



# 2015-2016 Annual Report

Counseling and Psychological Services

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



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KAREN R. HOFMANN, PH.D.

# Message from the CAPS Director

## Hello UCF Knights, Colleagues, Partners and Community!

Thank you for your role in supporting Counseling and Psychological Services (CAPS), as well as the mental/emotional health and well-being of our students. We believe it is important for our UCF community to see the outcomes of services CAPS provides as a way of dispelling myths, and reducing the stigma of seeking help for mental health and stage of life challenges. We want to show what you helped us accomplish this past year in 2015-16:

### Executive Summary

**CAPS utilization** continues to increase every year. This past academic year, CAPS served 4,446 students for a total of 22,352 appointments. This is a 15.2% increase in students served and a 15.6% increase in appointments compared to the prior year.

CAPS continues to see students reporting **high risk**, with 37% reporting any thoughts of suicide, and 21% of students reporting significant thoughts of suicide in the last two weeks.

We launched new modules in the **Therapist-Assisted Online (TAO)** web based program. TAO now treats depression as well as anxiety, and clients can sign up to do self-help modules as well.

CAPS served 26,120 people in our **outreach efforts** through our signature events and our crisis debriefings, as well as other outreach activities. We gladly supported our UCF community through tragedies. CAPS provided therapist support after the Pulse Nightclub shootings, especially our LGBTQ+, Latinx, and Muslim community. We also supported our African-American/Black students at the Black Lives Matter Vigil.

CAPS launched our **Trans\* Care Team** and now have the ability to write letters of support for our transgender clients seeking to begin hormone replacement therapy.

**Students reported that CAPS helped them stay in school.** 96% of our students reported that CAPS has been very helpful and effective overall, 93% reported that it made it easier to remain enrolled at UCF, and 89% reported that counseling helped or would help their academic performance.

This year CAPS completed its **first study that compared CAPS clients to UCF non-clients on eight scales of psychological symptoms**. Results showed that although our clients enter CAPS at higher levels on all psychological symptoms, they also significantly reduced their psychological symptoms, while non-clients stayed the same or became worse with no treatment.

CAPS had the honor to be recognized at the **SDES Appreciation Celebration** with Team of the Year, Best Collaboration Team with Health and UCF Cares, and Dr. Chris Hanes received the Experienced SDES Professional Award.

With success there are always great collaborations with our partners. CAPS wishes to thank all our SDES departments and faculty collaborations. It takes a village to keep our students succeeding in their academic and co-curricular endeavors. On behalf of all of us at CAPS, we hope you have another great year! Go Knights! Charge On!

— Karen R. Hofmann, Ph.D.



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

## CAPS Strategic Goals/Initiatives

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



# Introduction

Counseling and Psychological Services is committed to providing high quality mental health services to the UCF community. In pursuit of this goal, we regularly examine trends in service utilization and presenting issues of our students to ensure we are offering services consistent with needs. Additionally, we evaluate our services in an ongoing manner with the goal of promoting the most effective practices to meet the needs of the UCF community. Our evaluation process uses a multi-dimensional approach. CAPS demonstrates outcomes by using both a standardized assessment of psychological symptoms and client satisfaction ratings.

# Executive Summary



**4,446 students in total**  
received services in the  
2015 - 2016 academic year.



**3,366 students served**  
were new clients.



**1,080 students served**  
were returning clients.

## Initial Appointment



52.9% of clients reported elevated levels  
of **Depression** symptoms



53.7% of clients reported elevated levels  
of **Generalized Anxiety** symptoms

## Demand and Utilization

**15.2%**

increase in students served  
compared to the previous year.

**15.6%**

increase in appointments provided  
compared to the previous year.

**19.3%**

increase in student utilization  
of crisis services

**19.6%**

increase in Baker Acts/  
hospitalizations

## The outcome

**Overall, students that sought out CAPS services reported positive outcomes.**

Data revealed that as a group students who sought services self-reported a significant reduction on all psychological symptom subscales from initial assessment to last session.

**4 or more sessions led to stronger outcomes.**

The data revealed stronger outcomes for students that presented with elevated levels and attended four or more sessions. **For example, 68% of students that reported elevated levels of distress at intake were no longer reporting elevated levels after four or more sessions.** (It should be noted that these findings do not imply causation resulting solely from CAPS services.)

## Client Surveys

**96%** said **"Counseling is very effective and helpful overall."**

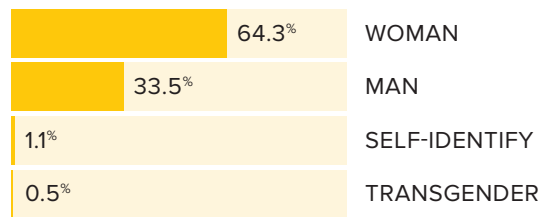
**99%** said **"Counseling and Psychological Services is a necessary student service at UCF."**

**93%** said **CAPS made it easier for them to remain enrolled in classes.**

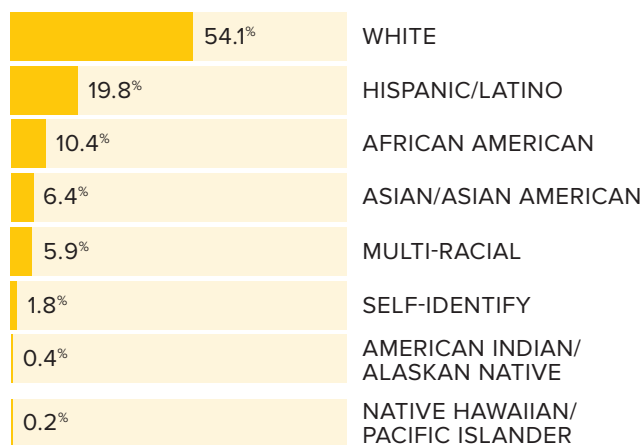
**89%** said **CAPS helped them or will help with their academic performance.**

