2019 - 2020

Annual Report
Counseling and Psychological Services

Division of Student Development and Enrollment Services
University of Central Florida • Orlando, FL
MESSAGE FROM THE CAPS DIRECTOR

Hello UCF Knight Colleagues, Partners and Community,

Each year CAPS creates an annual report to share the impact of supporting the mental health and well-being of our UCF students. This has truly been a unique year that has brought about unexpected challenges and changes due to the COVID-19 pandemic forcing our campus to move to remote services and learning beginning mid-March 2020. Below are some of our highlights that stood out this year.

EXECUTIVE SUMMARY

Clinical Utilization and Pandemic
CAPS served 5,819 students and provided 26,031 appointments.

Although, there was a 7% decrease in students seen and a 12.8% decrease in appointments used compared to last year due to the pandemic and transitioning to fully online, CAPS was at a 16% increase in both appointments and students seen prior to the pandemic (up until February).

Telemental health preparation and services
Although CAPS had been doing a form of telemental health through the TAO platform with our clients for about eight years, moving to telemental health services was a big challenge to overcome given the privacy and licensing laws and UCF rules and regulations that needed to be addressed prior to offering this service. In December, CAPS participated in a 2 day training to explore telemental health as a service option in the future. What was considered a future service option quickly became a present need when the pandemic hit and the campus moved to remote learning. This training became invaluable, as it made CAPS prepared to pivot quickly to telemental health services when it was needed.

CAPS transitioned to telemental health services on March 16 with current clients in group or individual therapy services, and served new clients by April 6.

CAPS is proud to say that we have been offering all of our services via telemental health successfully since then.

Outreach & Social Media Impact
Since all in-person contact was suspended in March, CAPS transitioned all outreach presentations and signature events to Zoom and social media platforms.

CAPS impacted 94,034 people overall this year, with 77,826 of those contacts through online presentations and social media impact.

Through this mode, CAPS used less time than previous years, but reached more people with their videos, messages and outreach programs.

Groups and Workshops
CAPS offered 77 therapy groups, with 550 clients attending, and offered 64 workshops with 264 students attending. This was the most groups and workshops ever offered with a 5.5% increase in attendance from last year.

Affinity-Identity Group Debriefings
Due to the racial injustices that continued to occur and came to a head in April/May, CAPS wanted to provide “safe spaces” for different identity groups to process the impact.

CAPS was able to provide 25 debriefing groups to 45 UCF students from May to August.

Extended Services
Because of the stress of the pandemic, CAPS wanted to continue to support students through the summer who would have become ineligible for CAPS services due to graduating or not being enrolled for summer classes.

CAPS was able to allow these students to continue to engage in CAPS services through the summer, and hence served 67 students in total through these extended services; 22 alumni and 45 non-enrolled for summer UCF students.

IACS accreditation
I am happy to announce that after a March site visit, CAPS met all criteria and was fully re-accredited for another eight years by the IACS Board of Accreditation.

THIS COMING YEAR

For the safety of all, CAPS plans to continue clinical services through outreach engagement and telemental health through Zoom and social media platforms because it is working well.

CAPS works closely with other offices to support the mental health and well-being of our students, and we recognize that we could not do it without your help. To all our partners, we say Thank you!

— Karen R. Hofmann, Ph.D.
Director, & Licensed Psychologist, UCF Counseling & Psychological Services

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EXECUTIVE SUMMARY

Campus Breakdown
- 5,807 UCF Students
- 12 Valencia Downtown Students

New/Returning Students
- 2,082 Returning UCF Clients
- 3,737 New UCF & Valencia Downtown Students

<table>
<thead>
<tr>
<th>Appointments</th>
<th>T.A.O.</th>
</tr>
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<tbody>
<tr>
<td>26,031</td>
<td>72</td>
</tr>
<tr>
<td></td>
<td>treatment sessions</td>
</tr>
<tr>
<td></td>
<td>clients enrolled this year</td>
</tr>
<tr>
<td></td>
<td>clients enrolled since 2015</td>
</tr>
</tbody>
</table>

