



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 therapy 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

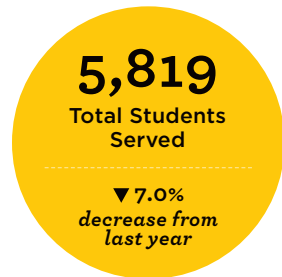
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CLINICAL SERVICES

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

Appointments

26,031
appointments conducted
for UCF Students and Valencia Students

▼ 12.8% decrease from last year

35,264
appointments made
for UCF Students and Valencia Students

▼ 7.1% decrease from last year



T.A.O.

72 clients enrolled this year
209 treatment sessions provided
213 clients enrolled since 2015

Telemental Health

2,542
sessions provided

145 Intakes
1,707 Individual counseling sessions
570 Group contacts
12 Triage
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

2,699

crisis appointments conducted
for UCF Students and Valencia Downtown students

▼ 4.0% decrease from last year

Referrals

370 referrals

▼ 41.3% 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



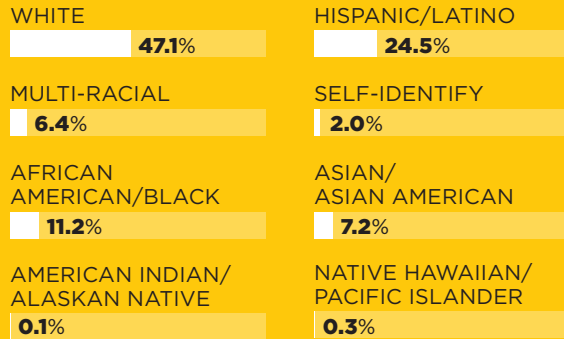
Gender Identity

WOMAN	64%	MAN	32.5%
SELF-IDENTIFY	2.1%	TRANSGENDER	1.1%

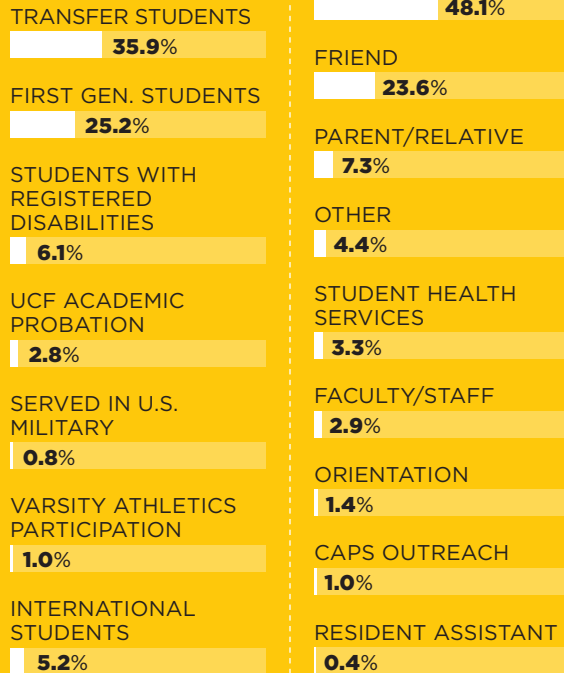
Sexual Identity

HETEROSEXUAL	68.7%	BISEXUAL	14.8%
QUESTIONING	3.9%	GAY	3.4%
SELF-IDENTIFY	3.2%	LESBIAN	2.5%

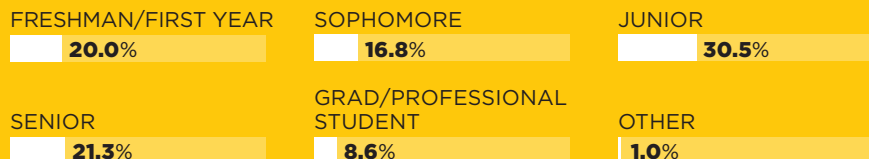
Race/Ethnicity



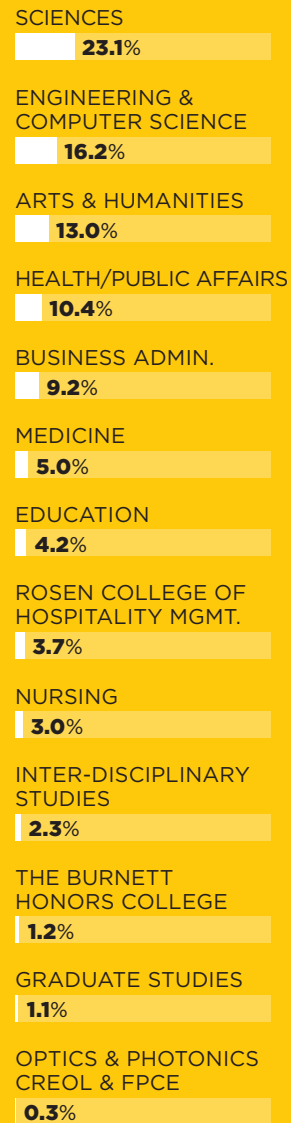
Additional Demographics