# CAPS Client Served Demographics

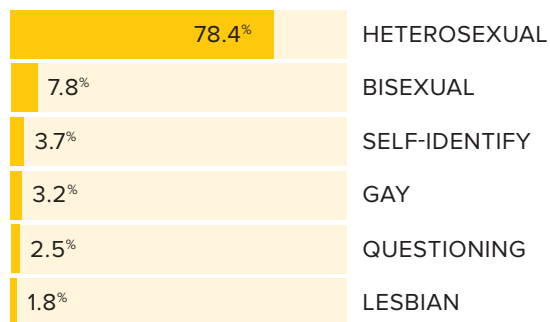
## Gender Identity



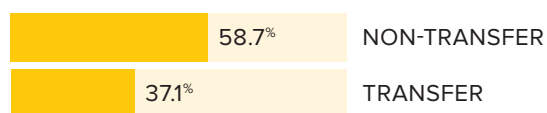
## Race/Ethnicity



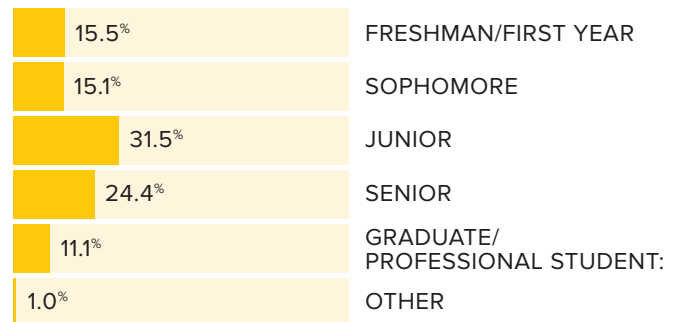
## Sexual Identity



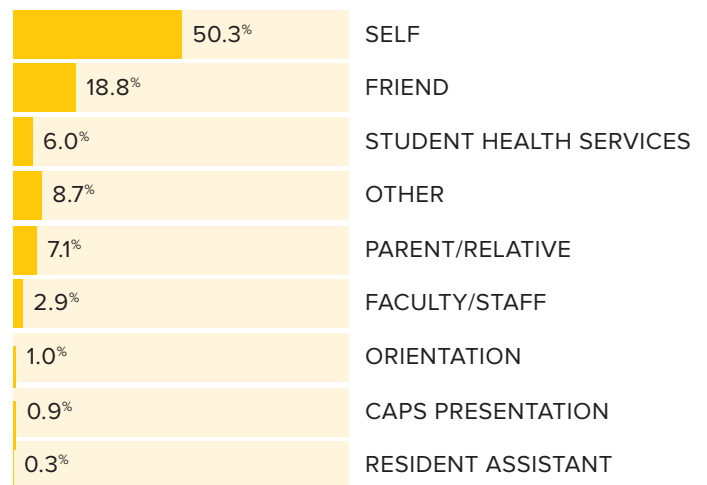
## Transfer Students



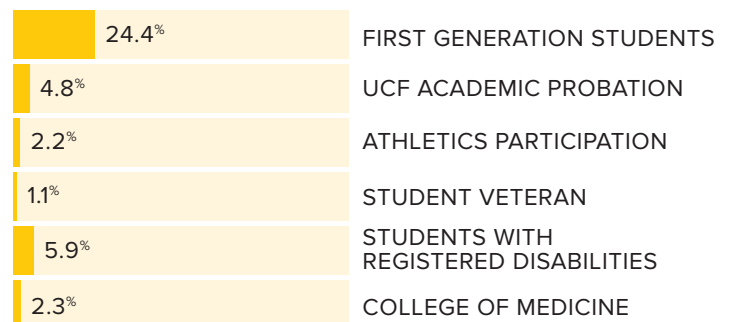
## Academic Status



## Referral Source



## Additional Student Demographics



**97**  
Counties  
represented

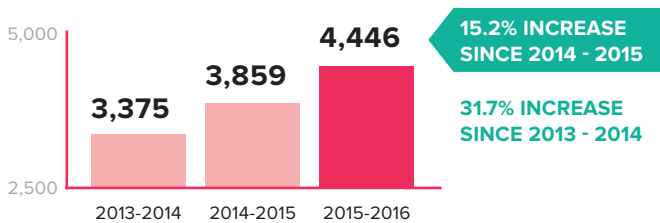
**3.3%**  
International  
Students

**3.26**  
Self-reported  
GPA (Average)

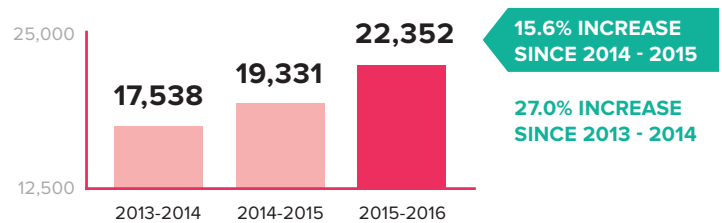
# Clinical Service Summary

## Trends in Clinical Service Utilization

### Number of Students Served per Academic Year



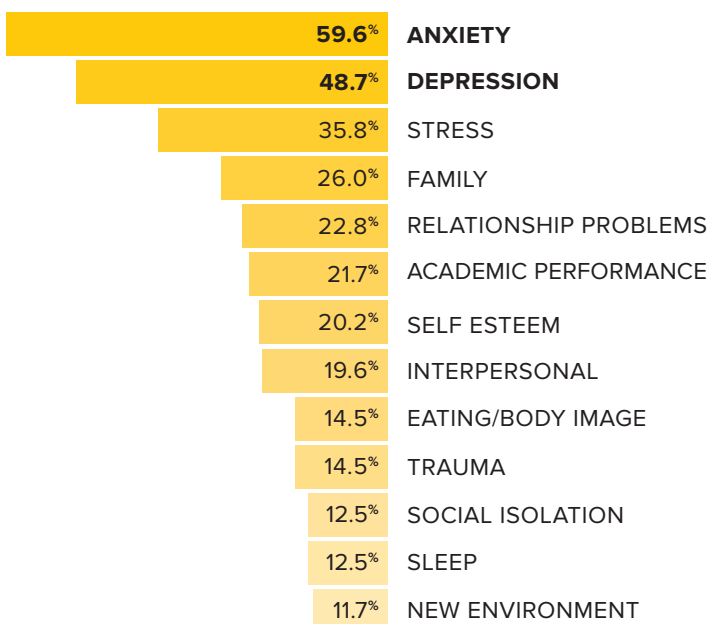
### Appointments Provided during the Academic Year



