students served compared to the previous year</td>
<td>+14.2%</td>
<td>+18.9%</td>
</tr>
</tbody>
</table>

Crisis Services Utilization

| 2,811 crisis appointments conducted |
| Represents an increase in students served for crisis 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:

- 98% Hostility
- 91% Social Anxiety
- 90% Generalized Anxiety
- 90% Alcohol Use
- 89% Eating Concerns
- 88% Depression
- 79% Academic Distress

Client Surveys

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

- 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

<table>
<thead>
<tr>
<th>Identity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woman</td>
<td>62.2%</td>
</tr>
<tr>
<td>Man</td>
<td>35.1%</td>
</tr>
<tr>
<td>Self-identify</td>
<td>1.4%</td>
</tr>
<tr>
<td>Transgender</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

### Race/Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>47.1%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>24.2%</td>
</tr>
<tr>
<td>African American/Black</td>
<td>12.4%</td>
</tr>
<tr>
<td>Asian/Asian American</td>
<td>6.8%</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>6.6%</td>
</tr>
<tr>
<td>Self-identify</td>
<td>1.8%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>0.2%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

### Referral Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self</td>
<td>50.2%</td>
</tr>
<tr>
<td>Friend</td>
<td>21.0%</td>
</tr>
<tr>
<td>Parent/Relative</td>
<td>7.0%</td>
</tr>
<tr>
<td>Other</td>
<td>3.8%</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>3.6%</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>2.3%</td>
</tr>
<tr>
<td>CAPS/Orientation</td>
<td>1.6%</td>
</tr>
<tr>
<td>Presentation/Outreach</td>
<td>0.8%</td>
</tr>
<tr>
<td>Resident Assistant</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

### Academic Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshman/First Year</td>
<td>19.0%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>16.1%</td>
</tr>
<tr>
<td>Junior</td>
<td>16.1%</td>
</tr>
<tr>
<td>Senior</td>
<td>21.5%</td>
</tr>
<tr>
<td>Graduate/Professional</td>
<td>8.3%</td>
</tr>
<tr>
<td>Other</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

### Sexual Identity

<table>
<thead>
<tr>
<th>Identity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual</td>
<td>72.3%</td>
</tr>
<tr>
<td>Bisexual</td>
<td>12.4%</td>
</tr>
<tr>
<td>Self-identify</td>
<td>3.5%</td>
</tr>
<tr>
<td>Gay</td>
<td>3.2%</td>
</tr>
<tr>
<td>Questioning</td>
<td>3.1%</td>
</tr>
<tr>
<td>Lesbian</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

### Additional Student Demographics

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer Students</td>
<td>37.0%</td>
</tr>
<tr>
<td>First Gen. Students</td>
<td>24.9%</td>
</tr>
<tr>
<td>Students W/ Registered Disabilities</td>
<td>5.1%</td>
</tr>
<tr>
<td>UCAP Academic Probation</td>
<td>4.0%</td>
</tr>
<tr>
<td>Served in U.S. Military</td>
<td>0.8%</td>
</tr>
<tr>
<td>Varsity Athletics Participation</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

### College Affiliations

<table>
<thead>
<tr>
<th>College</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sciences</td>
<td>21.7%</td>
</tr>
<tr>
<td>Engineering &amp; Computer Science</td>
<td>16.7%</td>
</tr>
<tr>
<td>Arts and Humanities</td>
<td>13.0%</td>
</tr>
<tr>
<td>Health and Public Affairs</td>
<td>11.9%</td>
</tr>
<tr>
<td>Business Admin.</td>
<td>9.3%</td>
</tr>
<tr>
<td>Medicine</td>
<td>5.1%</td>
</tr>
<tr>
<td>Education</td>
<td>4.3%</td>
</tr>
<tr>
<td>Rosen College of Hospitality Management</td>
<td>3.9%</td>
</tr>
<tr>
<td>Nursing</td>
<td>3.0%</td>
</tr>
<tr>
<td>Interdisciplinary Studies</td>
<td>2.7%</td>
</tr>
<tr>
<td>The Burnett Honors College</td>
<td>1.2%</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>1.0%</td>
</tr>
<tr>
<td>Optics &amp; Photonics: CREOL &amp; FPCE</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