Academic Status

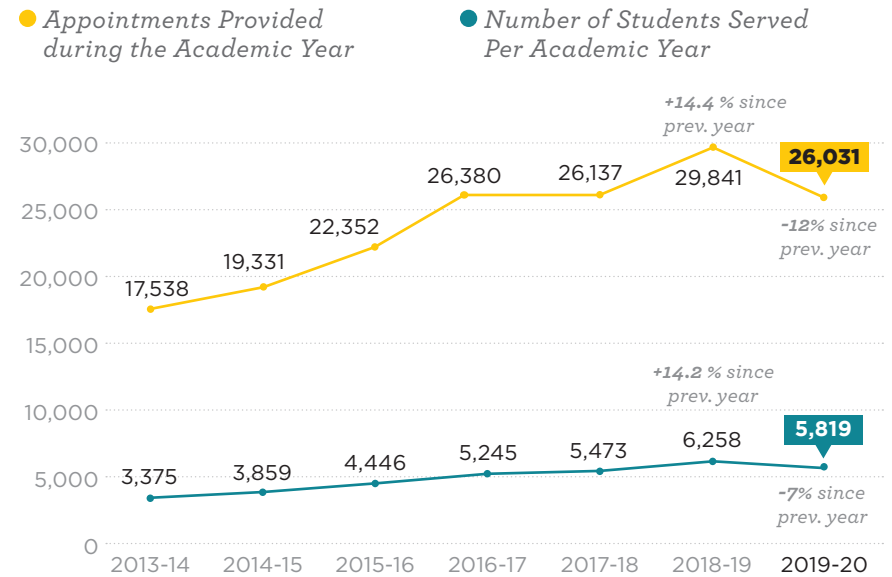


College Affiliations

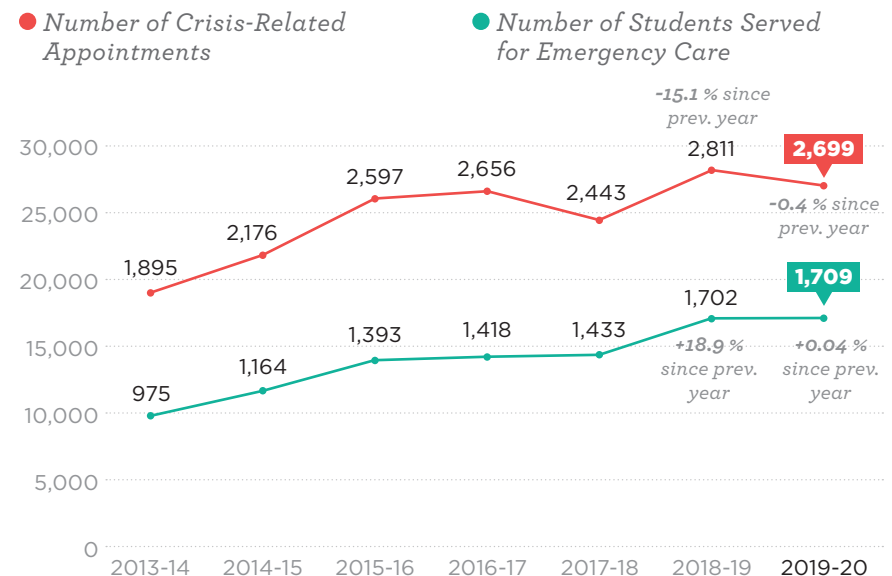


CLINICAL SERVICES SUMMARY

Trends in Clinical Service Utilization



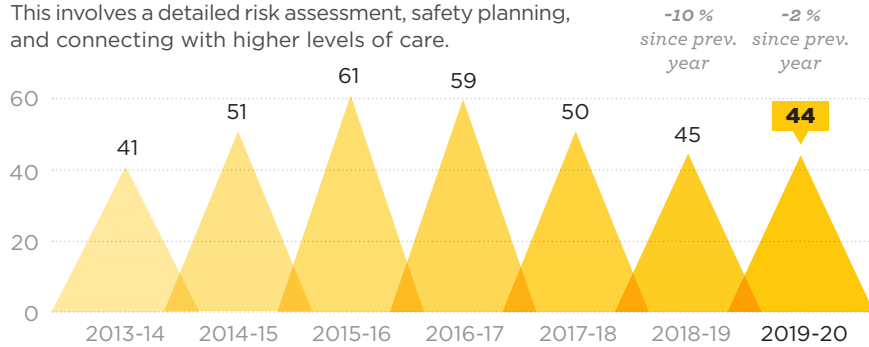
Crisis Services Utilization



Risk Assessment and Management Procedures

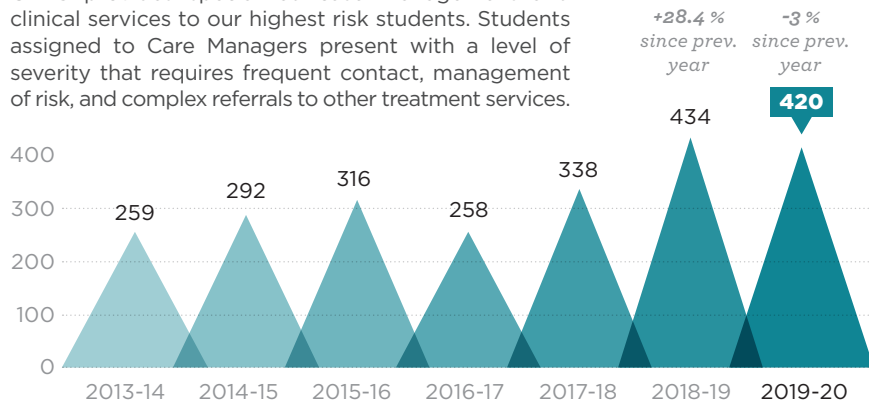
When students present with high risk, we take steps to mitigate the risk and promote safety for the student.

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

2017-18 **388**

2018-19 **630**

2019-20 **370**

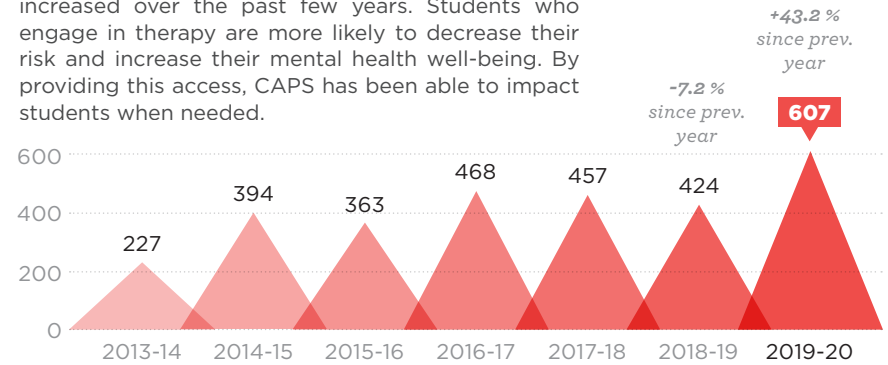
Single Sessions

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.