## Presenting Concerns of CAPS Clients

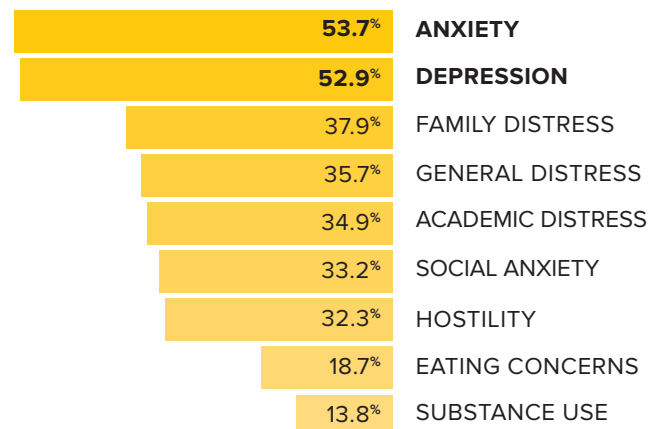
### Top Presenting Concerns at Intake

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



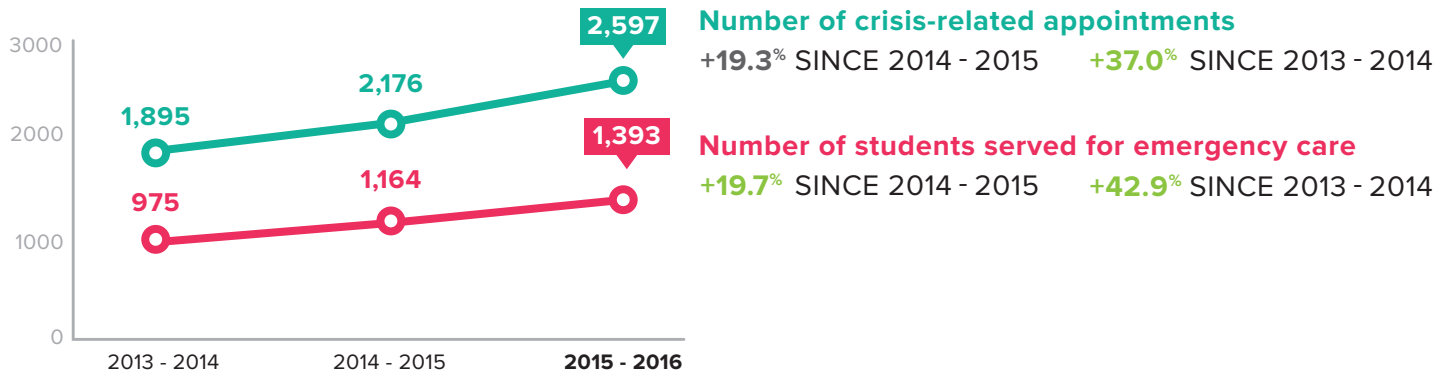
### Psychological Symptom Elevations

The following data summarizes the presenting concerns using the Counseling Center Assessment of Psychological Symptoms (CCAPS) subscales for the 3,687 clients that completed an initial assessment. These percentages represent clients that were in the elevated range in the particular subscale at intake as identified by client response. **Elevated range means that students that fall in this elevated range report a level of symptoms that impact their daily life.**



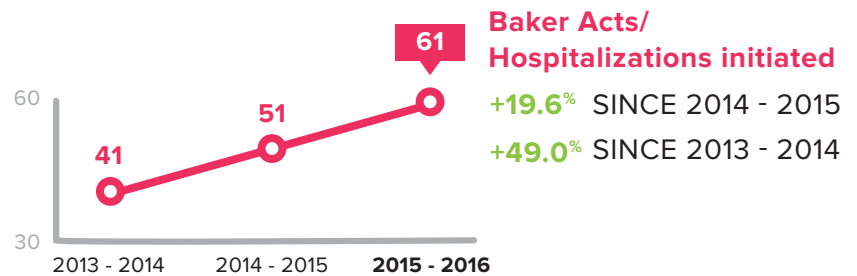


## Crisis Services Utilization



## 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 if needed.



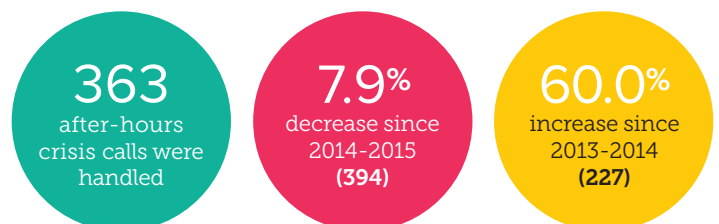
## Care Management Services

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.