### Trends in Clinical Service Utilization

#### Number of Students Served

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Students Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td>29,841</td>
</tr>
<tr>
<td>2017-18</td>
<td>26,380</td>
</tr>
<tr>
<td>2016-17</td>
<td>26,137</td>
</tr>
<tr>
<td>2015-16</td>
<td>22,352</td>
</tr>
<tr>
<td>2014-15</td>
<td>19,331</td>
</tr>
<tr>
<td>2013-14</td>
<td>17,538</td>
</tr>
<tr>
<td>2012-13</td>
<td>15,000</td>
</tr>
<tr>
<td>2011-12</td>
<td>13,000</td>
</tr>
<tr>
<td>2010-11</td>
<td>11,000</td>
</tr>
<tr>
<td>2009-10</td>
<td>9,000</td>
</tr>
<tr>
<td>2008-09</td>
<td>7,000</td>
</tr>
<tr>
<td>2007-08</td>
<td>5,000</td>
</tr>
<tr>
<td>2006-07</td>
<td>3,000</td>
</tr>
</tbody>
</table>

The number of students served has increased 14.4% since last year.

#### Appointments Provided

<table>
<thead>
<tr>
<th>Year</th>
<th>Appointments Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-19</td>
<td>6,258</td>
</tr>
<tr>
<td>2017-18</td>
<td>5,473</td>
</tr>
<tr>
<td>2016-17</td>
<td>5,245</td>
</tr>
<tr>
<td>2015-16</td>
<td>4,446</td>
</tr>
<tr>
<td>2014-15</td>
<td>3,859</td>
</tr>
<tr>
<td>2013-14</td>
<td>3,375</td>
</tr>
<tr>
<td>2012-13</td>
<td>2,578</td>
</tr>
<tr>
<td>2011-12</td>
<td>2,003</td>
</tr>
<tr>
<td>2010-11</td>
<td>1,647</td>
</tr>
<tr>
<td>2009-10</td>
<td>1,350</td>
</tr>
<tr>
<td>2008-09</td>
<td>1,120</td>
</tr>
<tr>
<td>2007-08</td>
<td>920</td>
</tr>
<tr>
<td>2006-07</td>
<td>720</td>
</tr>
<tr>
<td>2005-06</td>
<td>520</td>
</tr>
<tr>
<td>2004-05</td>
<td>420</td>
</tr>
<tr>
<td>2003-04</td>
<td>320</td>
</tr>
</tbody>
</table>

The number of appointments provided has increased 14.2% since last year.

### Most Common Presenting Concerns at Intake

<table>
<thead>
<tr>
<th>Concern</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>58.6%</td>
</tr>
<tr>
<td>Depression</td>
<td>48.2%</td>
</tr>
<tr>
<td>Stress</td>
<td>35.3%</td>
</tr>
<tr>
<td>Family</td>
<td>29.0%</td>
</tr>
<tr>
<td>Academic Performance</td>
<td>20.9%</td>
</tr>
<tr>
<td>Relationship Problems</td>
<td>20.2%</td>
</tr>
<tr>
<td>Self Esteem/Confidence</td>
<td>19.7%</td>
</tr>
<tr>
<td>Military</td>
<td>17.5%</td>
</tr>
<tr>
<td>Interpersonal Functioning</td>
<td>17.0%</td>
</tr>
<tr>
<td>Eating/Body Image</td>
<td>13.1%</td>
</tr>
<tr>
<td>Sleep</td>
<td>13.1%</td>
</tr>
<tr>
<td>Adjusting to New Environment</td>
<td>11.6%</td>
</tr>
<tr>
<td>Social Isolation</td>
<td>10.7%</td>
</tr>
</tbody>
</table>