140 single sessions provided

After Hours Crisis Line

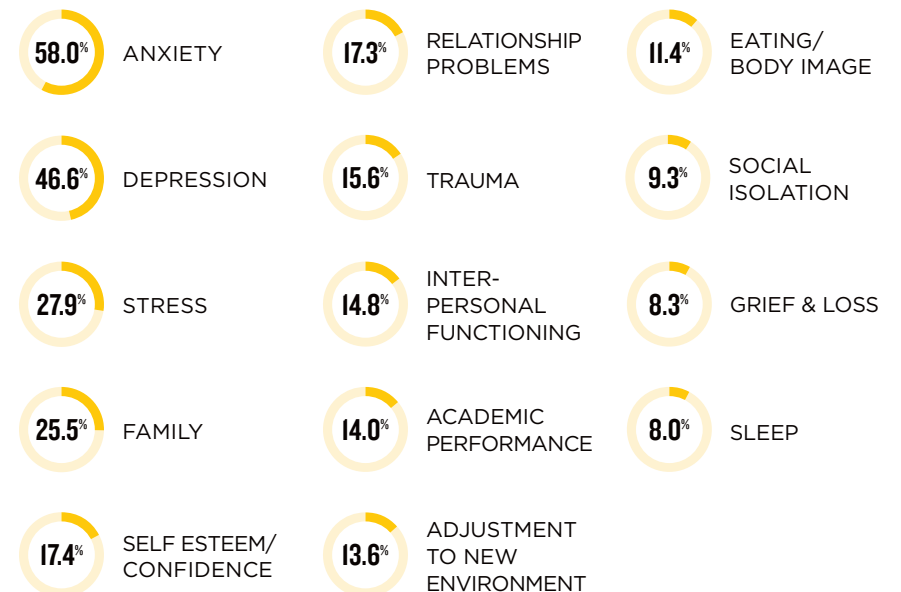
CAPS provides 24 hours a day, 7 days a week access to students in crisis. Utilization of this service has increased over the past few years. Students who engage in therapy are more likely to decrease their risk and increase their mental health well-being. By providing this access, CAPS has been able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



PRESENTING CONCERNS OF CAPS CLIENTS

Most Common Presenting Concerns at Intake

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.

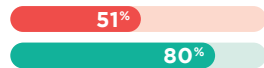


Symptom Changes for UCF CAPS Students Compared to National Averages

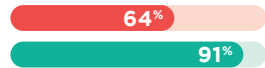
106 Counseling Centers | 47,948 Clients

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

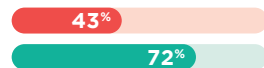
DEPRESSION



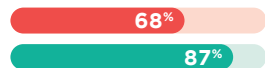
GENERALIZED ANXIETY



SOCIAL ANXIETY



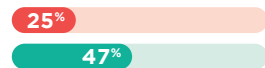
EATING CONCERNS



HOSTILITY



ACADEMIC DISTRESS



ALCOHOL USE



- Percentile after two sessions
- Percentile after four sessions

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."

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

98% said "CAPS has a welcoming environment."

98% said they would refer a friend to CAPS.

97% said CAPS helped them deal with issues they wanted to address.

97% said "CAPS has been very effective and helpful overall."

95% said CAPS helped them to feel better about themselves.

Client Comments (Individual Services)

"I don't think I would still be alive without CAPS."

"My experience with CAPS has been entirely positive and extremely helpful in helping me better myself and better approach my depression and anxiety."

"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."

GROUPS

77 groups

+5.48% from last year

550 clients attended groups

3,513 appointments attended

64 workshops

264 clients attended workshops

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"

Client Comments (Group Services)

"Group was an incredibly valuable and beneficial experience for me."

"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."

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

"It 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."