## After Hours Crisis Line

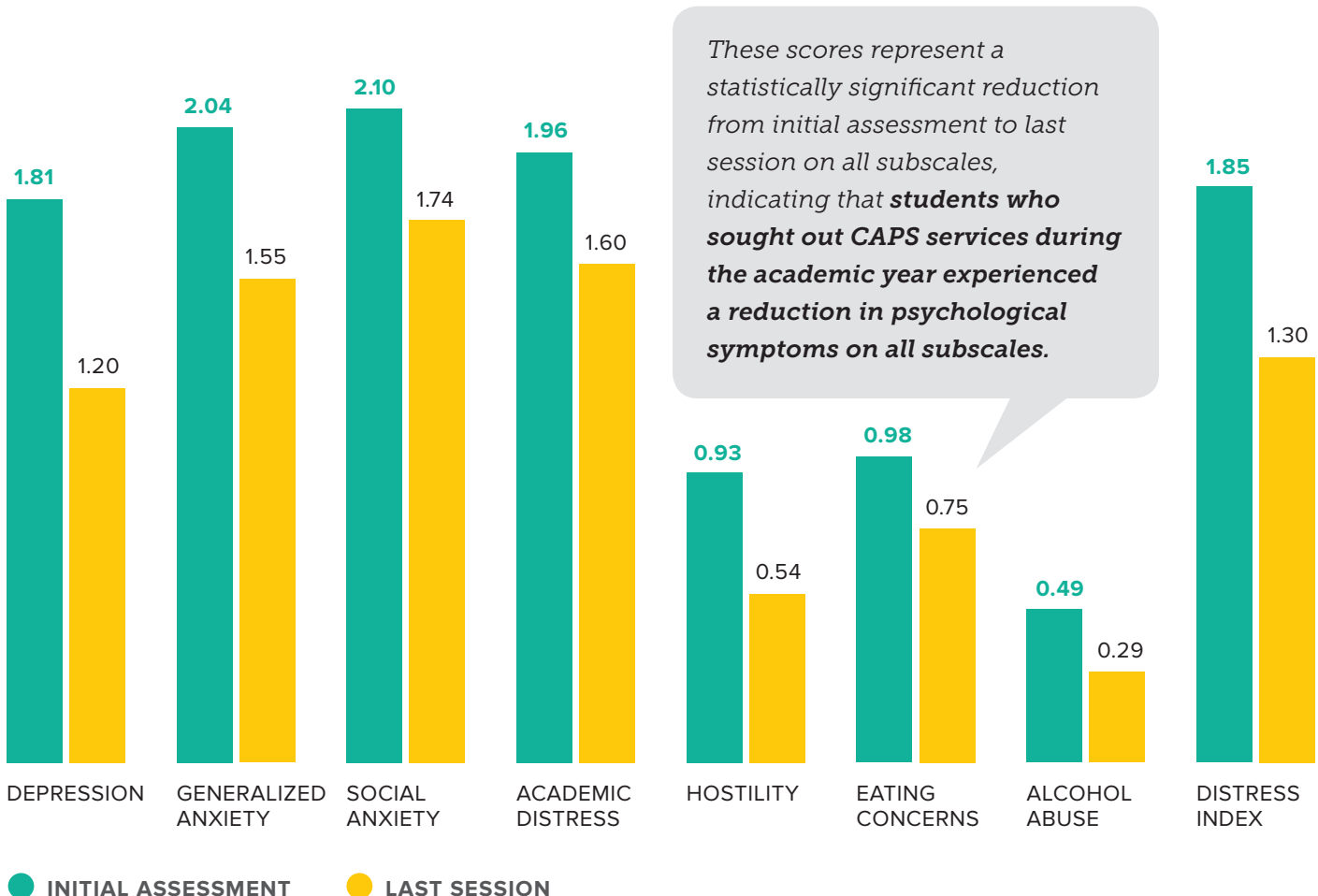
CAPS provides 24 hours a day, 7 days a week access to students in crisis. Utilization of this service has increased over the past few years. Students who engage in therapy are more likely to decrease their risk and increase their mental health well-being. By providing this access, CAPS has been able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



# Clinical Service Outcomes Report

- **CAPS uses a multidimensional standardized approach to assessing the impact of our work** by using assessments such as the Counseling Center Assessment of Psychological Symptoms (CCAPS), Clinician Index of Client Concerns (CLICC) and Individual Counseling Evaluation (ICE).
- **CCAPS is a standardized measure** that indicates the severity level of symptoms on eight subscales (see graph).
- **At CAPS, we have all students complete the CCAPS-34 prior to every individual counseling session.** Severity elevations on subscales indicate high levels of distress and potential impairment in a student's functioning (ex. social, academic, occupational, or other important areas).
- **This means that students that fall in this elevated range report a level of symptoms that impact their daily life.**

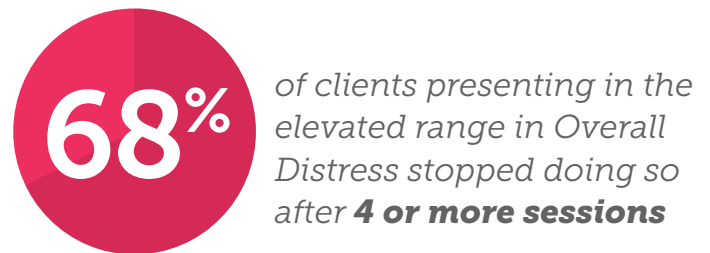
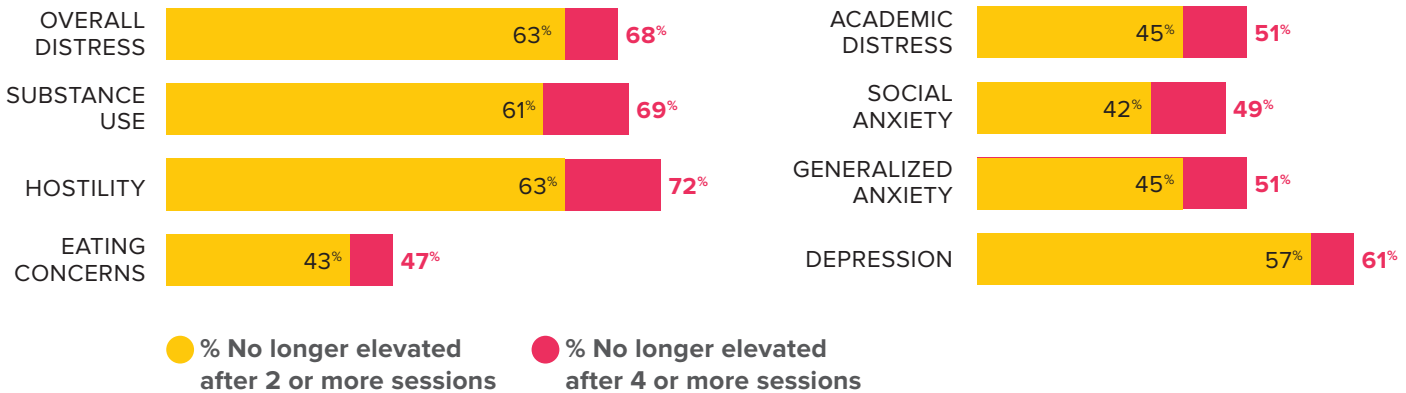
## Psychological Symptoms: CCAPS Scores from Initial Assessment to Last Session



## Outcomes for Students in Most Need

This chart demonstrates the percent of students who change from being in the elevated range at intake on the CCAPS, to no longer being in the elevated range after a certain number of sessions. Elevated range

means experiencing symptoms at a level that impact daily functioning (see Psychological Symptoms Elevation chart on pg. 8).