96 countries represented

3.8% international students
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.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>UCF CCAPS</th>
<th>NATIONAL AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>1.85</td>
<td>1.68</td>
</tr>
<tr>
<td>Academic Distress</td>
<td>1.87</td>
<td>1.88</td>
</tr>
<tr>
<td>Alcohol Use</td>
<td>0.57</td>
<td>0.74</td>
</tr>
<tr>
<td>Generalized Anxiety</td>
<td>1.90</td>
<td>1.72</td>
</tr>
<tr>
<td>Eating Concerns</td>
<td>1.03</td>
<td>1.01</td>
</tr>
<tr>
<td>Social Anxiety</td>
<td>2.09</td>
<td>1.91</td>
</tr>
<tr>
<td>Hostility</td>
<td>1.02</td>
<td>1.03</td>
</tr>
</tbody>
</table>

Crisis Services Utilization

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Students Served for Crisis</th>
<th>Number of Crisis Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>975</td>
<td>1,393</td>
</tr>
<tr>
<td>2014-15</td>
<td>1,364</td>
<td>1,418</td>
</tr>
<tr>
<td>2015-16</td>
<td>1,434</td>
<td>1,702</td>
</tr>
<tr>
<td>2016-17</td>
<td>1,443</td>
<td>2,656</td>
</tr>
<tr>
<td>2017-18</td>
<td>2,597</td>
<td>2,611</td>
</tr>
<tr>
<td>2018-19</td>
<td>2,443</td>
<td>2,176</td>
</tr>
</tbody>
</table>

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 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.

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.

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.

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.
### 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
- UCF CAPS: 62%
- National Average: 91%

#### Depression
- UCF CAPS: 69%
- National Average: 88%

#### Generalized Anxiety
- UCF CAPS: 65%
- National Average: 90%

#### Eating Concerns
- UCF CAPS: 67%
- National Average: 89%

#### Hostility
- UCF CAPS: 69%
- National Average: 86%

#### Academic Distress
- UCF CAPS: 40%
- National Average: 79%

#### Substance Use
- UCF CAPS: 40%
- National Average: 79%

<table>
<thead>
<tr>
<th>AFTER TWO SESSIONS</th>
<th>AFTER 4 SESSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>67%</td>
<td>89%</td>
</tr>
<tr>
<td>69%</td>
<td>86%</td>
</tr>
<tr>
<td>65%</td>
<td>90%</td>
</tr>
</tbody>
</table>

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

### 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!”

### 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:

- **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.**
  - **99%**

- **I would refer a friend to CAPS.**
  - **96%**

- **CAPS has been very effective and helpful overall.**
  - **97%**

- **CAPS helped me feel better about myself.**
  - **96%**

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

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

- **CAPS helped or will help my academic performance, directly or indirectly.**
  - **69%**
Groups Offered (73 total)

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

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

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.”

**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, race/culture, self-esteem, beauty, body image, and academic difficulties.

Client Group Comments

- “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.”
- “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.”
- “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.”

**Number of Groups**

<table>
<thead>
<tr>
<th>15-16</th>
<th>16-17</th>
<th>17-18</th>
<th>18-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>66</td>
<td>72</td>
<td>73</td>
</tr>
</tbody>
</table>

529 clients attended

+5.17% increase since last year

4,306 appointments attended

+23.51% increase since last year

CLINICAL SERVICES
Therapy Assistance Online (TAO) is an up to 8 week, interactive, online therapy program that provides assistance for anxiety and depression. TAO is based on well researched and highly effective strategies for helping students in these areas. Throughout treatment, participants will watch videos and complete exercises individually for up to 2 hours per week, and then meet with a therapist via videoconferencing for a 10-15 minute appointment. Since the program began in 2015, CAPS has provided treatment to 155 clients, which includes 64 students who participated this past year. 203 TAO treatment appointments were provided this year.

**TAO Treatment Client Satisfaction Surveys**

- 70% of TAO treatment clients utilized the Calming Your Worry Pathway.
- 72% of TAO treatment clients did not receive any additional CAPS services.
- 61% of TAO treatment clients utilized TAO treatment weekly.