Telemental Health
- 2,542 sessions provided
- 145 Intakes
- 1,707 Individual counseling sessions
- 570 Group contacts
- 12 Triages
- 691 Telemental Health Informed Consents Signed by Clients

Extended Service Program during COVID-19
- 67 total students
- 22 Alumni
- 45 Currently Non-enrolled UCF Students
- 11 Intakes
- 135 Individual Counseling sessions plus group therapy

Crisis
- 1,709 students in crisis served
- ▼ 0.4% decrease from last year

Risk Assessment & Management Procedures
- 44 Baker acts
- ▼ 2.2% decrease from last year

Care Management
- 420 students
- ▼ 3.0% decrease from last year

After-Hours Crisis Line
- 607 calls
- ▲ 43.2% increase from last year

ISSUES AFFECTING NUMBERS
- School started a week late.
- CAPS closed for five days due to a hurricane.
- Global pandemic in which UCF had to move to telemental health in 2 weeks. Many students wanted to wait until they returned to campus.
- There was a 45% decrease in clients from March 16-Aug 1 that was seen nationwide.

CLIENT DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Gender Identity</th>
<th>MAN</th>
<th>WOMAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELF-IDENTIFY</td>
<td>2.1%</td>
<td>64%</td>
</tr>
<tr>
<td>TRANSGENDER</td>
<td>1.1%</td>
<td>32.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexual Identity</th>
<th>HETEROSEXUAL</th>
<th>BISEXUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUESTIONING</td>
<td>3.9%</td>
<td>14.8%</td>
</tr>
<tr>
<td>GAY</td>
<td>3.4%</td>
<td>3.2%</td>
</tr>
<tr>
<td>SELF-IDENTIFY</td>
<td>3.2%</td>
<td>2.5%</td>
</tr>
</tbody>
</table>
### Race/Ethnicity

- **White**: 47.1%
- **Hispanic/Latino**: 24.5%
- **Self-identify**: 2.0%
- **Asian/Asian American**: 16.2%
- **African American/Black**: 7.2%
- **Native Hawaiian/Pacific Islander**: 0.3%
- **American Indian/Alaskan Native**: 0.1%
- **Multi-racial**: 0%
- **Self-identify**: 0%

### College Affiliations

- **Sciences**: 23.1%
- **Engineering & Computer Science**: 16.2%
- **Arts & Humanities**: 13.0%
- **Health/Public Affairs**: 10.4%
- **Business Admin.**: 9.2%
- **Medicine**: 5.0%
- **Education**: 4.2%
- **Rosen College of Hospitality Mgmt.**: 3.7%
- **Nursing**: 3.0%
- **Inter-Disciplinary Studies**: 2.3%
- **The Burnett Honors College**: 1.2%
- **Graduate Studies**: 1.1%
- **Optics & Photonics Creol & FPCE**: 0.3%
- **Resident Assistant**: 0.4%

### Additional Demographics

- **Transfer Students**: 35.9%
- **First Gen. Students**: 25.2%
- **Students with Registered Disabilities**: 6.1%
- **UCF Academic Probation**: 2.8%
- **Served in U.S. Military**: 0.8%
- **Varsity Athletics Participation**: 1.0%
- **International Students**: 5.2%

### Referral Source

- **Self**: 48.1%
- **Friend**: 23.6%
- **Parent/Relative**: 7.3%
- **Other**: 4.4%
- **Student Health Services**: 3.3%
- **Faculty/Staff**: 2.9%
- **Orientation**: 1.4%
- **CAPS Outreach**: 1.0%
- **Resident Assistant**: 0.4%

### Academic Status

- **Freshman/First Year**: 20.0%
- **Senior**: 21.3%
- **Sophomore**: 16.8%
- **Junior**: 30.5%
- **Grad/Professional Student**: 8.6%
- **Other**: 1.0%
**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.