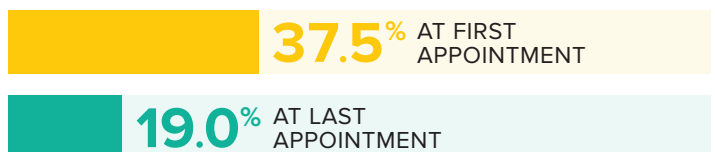
## CAPS Clinical Services and Risk Over Time

Overall, clients that attended two or more appointments for services at CAPS report **reductions in these risk categories.**

Students who engaged in services this past year reported less frequency of suicidal, homicidal, and violent thoughts while receiving services at CAPS.

Please note that these students may or may not still be seeking services. There are a number of considerations that may be impacting this change but seeking services certainly plays a role.

### Thoughts of Ending Life



### Fear of losing control/acting violently



### Thoughts of hurting others



# Client Surveys

## 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 one or more sessions after their initial

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

## Surveyed Clients

<b>99.0%</b> said "CAPS has a welcoming environment."	<b>96.0%</b> said "CAPS helped me feel better about myself."	<b>95.0%</b> said "CAPS helped me learn how to cope better with my concerns."
<b>99.5%</b> said "CAPS is a place I would return if I felt it was needed."	<b>96.0%</b> said "Individual counseling services were very effective and helpful overall."	<b>89.0%</b> said "CAPS helped or will help my academic performance, directly or indirectly."
<b>93.0%</b> said "CAPS made it easier for me to remain enrolled at UCF."	<b>99.6%</b> would "refer a friend" to CAPS.	<b>99.0%</b> said "CAPS was a necessary service at UCF."

Surveys imply that **students have a high satisfaction rate with our services** and see the benefit of these services for the greater UCF community.





FACT:

More students are benefiting from CAPS services than ever.

## Surveyed Clients

***"This has helped me tremendously."***

***"Counseling has been incredibly helpful."***

One of the best decisions I have made during my time at UCF was to get involved with CAPS and seek counseling."

***"My counselor has definitely helped me with self-improvement overall. I had plans of dropping UCF but my counselor has helped me understand and face my problems that made me want to drop UCF in the first place."***

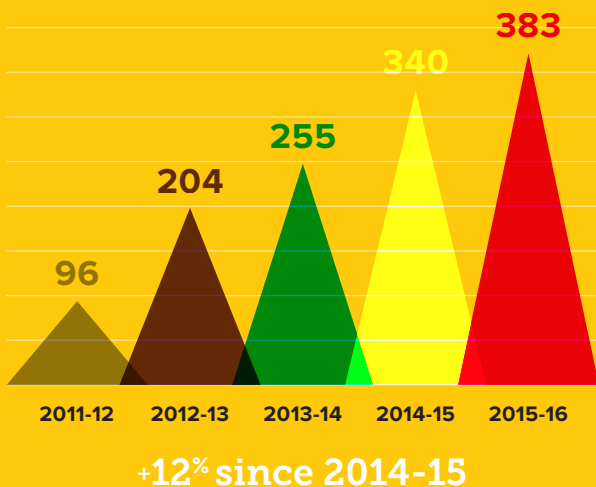
***"Counseling has really helped me recognize my triggers and be able to live more peacefully in daily life."***

***"This has honestly saved my life this year."***

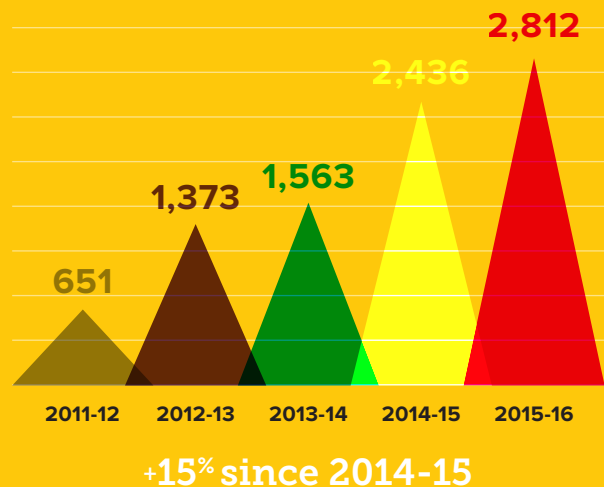
I was on the verge of suicide and had no idea how I was going to get out of the self-rut I was in. I now feel better than I have ever felt and feel confident again that I have a bright future ahead of me."

# Groups

## Client Attendance



## Appointments Attended



## Groups

**ACT for Life** for effective coping and living now (*3 offered*)

**Autism Connections** for improving social relationships and confidence (*2 offered*)

**Balancing Deep Relationships** for building healthy romantic relationships (*1 offered*)

**Body Wellness** for a balanced view of self and healthy eating (*3 offered*)

**Building Social Confidence** for strengthening social skills (*6 offered*)

**Creative Connections** for using the expressive arts to heal (*3 offered*)

**Finding Balance in Life/DBT** for managing emotions, distress, and communication (*2 offered*)

**Family Group** for exploring past experiences and current relationships (*3 offered*)

**Getting in Tune with Your ADHD** for learning successful strategies and musical interventions (*1 offered*)

**GLB Support** for embracing identity in a supportive environment (*1 offered*)

**Grief & Loss** for learning, exploring, and sharing loss (*2 offered*)

**Healing the Hurt** for adult children with addicted family members (*1 offered*)

**Health Empowerment** for enhancing wellness (*1 offered*)

**Just Breathe** for managing anxiety (*3 offered*)

**Mi Gente** for Latinx support (*3 offered*)

**Mindfulness for Depression** for skills in managing thoughts and feelings (*3 offered*)

**Sister Circle** for empowering black female students (*3 offered*)

**Trans\* Support** for supporting gender identity (*3 offered*)

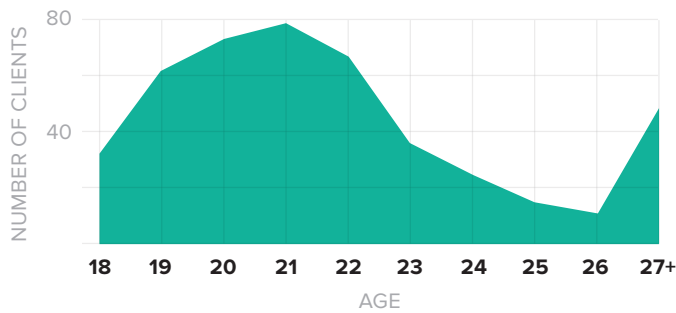
**Understanding Self & Others** for feedback and improving relationships (*3 offered*)

**USO for Graduate/Non-Traditional Students** for navigating the demands of multiple roles in life (*3 offered*)

**Women's Empowerment** for women needing a safe space after trauma (*3 offered*)

**Women's Group** for building self-esteem and acceptance (*2 offered*)

## Who comes to Group?



### SPOTLIGHT: Mi Gente

81 contacts

This Latinx support group allows students to discuss feelings of belonging, family values, autonomy, cultural concerns, and discover their own sense of identity.