**TAO Client Comments**

- “The main benefit for me was the ability to receive therapeutic help even when I wasn’t close to campus. The flexibility in scheduling was very helpful.”
- “Personally I think it was very helpful for understanding what I was feeling and helped me cope with these feelings through different techniques.”
- “I could fit into my schedule and I had access to help whenever I needed it. I didn’t have to drive so it was time efficient for achieving the goals I wanted to achieve.”
- “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.”
- “94% surveyed clients said “TAO has been effective and helpful overall”
- “89% surveyed clients said “TAO helped me learn how to better cope with my concerns”
- “89% surveyed clients said “TAO helped me achieve my therapy goals”
- “83% surveyed clients said “TAO helped me address my concerns so I can be successful at UCF”

**Therapy Assistance Online (TAO) Treatment**

<table>
<thead>
<tr>
<th></th>
<th>Since 2015</th>
<th>This Year</th>
<th>Past Year</th>
<th>This Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td>155</td>
<td>64</td>
<td>203</td>
<td>670</td>
</tr>
<tr>
<td>Students</td>
<td>64</td>
<td></td>
<td></td>
<td>670</td>
</tr>
<tr>
<td>Appointments</td>
<td>189</td>
<td></td>
<td>317</td>
<td>203</td>
</tr>
<tr>
<td>Served</td>
<td>7,784</td>
<td></td>
<td>15,751</td>
<td>344</td>
</tr>
</tbody>
</table>

**Overall Recap of Outreach Services at CAPS**

- **817 appointments**
- **24,428 people served**
- **51.58% increase since last year**
- **0.82% decrease since last year**

**CAPS Programming**

(Developmental Programming, Expo, Paws, Purr, etc)

- 189 appointments
- 7,784 people served

**Programming Requested by Other Departments**

- Tablings/Orientation, Crisis response, Presentations
- 317 appointments
- 15,751 people served

**Indirect Time**

- Time use to prep for outreach activities, meeting with Liaisonships, etc.
- 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

“How knowledgeable are you about UCF health-related services?”

**BEFORE ATTENDING**
- 15.95% (48) NOT KNOWLEDGEABLE
- 70.76% (2213) SLIGHTLY KNOWLEDGEABLE
- 13.29% (40) VERY KNOWLEDGEABLE

**AFTER ATTENDING**
- 25.67% (77) SLIGHTLY KNOWLEDGEABLE
- 1.00% (3) NOT KNOWLEDGEABLE
- 73.33% (220) VERY KNOWLEDGEABLE

“How likely are you to utilize UCF’s health-related services?”

**BEFORE ATTENDING**
- 45.97% (137) LIKELY
- 30.20% (90) UNLIKELY
- 23.83% (71) VERY LIKELY

**AFTER ATTENDING**
- 39.06% (116) LIKELY
- 2.69% (8) UNLIKELY
- 58.25% (173) VERY LIKELY

“How likely you to refer a friend to one of UCF’s health-related services?”

**BEFORE ATTENDING**
- 24.50% (73) UNLIKELY
- 50.00% (149) LIKELY
- 25.50% (76) VERY LIKELY

**AFTER ATTENDING**
- 25.50% (76) UNLIKELY
- 58.59% (174) VERY LIKELY
- 15.91% (48) SLIGHTLY KNOWLEDGEABLE

#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

WE TRAINED:
- 678 STUDENTS
- 30 STAFF
- 7 FACULTY
- 715 TOTAL

WE AGREED THAT:
- “As a result of this training, I feel more comfortable to talk about suicidal thoughts/feelings with someone who I am concerned about.”

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.

Stress-Free

N=418 | DATA COLLECTED FOR FOUR EVENTS

703 STUDENTS PARTICIPATED IN 4 PURR-FECTLY STRESS FREE EVENTS

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.

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.

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.”

“Important to have events like this at UCF.”