**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.

**Referrals to Community**

<table>
<thead>
<tr>
<th>Year</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-18</td>
<td>388</td>
</tr>
<tr>
<td>2018-19</td>
<td>630</td>
</tr>
<tr>
<td>2019-20</td>
<td>370</td>
</tr>
</tbody>
</table>

**Single Sessions**

To better meet the needs of students CAPS started "Single Session" appointments to allow for quick access for immediate need resolution. These are for students who only want a one-time session, and it is a 30-45 minute appointment to discuss concerns, gain tips or get a referral.

**After Hours Crisis Line**

CAPS provides 24 hours a day, 7 days a week access to students in crisis. Utilization of this service has increased over the past few years. 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.

**Presenting Concerns of CAPS Clients**

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

- **Anxiety**: 58.0%
- **Relationship Problems**: 17.3%
- **Eating/Body Image**: 11.4%
- **Depression**: 46.6%
- **Trauma**: 15.6%
- **Social Isolation**: 9.3%
- **Stress**: 27.9%
- **Inter-Personal Functioning**: 14.8%
- **Grief & Loss**: 8.3%
- **Academic Performance**: 25.5%
- **Sleep**: 14.0%
- **Adjustment to New Environment**: 14.0%
- **Self Esteem/Confidence**: 17.4%
- **Family**: 14.0%
Symptom Changes for UCF CAPS Students Compared to National Averages

Numbers listed below denote UCF CAPS average change in symptoms in clients with elevated distress after 2 sessions, and after 4 sessions:

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Percentile after two sessions</th>
<th>Percentile after four sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPRESSION</td>
<td>51%</td>
<td>80%</td>
</tr>
<tr>
<td>GENERALIZED ANXIETY</td>
<td>64%</td>
<td>91%</td>
</tr>
<tr>
<td>SOCIAL ANXIETY</td>
<td>43%</td>
<td>72%</td>
</tr>
<tr>
<td>EATING CONCERNS</td>
<td>68%</td>
<td>87%</td>
</tr>
<tr>
<td>HOSTILITY</td>
<td>76%</td>
<td>93%</td>
</tr>
<tr>
<td>ACADEMIC DISTRESS</td>
<td>25%</td>
<td>47%</td>
</tr>
<tr>
<td>ALCOHOL USE</td>
<td>86%</td>
<td>98%</td>
</tr>
</tbody>
</table>

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 helped them deal with issues they wanted to address.
- 97% said “CAPS has been very effective and helpful overall.”
- 95% said they would refer a friend to CAPS.
- 75% said “CAPS made it easier for me to remain enrolled at UCF by addressing my problems/concerns.”
- 71% said skills they have learned through services at CAPS helped them manage their academic setbacks.
- 76% said “CAPS is indispensable. I think every student should take advantage of what CAPS has to offer. CAPS has been a great help to me personally and academically.”
- 99% said “I don’t think I would still be alive without CAPS.”
- 97% said “My experience with CAPS has been entirely positive and extremely helpful in helping me better myself and better approach my depression and anxiety.”

Client Comments (Individual Services)

“Group was an incredibly valuable and beneficial experience for me.”

“I don’t think I would still be alive without CAPS.”

“I openly talk about my counseling through CAPS with fellow students and strongly encourage anyone to use CAPS if they feel that they need it. I am so grateful that as a student CAPS is available to me.”

“CAPS is indispensable. I think every student should take advantage of what CAPS has to offer. CAPS has been a great help to me personally and academically.”

“Group was an incredibly valuable and beneficial experience for me.”

“My growth and my safe place is here. This is my tribe. I will carry my lessons here into my life forever.”

“It was truly the highlight of my week every week. I learned a lot about myself and communicating with others. They helped me be a better person and take more action in my own problems. I will miss it and everyone in group very much.”

“I have definitely learned how to process things in a better way and group helped me realize I wasn’t alone in my struggles.”