*"The greatest experience I ever had in my life. It completely changed me into a better person and allowed me to connect all the dots. It also helped me with my academics and being proud of UCF KNIGHTS!"*

## Workshops

1 hour sessions for any student

**289**  
attendees

**69**  
sessions

### Popular topics:

Anxiety 101	Relax & Flow Yoga
Art Break	
Bodhi Time	Sadness 101
Drum Empowerment	Social Anxiety 101
Nature Talks	Test Anxiety

## The Impact of Groups

**96%**

said "Group helped me to gain insight into myself and my issues."

**96%**

said "Group was very effective and helpful overall."

**95%**

said "Group helped me feel better about myself."

**93%**

said "Group helped me express my feelings."

### SPOTLIGHT: Mindfulness for Depression

132 contacts

Students learn skills for coping with painful thoughts and feelings. This empowers them to take action towards the life they value without being paralyzed by depression.

*"The atmosphere was inviting and by the end of the experience I noticed a huge difference in my overall outlook on depression."*

*"Mindfulness is a great topic and is helpful for students to cope with stress."*

## Feedback

"Group was an amazing and new experience. It has helped me in many areas of my daily life."

"I had an amazing experience being this group. I developed friendships that I would have never developed outside of this group."

"I learned skills that I will use the rest of my life."

"It was a great experience and I'm glad I was a part of the group this summer."

"It was very helpful with all areas of my life."

"10/10 would recommend."



# Outreach Services

## Overall Recap of Outreach Services at CAPS for 2015-2016

### TOTAL PROGRAMMING

**890**

**Appointments**

**415**

in 2014-2015

**26,120**

**People served**

**19,092**

in 2014-2015

### CAPS SIGNATURE EVENTS

**238**

**Appointments**

**158**

in 2014-2015

**7,207**

**People served**

**5,460**

in 2014-2015

### PROGRAMMING REQUESTED BY OTHER DEPARTMENTS

**322**

**Appointments**

**218**

in 2014-2015

**16,954**

**People served**

**12,621**

in 2014-2015

## Outreach Domains

To better assess the effectiveness of the outreach developmental programming we do at CAPS, we coded all our various presentations into five domains. Below is the cumulative data we collected in four of the five domains this year.



### Social Connections

**97%** agreed that "I learned skills/knowledge that will help me be more successful at UCF or in other areas of my life."

**97%** agreed that "I intend to use what I learned in this presentation."

**95%** agreed that "I learned skills/knowledge to improve my social connections."



### Academic Awareness

**96%** agreed that "I learned skills/knowledge that will help me be more successful at UCF or in other areas of my life."

**97%** agreed that "I intend to use what I learned in this presentation."

**95%** agreed that "I learned skills/knowledge to improve my academic awareness."



### Wellness and Life Skills

**92%** agreed that "I learned skills/knowledge that will help me be more successful at UCF or in other areas of my life."

**90%** agreed that "I intend to use what I learned in this presentation."

**93%** agreed that "I learned skills/knowledge to improve my wellness and life skills."



### Mental Health Awareness

**95%** agreed that "I learned skills/knowledge that will help me be more successful at UCF or in other areas of my life."

**97%** agreed that "I intend to use what I learned in this presentation."

**97%** agreed that "I learned skills/knowledge to improve my mental health awareness."



## Healthy Knight Expo, Fall 2015

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

**900** attendees

**291** responses

*"Are you aware of health-related services on campus?"*



**16%** Not knowledgeable  
**73%** Moderately knowledgeable  
**11%** Very knowledgeable



**1%** Not knowledgeable  
**26%** Moderately knowledgeable  
**73%** Very knowledgeable

*"How likely are you to refer your peers to CAPS?"*



**32%** Not likely  
**46%** Likely  
**22%** Very likely



**3%** Not likely  
**39%** Likely  
**58%** Very likely

*"How likely are you to use CAPS resources?"*



**25%** Not likely  
**49%** Likely  
**26%** Very likely



**3%** Not likely  
**39%** Likely  
**58%** Very likely

## 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 (Healing Art, PAWS, NEDA week) to engage students. The graduate assistant helps coordinate the program 4 hours a week.





## 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.

**96.7%** said **"My mood and overall wellbeing was positively impacted."**

**71.4%** of participants indicated that they have never been to CAPS prior to attending the event.

**86.9%** said **"I am more likely to utilize services offered by CAPS, if needed."**

*"I really appreciate having this opportunity because I have been really stressed."*

*"CAPS is an absolute joy! Thank you for this service."*

## Bodhi

### Animal Assisted Therapy Dog

**37** outreach events **1,460** contacts made  
this year this year

Bodhi, the CAPS therapy dog, has been utilized in several therapy sessions and co-facilitates his very own workshop, "Bodhi Time."

- He participated in most CAPS Signature Events, particularly **Paws-a-tively**.
- His presence assisted with debriefings after crisis events such as the Pulse tragedy, the Tivoli fire and student losses that impacted students in the classrooms.
- He was requested to participate in presentations and events involving partnerships with housing, academic classes, and Catholic Services.
- He was highlighted and asked to meet the UCF Board of Trustees as the director, Dr. Karen Hofmann, presented about CAPS and Mental Health needs.

## Field of Memories: Be Aware, Show You Care

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 September 10, 2015

## Question, Persuade and Refer (QPR)

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, staff, and anyone at UCF. The reason we do this training is to increase the likelihood that attendees will feel more comfortable talking to someone who is feeling depressed and possibly suicidal.