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

<table>
<thead>
<tr>
<th></th>
<th>187 TOTAL PEER EDUCATOR VOLUNTEER HOURS</th>
<th>35 TOTAL EVENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer Educators</td>
<td></td>
<td></td>
</tr>
<tr>
<td>This Year</td>
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</table>

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

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.”

OUTREACH SERVICES | 21
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 several initiatives such as Kognito for LGBTQ and Veterans as well as our online Mental Health Screening tool.

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.

**Online Screening for Mental Health**
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.

**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

USES FOR FUNDING

Kognito

Online Screening for Mental Health

Staff Training

**Social Media**

- **2,199+ likes** Joined Facebook in 2009
- **885+ followers** Joined Instagram in 2013
- **905+ followers** Joined Twitter in 2009
- **11,200+ views** 27 videos available

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

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
  **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**

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  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**

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

- **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

**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** (Pictured from left to right)

- Jing Wen Ong, M.A. | Jay Velez, M.A. | Kate Randle, M.S.W. | Jenna Overstreet, B.A. | Callie Mullis, M.A. | Christina Bevilacqua, M.A.
Achievements

CHRI$ 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 2019)

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)

TERESA MICHAELSON-CHMELIR, PH.D
Internalized heterosexism, religious coping, and psyche ace 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:
National Conference for the Association for University and College Counseling Center Outreach (AUCCCO) (June 2019)
New Orleans, LA

JAMIE BOURN, PH.D
and Raney, S., Dolan, J.
PRESENTATION:
Leadership Competencies as a Clinical Director: Navigating the Relationship Between Staff and Administration.
CONFERENCE:
Association for the Coordination of Counseling Center Services (ACCCCS) Annual Conference (May 2019)
Denver, CO

MEREDITH MALKIN, M.A.
PRESENTATION:
What Can I Do? Cultivating Intentional Inclusivity.
CONFERENCE:
International Expressive Arts Therapy Association (IEATA) Conference Berkeley, California (March 2019)

JOCELYN BUHAIN, PH.D
and Rizo, M., & Bvunzawabaya, B.
PRESENTATION:
Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.
CONFERENCE:
ACPA Annual Convention | Boston, MA

MARY RIZZO, PSY.D & MARCUS CHERRY, PH.D
PRESENTATION:
A Concert for your Soul
CONFERENCE:
Association for the Coordination of Counseling Center Services (ACCCCS) Annual Conference (May 2019)
Denver, CO

ARTURO CINTRON-ESTRADA, PH.D & FELIPE RAMIREZ, PSY.D
PRESENTATION:
Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.
CONFERENCE:
ALAC Annual Convention | Boston, MA

GABRIEL PAGAN-LLORENS, PSY.D
PRESENTATION:
Dance it Off: Mindfulness for the Body.
CONFERENCE:
ACPA Annual Convention | Boston, MA

Journal Articles

JAMIE BOURN, PH.D
Internalized heterosexism, religious coping, and psyche ace in LGB young adults who identify as religious.
Psychology of Sexual Orientation and Gender Diversity.

CONFERENCE:
(October 2019) NASPA Annual Conference | Los Angeles, CA

MEREDITH MALKIN, M.A.
and Rizo, M., & Bvunzawabaya, B.
PRESENTATION:
Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.
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and Nault, M.A., & Bvunzawabaya, B.
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Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.
CONFERENCE:
ACPA Annual Convention | Boston, MA

REBECCA ESTRADA, PH.D; MARY RIZZO, PSY.D & KYLE PARK, PSY.D.
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A Concert for your Soul
CONFERENCE:
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Does group therapy make a difference? Examining group therapy effectiveness in diverse gender and minority populations.
CONFERENCE:
ACPA Annual Convention | Boston, MA

GABRIEL PAGAN-LLORENS, PSY.D
PRESENTATION:
Dance it Off: Mindfulness for the Body.
CONFERENCE:
ACPA Annual Convention | Boston, MA

Staff Presentations at the UCF SDES Institute, June 2019

MEREDITH MALKIN, M.A., CHRIS NAULT, M.A., MARY RIZZO, PSY.D
and Nault, M.A., & Bvunzawabaya, B.