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

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





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

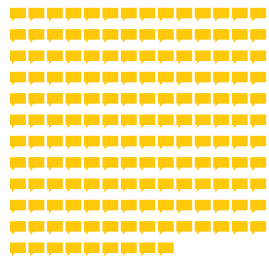
Response to the Racial Unrest Amidst the Pandemic

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

- 25 appointments
- 35 hours
- 45 students served

Social Media Impact

163+ social posts
(March - Aug 2020)



 **FACEBOOK**
(Mar - Aug 2020)

501 Likes
35,000 Views
2,308 followers since 2009

 **INSTAGRAM**
(Mar - Aug 2020)

2,972 Likes
11,662 Views
1,331 followers since 2013

 **TWITTER**
(Mar - Aug 2020)

569 Likes
328 Views
946 followers since 2009

 **YOUTUBE**
(Mar - Aug 2020)

328 Views
53 Subscribers
15,029 total views since 2009

SECTION 2

OUTREACH

	Appts	Hours	Ppl Served
Total Outreach	299	481	94,034
CAPS Signature and Awareness Events , Developed Programming and Referral Development	74	98	4,303
Programming Requested by Other Departments <ul style="list-style-type: none"> • Communication to the Public • Liaison Support • Parent Orientation • Requested Presentations & Tablings • Response to Acute Needs 	193	258	11,897
Social Media Impact (i.e. video and Info-graphics created)	31	124	77,826

	Appts	Hours	Ppl Served
CAPS Signature Programming	62	86	3,823
#UCFRocks	6	9	189
B.L.A.C.K. Institute/Series	1	4	32
Field of Memories	6	6	1,170
Healing Arts	1	2	166
Healthy Knight Expo	6	6	431
Parent Open House	1	1	14
Paws Event	11	15	910
Purrs Event	8	10	563
QPR	10	12	202
Recess	3	5	54
Safe Zone-Level II	7	14	78
Therapeutic Drumming	1	1	0
Type 1 Diabetes	1	2	14

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 Programming

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

Paws-a-tively 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."

Healing Arts

166 participants

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

STAFF HIGHLIGHTS

Karen Hofmann, Ph.D.

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

Presentation:

K. Hofmann, C. Brownson, A. Krasnow, E. Escoto, C. Morse, C. Wallack, A. Sahgal. *An Identity in Crisis in College Counseling: Looking in the Mirror at our Fundamental Assumptions (an Element of Excellence Program).*

Presentation:

K. Hofmann & Lucero-Miller, D. *A call of self-care for all: The importance of director self-care.*

Jocelyn Buhain, Ph.D
Caiti Bradbury, M.A., LMHC
Muhammad Bilal, M.S., M.A.

Article: (July 2019). *Empowering Asian Voices* | AAPA Newsletter | <https://aapaonline.org/wp-content/uploads/2019/08/AAPA-Newsletter-Summer-2019.pdf>

Dino Liverano, M.S.

Presentation: (Feb 2020) *Utilizing Motivational Interviewing to Improve Student Success* | American Society for Clinical Laboratory Science - Clinical Laboratory Educators Conference.

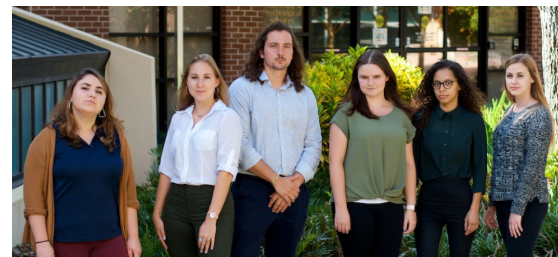
Caiti Bradbury, M.A., LMHC
(Sept 2019) Obtained licensure as an LMHC

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): 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



Post-Doctoral Fellow

Alyssa Steckler, Psy.D
Nova Southeastern University
Staying at UCF CAPS

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

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

8 Trainees

3 Doctoral Interns

1 Post-Doctoral Fellow

Doctoral Interns



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

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 NCI-funded T32 Postdoctoral Training in Behavioral Oncology at Moffitt Cancer Center



Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

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