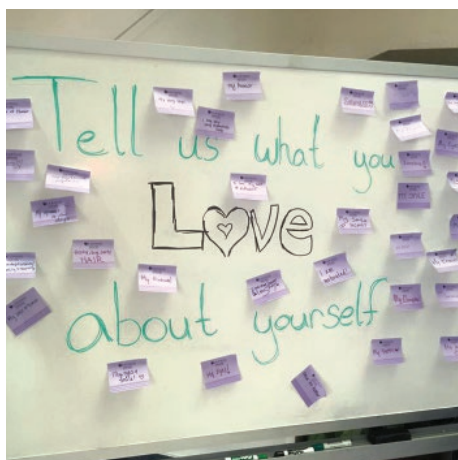
WE TRAINED:

501	40	11	<b>554</b>
<b>students</b>	<b>staff</b>	<b>faculty</b>	<b>total</b>

EVALUATION RESULTS (AUG. 2015 - JUL. 2016)

**95%** 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.”**

## National Eating Disorders Awareness 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.

### Two events

UCF Loves EveryBODY and Paws-A-Tively-Me served approximately 194 students

### New program added

*Journal to Self-Discovery*

### Documentary showing

*The Illusionist*

### Purple Ribbon Program

Reached approximately 25 students and staff



## Healing Art Exhibit

The Healing Art Exhibit is an annual juried 2-D art exhibition created by CAPS in collaboration with the School of Visual Arts & Design (SVAD). This exhibit showcases artwork by UCF students, alumni, faculty and staff. The CAPS Healing Art Exhibition mission is designed to cre-

ate campus-wide awareness of the Counseling & Psychological services at UCF, to increase inclusivity across campus, to advocate for mental health services, and to create an open exhibition space for creativity and healing.

**55** guests attended the Opening Reception and 41 completed evaluations (including artists, attendees, students, visitors, staff, and alumni).

**91.7%** said, "my mood and overall wellbeing was positively impacted".

**62.4%** of students who participate in CAPS Signature Events indicated that they have never been to CAPS prior to attending this event.

### ATTENDEES' STATEMENTS

*"I loved reading what inspired the art."*

*"I don't feel so alone."*



## Sex Positive Week

**179** total contacts

A week-long event comprised of educational and innovative programming where students can openly engage in comprehensive and academically informed discussions about all things related to sex, sexuality, relationships, culture, and gender.



### CAPS Programs included:

The Continuum of Human Sexuality

Exploring Your Bits and Pieces

Sexual Morality

**77%** of participants agreed with the statement, *"I am more comfortable honoring my personal choices related to sex/sexuality."*

**82%** of participants agreed with the statement, *"I am more knowledgeable about the diversity of sexual experiences/expressions."*

**73%** of participants agreed with the statement, *"I am more aware of sexual wellness and safety."*



# B.L.A.C.K Institute (Building Leaders and Connecting Knights)

The B.L.A.C.K. Institute program is aimed at providing information to students about UCF services, connecting UCF students to campus resources, increasing student connection to institution and enhancing retention at the university. The two-day conference had 68 Participants. The findings included:

100.0%

agreed with the statement "I learned skills and knowledge that will help me be more successful at UCF or in other areas of my life."

94.1%

agreed that they'd become more aware of resources on campus.

91.2%

agreed with the statement "This event will in some way help me to graduate."

86.8%

agreed with statement "I feel better prepared to be a leader to the UCF community."

91.0%

agreed with the statement "I feel more connected to the UCF community after this event."



## Social Media



### Counseling and Psychological Services

- Over 1,328 "Likes"
- Joined in 2009



### UCFCaps

- 215 followers
- Joined in 2013



### @UCFCaps

- 472 followers
- Joined in 2009



### UCF Counseling Center

- 24 videos
- Over 7,500 views
- Joined in 2009

## Crisis Response

CAPS staff responded to several crisis situations that occurred throughout the year (e.g. Pulse Nightclub shooting, student death, fire in the Tivoli apartments). We were involved in debriefings, additional Paws events, the Black Lives Matter Vigil, the Pulse Nightclub vigil, Unity Through Art, Pride Commons Support, Global UCF support, provided letters of support, were involved in several of the Conscious Conversations that occurred on campus, and provided outreach to the UK exchange students who were with the First Responders at the Pulse Nightclub shooting.



3,400  
community  
members served

76  
appointments

121  
hours

# Staff

## Training

UCF CAPS provided supervision and training to 3 doctoral interns and 5 trainees (2 pre-doctoral practicum students and 3 pre-master's interns). The training program focused on the development of clinical skills, outreach and consultation skills, supervision, and/or program development and evaluation. In addition, each doctoral intern presented a professional development workshop.

- 3** doctoral interns
- 2** pre-doctoral practicum students
- 3** pre-master's interns

## Trainees



*Left to right: Karly Branch, Kim Mendoza, Shannon Smith, Caitlin Hilligas, and Olga Khonyakina*

### Gregory Scott

Rollins College Pre-Practicum Student

### Katy Weiland

Rollins College Pre-Practicum Student

### Sarah Clode

Rollins College Pre-Practicum Student

### Kim Mendoza

Rollins College Mental Health Counseling (Graduated)

### Caitlin Hilligas

University of Central Florida Clinical Psychology (Graduated and at UCF CAPS)

### Olga Khonyakina

University of Central Florida Social Work (Graduated and at UCF CAPS)

### Karly Branch

Florida Institute of Technology Doctoral Practicum

### Shannon Smith

Florida State University Doctoral Practicum

## Interns

### Jade Garneau-Fournier

Pacific Graduate School of Psychology, California

- *The Invisible War: A Closer Look at Military Sexual Trauma*
- Graduated and Staff member at UCF CAPS

### Natalie Petrovich

Adler School of Professional Psychology, Illinois

- *Warning Signs and Treatment to Prevent Mass Shootings*
- Graduated and is a Postdoc at Marquette University Counseling Center

### Fritz Schoepflin

Idaho State University

- *Discounting: A Method for Conceptualizing Impulsive Behavior*
- Working as a Postdoc at VA New Mexico, Couples & Family Track



*Pictured from left to right: Jade Garneau-Fournier, Natalie Petrovich, and Fritz Schoepflin*





## Professional Presentations



### **Dr. Karen Hofmann**

co-presented: *Improving Access, Expanding Capacity, and Creating a Safety Net: Creativity and Innovation in Providing Counseling Services. Annual Association of University and College Counseling Center Directors (AUCCCD) Conference. Salt Lake City, UT. October 2015. Counseling and Psychological Services.*