Client Comments (Group Services)

“Please don’t ever get rid of this experience! I’ve discovered another version of me through this group! It ended too fast.”

“Group was an incredibly valuable and beneficial experience for me.”

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“Group was an incredibly valuable and beneficial experience for me.”

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

“Group was an incredibly valuable and beneficial experience for me.”

“I was very helpful for my issues and I think was key in helping me grow.”

“I was very helpful for my issues and I think was key in helping me grow.”

“I think this was a great group to work with. I found people who I can relate to and be inspired by.”

Impact of Groups

- 100% 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.”
- 88% said it “was an important factor in helping me do well in school.”

GROUPS

- 77 groups
- +5.48% from last year
- 550 clients attended groups
- 3,513 appointments attended
- 64 workshops
- 264 clients attended workshops

Client Comments (Group Services)
**RESPONSE TO THE PANDEMIC**

Due to the impact of COVID-19 and the university’s decision to move to remote learning, CAPS quickly responded by setting up systems to effectively provide telemental health services to our students. The clinical system was able to provide the same level of high quality services to our existing clients as well as new students, including our at-risk population.

In our outreach domain, CAPS wanted to continue our high level of support to the UCF community and increased the use of social media resources to stay connected to our students. We provided opportunities for interaction through video trainings and experiences as well as shared resources for coping during these difficult times.

**Extended Services Program**

- 67 total students
- 22 alumni
- 45 currently enrolled non-enrolled UCF students
- 11 intakes
- 135 individual counseling sessions, plus group therapy

**Response to the Racial Unrest Amidst the Pandemic**

Affinity Groups were established to provide safe spaces for conversation and support.

- 25 appointments
- 35 hours
- 45 students served

**Social Media Impact**

- **FACEBOOK** (Mar - Aug 2020)
  - 501 Likes
  - 35,000 Views
  - 2,308 followers since 2009

- **TWITTER** (Mar - Aug 2020)
  - 569 Likes
  - 328 Views
  - 946 followers since 2009

- **INSTAGRAM** (Mar - Aug 2020)
  - 2,972 Likes
  - 11,662 Views
  - 1,331 followers since 2013

- **YOUTUBE** (Mar - Aug 2020)
  - 328 Views
  - 53 Subscribers
  - 15,029 total views since 2009

**OUTREACH**

**Total Outreach**

<table>
<thead>
<tr>
<th>Appts</th>
<th>Hours</th>
<th>Ppl Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>299</td>
<td>481</td>
<td>94,034</td>
</tr>
</tbody>
</table>

**CAPS Signature and Awareness Events, Developed Programming and Referral Development**

- 74 Appts
- 98 Hours
- 4,303 Ppl Served

**Programming Requested by Other Departments**

- Communication to the Public
- Liaison Support
- Parent Orientation
- Requested Presentations & Tablings
- Response to Acute Needs

- 193 Appts
- 258 Hours
- 11,897 Ppl Served

**Social Media Impact**

(i.e. video and Info-graphics created)

- 31 Appts
- 124 Hours
- 77,826 Ppl Served

**CAPS Signature Programming**

<table>
<thead>
<tr>
<th>Appts</th>
<th>Hours</th>
<th>Ppl Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td>86</td>
<td>3,823</td>
</tr>
</tbody>
</table>