**Dr. Karen Hofmann** co-presented with Maureen Hawkins (Director of Wellness & Health Promotion Services): *Sorry, Not Sorry: Lead Like a Girl! Heels of Leadership sponsored by Lead Scholars. Orlando, FL. Counseling and Psychological Services.*

**Dr. Karen Hofmann** presented to the Board of Trustees meeting about Mental Health and CAPS services.



### **Dr. Jocelyn Buhain**

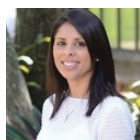
co-presented: *An Overview of Collegiate Mental Health Today. American College Personnel Association Annual Convention. Montreal, Canada. March, 2016. Counseling and Psychological Services.*

**Dr. Jocelyn Buhain** co-presented: *Can I Google My Client? Ethical Issues in Clinical Services and Training. Annual Association for the Coordination of Counseling Center Clinical Services Conference. Orlando, Florida. May, 2016. Counseling and Psychological Services.*



### **Dr. Jocelyn Buhain and Ms. Stephanie Preston**

co-presented: *Can I Google My Client? Ethical Issues in Counselor Training. American College Personnel Association Annual Convention. Montreal, Canada. March, 2016. Counseling and Psychological Services.*



**Ms. Liz Stevenson, Ms. Daniela Carter, and Ms. Yiset Perez** presented: *Care*

*Management in a College Counseling Center: A Model and Perspective from University of Central Florida Counseling & Psychological Services at the annual Higher Education Case Management Roundtable in June, 2016.*



## Dr. Chris Hanes and Ms. Liz Stevenson

organized the National Conference for Association for the Coordination of Counseling Center Clinical Services (ACCCCS) in Orlando, FL.

## ACCCCS Leadership Awards

## Presentations

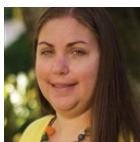
- Dr. Chris Hanes presented with Dr. Ben Locke: *Are Your Counseling Services Effective? The Nuts and Bolts of Evaluating Counseling Center work.* Annual Association for the Coordination of Counseling Center Clinical Services Conference. Orlando, Florida. May, 2016. Counseling and Psychological Services.
- Ms. Liz Stevenson and Dr. Chris Hanes presented: *Risky Business: Managing Complex and High Risk Clients in a Brief Treatment Setting.* Annual Association for the Coordination of Counseling Center Clinical Services Conference. Orlando, Florida. May, 2016. Counseling and Psychological Services.
- Ms. Liz Stevenson presented with Dr. Vivian Yamada: *Giving Voice to Bilingual Therapists' Experiences: Culturally Sensitive Expectations of Bilingual Staff.* Annual Association for the Coordination of Counseling Center Clinical Services Conference. Orlando, Florida. May, 2016. Counseling and Psychological Services.

## Additional Duties

- Dr. Christopher Hanes was appointed Interim Research and Evaluation Chair on the Executive Committee for the Association for the Coordination of Counseling Center Clinical Services.
- Dr. Chris Hanes and Ms. Liz Stevenson both served on the Association for the Coordination of Counseling Center Clinical Services Executive Board for 2015-2016

## Awards

- Both received ACCCCS Leadership Awards for hosting the annual conference.



### Ms. Vanessa Stein and Ms. Kristal Pollack

presented *Use of Individual and Group Therapeutic*

*Interventions with High Risk Clients as a Case Manager in a College Counseling Center* at the annual Higher Education Case Management Roundtable in June, 2016.

**Ms. Liz Stevenson** participated on a panel discussion with Ms. Dana Juntunen on Case Management Reflections on Post-Incident Response at the annual Higher Education Case Management Roundtable in June, 2016.



### Dr. Teresa Michaelson-Chmelir

co-presented two presentations at the 9th annual Association of University and College Counseling Center Outreach

(AUCCCO) conference in Columbus, OH:

- *Coordinator → Assistant Director → Associate Director: A Panel and Discussion on "The Evolution and Implications of Your Title."*
- *Surveying the Landscape: A National Review of Assessing and Evaluating Outreach.* June 2016.

**Ms. Liz Stevenson, Ms. Vanessa Stein, and Ms. Kristal Pollack** were invited to present our UCF CAPS Care Management model to Florida State University CAPS.



# Recognitions

**Dr. Teresa Michaelson-Chmelir** served as the Treasurer of the Association for University and College Counseling Center Outreach (AUCCCO)

**Ms. Stephanie Preston** was elected Vice President of the PRIDE Faculty and Staff Association.



**Dr. Katherine Daly** co-authored: (2015). *Pilot Test of a Measure to Assess Therapeutic Distance and its Association with Client Attachment, and Corrective Experience in Therapy*. *Psychotherapy Research* DOI: 10.1080/10503307.2014.928755



Administrative assistant **Barbara Sherwood** retired from CAPS after 31 years of committed service to UCF.



**Ms. Olga Khonyakina** was recognized as the 2016 UCF Social Work MSW Clinical Field Student of the Year.

## Awards

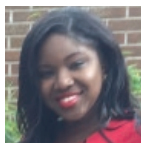
CAPS was awarded \$302,000 by the SAMHSA for the Garret Lee Smith Campus Suicide Prevention grant led by **Dr. Teresa Michaelson-Chmelir**.

CAPS gave two presentations for the SDES Institute:

- *Lead like a Girl*: **Dr. Karen Hofmann** was on a panel with Dr. Torres, Dr. Priest, Dr. Muniz and Ms. Maureen Hawkins.



- *Trans 101*: **Dr. Stephany Mahaffey** and **Ms. Stacy Nale-Stadom**.



CAPS was awarded the Family Partnership grant for the B.L.A.C.K. (Building Leaders & Connecting Knights) Institute (\$5,500), led by **Dr. Tamalia Hanchell** and **Mr. Keiron Timothy**.

CAPS was awarded, in collaboration with SHS and UCF Cares Family Partnership grant for the Bounce Back initiative (\$5,000) co-led by **Dr. Teresa Michaelson-Chmelir**.



**Dr. Chris Hanes** received the Experienced SDES Professional Award at the SDES Appreciation Celebration.

*CAPS had the honor to be recognized at the SDES Appreciation Celebration with **Team of the Year** and **Best Collaboration Team** with Health and UCF Cares.*









*"You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do."*

- ELEANOR ROOSEVELT






## 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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**UNIVERSITY OF CENTRAL FLORIDA**

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