- **#UCFRocks**
  - 6 Appts
  - 9 Hours
  - 189 Ppl Served

- **B.L.A.C.K. Institute/Series**
  - 1 Appt
  - 4 Hours
  - 32 Ppl Served

- **Field of Memories**
  - 6 Appts
  - 6 Hours
  - 1,170 Ppl Served

- **Healing Arts**
  - 1 Appt
  - 2 Hours
  - 166 Ppl Served

- **Healthy Knight Expo**
  - 6 Appts
  - 6 Hours
  - 431 Ppl Served

- **Parent Open House**
  - 1 Appt
  - 1 Hour
  - 14 Ppl Served

- **Paws Event**
  - 11 Appts
  - 15 Hours
  - 910 Ppl Served

- **Purrs Event**
  - 8 Appts
  - 10 Hours
  - 563 Ppl Served

- **QPR**
  - 10 Appts
  - 12 Hours
  - 202 Ppl Served

- **Recess**
  - 3 Appts
  - 5 Hours
  - 54 Ppl Served

- **Safe Zone-Level II**
  - 7 Appts
  - 14 Hours
  - 78 Ppl Served

- **Therapeutic Drumming**
  - 1 Appt
  - 1 Hour
  - 0 Ppl Served

- **Type 1 Diabetes**
  - 1 Appt
  - 2 Hours
  - 14 Ppl Served
STAFF HIGHLIGHTS

Karen Hofmann, Ph.D.
Conference: (Oct 2019) Annual Association of University and College Counseling Center Directors (AUCCCD) Conference | San Antonio, TX


Healing Arts
166 participants
96% said “By creating events like the Healing Arts Exhibit, I believe UCF prioritizes my well-being.”

Paws-actively Stress-Free Events
910 participants
99% said their “mood was positively impacted.”
95% said they “felt less stressed.”
94% said they “felt more energized.”
93% said they were “more likely to utilize CAPS services.”

Purr-fectly Stress-Free Events
563 participants
98% said they were “more likely to utilize CAPS services.”
97% said their “mood was positively impacted.”
95% said they “felt less stressed.”
95% said they “felt more energized.”

Trainees

(Left to right): Talia DeCant, Christina Senesi, Brett Vitkun, Meagan Seago, Yael Rivera & Brianna Rivera

Talia DeCant, B.S.
University of Central Florida | Social Work

Christina Senesi, B.S.
Rollins College | Mental Health Counseling

Brianna Barnes, M.A.
National Louis University

Meagan Seago, B.S.
Rollins College | Mental Health Counseling

Yael Rivera, B.S.
Florida State University Social Work

Brett Vitkun, B.S.
University of Central Florida | Clinical Psychology

Caitlin O’Neil, A.A.
University of Central Florida | Bachelor’s in Social Work

Post-Doctoral Fellow
Alyssa Steckler, Psy.D
Nova Southeastern University
Staying at UCF CAPS

SECTION 3
TRAINING

UCF CAPS continues to have a renowned training program focusing on the development of clinical skills, outreach and consultation skills, supervision, and/or program development and evaluation.

Trainees

(Left to right): Javier Velez, Kaitlin Browne, Min-Jeong Yang

Doctoral Interns

Javier Velez, M.A.
National Louis University
Completing Post-Doctoral Fellowship at NeJame Psychological Services

Kaitlin Browne, M.S.
Nova Southeastern University
Completing Post-Doctoral Fellowship at Viamar in South Florida

Min-Jeong Yang, M.A., M.S.
Rutgers University
Completing NCH-funded T32 Postdoctoral Training in Behavioral Oncology at Moffitt Cancer Center

Doctoral Interns

8 Trainees
3 Doctoral Interns
1 Post-Doctoral Fellow

SIGNATURE PROGRAMMING HIGHLIGHTS

B.L.A.C.K. Institute

32 participants
100% said this event helped them build “Skills/knowledge that will help me manage life issues outside the classroom.”
100% said “I am aware of the departments/resources on campus.”
94% said they “feel more connected to UCF community after this event.”
94% said this event helped them “Better handle personal and professional setbacks.”

Peer Educator Program

22 Peer Educators
9 Completed events
5 Virtual outreaches (TAO/Open Letter to a Knight videos)
147.5 Total Peer Educator hours completed
156.5 Total Peer Educator hours with planned participation

TAO Self-Help

769 self-enrollments
Students, staff and faculty

810 participants
99% said their “mood was positively impacted.”
95% said they “felt less stressed.”
94% said they “felt more energized.”
93% said they were “more likely to utilize CAPS services.”

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