



2020 - 2021

Annual Report

Counseling and Psychological Services

Division of Student Development and Enrollment Services
University of Central Florida • Orlando, FL





KAREN R.
HOFMANN, PH.D.

MESSAGE *from the* CAPS DIRECTOR

Hello UCF Knights Colleagues, Partners and Community! What a challenging year we had due to the pandemic and the continued threat of Covid-19. Our nervous systems stayed on high alert which made this year more exhausting, even though we were working from home. I imagine we will feel the long-term effects in the coming year(s), due to the prolonged exposure of fear, grief and loss. The mental health of UCF students and our staff and faculty are at the forefront. Although the pandemic is not yet over, the experiences of working from home, and our resilient spirits persists. We all continued to serve our students in the best ways possible. These are some of the highlights from last year.

EXECUTIVE SUMMARY

CAPS Utilization

CAPS served a total of 4,341 students for 24,737 appointments.

This was a decrease of 25% and 5% from last year and 31% and 17% decrease from two years ago (pre-pandemic). Although CCMH data indicated that mental health issues increased during the pandemic, students enrolled in college did not engage in therapy at the same rate as during pre-pandemic years for the following reasons: Reduced college stress and pressures due to living at home; no private space for therapy; no/poor technology or Wi-Fi to conduct tele-mental health; having a strong preference for in-person services or living out of state. The silver lining was those students who did engage in services were able to get more sessions than years prior.

Zoom

Using our Zoom platform for Tele-mental Health was a game changer.

CAPS could not have served our students without having our HIPPA compliant platform option. 99% of our sessions last year were through our TAO-Zoom platform so CAPS was already set up to conduct individual and group therapy and presentations through this platform. Students seem to love the option and found it as effective as in-person.

Outreach

Outreach efforts reached 35,967 people through CAPS signature events and developmental programing, via Social Media Posts and Zoom presentations.

CAPS began a Social Media Internship in collaboration with the Nicolson School of Communication. CAPS had 6 social media interns during the spring and summer. CAPS impacted about 50% of UCF enrollment through our outreach efforts.

Student Concerns

Top Student concerns seeking counseling services (reported by their clinicians) have stayed consistent.

This includes a 2-3% increase in Anxiety 62%, Depression, 49%, and Stress 29% from last year, but Trauma concerns 20% have increased 5% from last year, possibly due to the pandemic.

Standards of Excellence

CAPS was re-accredited by the International Association of Counseling Services (IACS). This means UCF CAPS continues to meet the highest standards of serving students through our mental health agency.

WHAT IS NEW THIS YEAR

New Support Platform for all UCF students

In anticipation of the mental health needs of 71,000 enrolled UCF students, CAPS obtained funding to purchase a support platform that would be available to all students 24/7, 365 days a year.

Togetherall is anonymous peer-to-peer safe space online platform to get things off your chest, have conversations, express yourself creatively and learn how to manage your mental health with others who have access to this platform. It is supervised by mental health professionals in case a student is in need and is free to UCF students with a Knights email.

Online scheduling and Telemental Health

CAPS has introduced online scheduling for students to increase flexibility, and ease of access to engage in CAPS services. CAPS will continue a hybrid model of serving students both in-person or through our HIPPA compliant Telehealth platform. Students have a choice.

We are always grateful to our UCF community partners. We recognize that this has been a challenging year for everyone. We all have play a vital role in supporting the mental health and wellbeing of our students. We hope that you are taking care of yourselves too. On behalf of all of us at CAPS, we thank you for your partnership! Go Knights! Charge On!

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

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CLINICAL SERVICES

EXECUTIVE SUMMARY

4,341 Total Students Served

▼ 25% decrease from last year

4,340 UCF Students
1 Valencia Downtown Student

1,664 Returning UCF Students
2,677 New UCF & Valencia Downtown Students

Appointments

29,664 Appointments made for UCF Students & Valencia Downtown Students

▼ 16% decrease from last year

24,737 Appointments conducted for UCF Students & Valencia Downtown Students

▼ 5% decrease from last year

After Hours Crisis Line

665 Calls

▲ 9% increase from last year

Crisis

1,697 Students in Crisis Served

▼ 44% decrease from last year

951 Crisis Appointments Conducted for UCF Students & Valencia Downtown Students

▼ 37% decrease from last year

Risk Assessment & Management Procedures

9 Procedures

▼ 80% decrease from last year

Care Management Students

267 Care Management Students

▼ 36% decrease from last year

Referrals to UCF Student Health Services

(Psychiatry, Nutritionist, General Practitioner, etc.)

437 Unique Clients

Off Campus Referrals

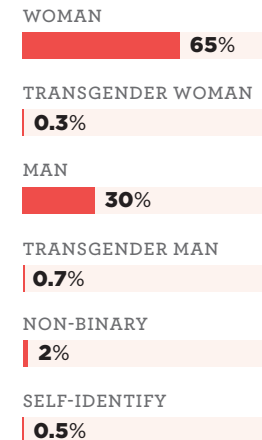
426 Unique Clients

CLIENT DEMOGRAPHICS

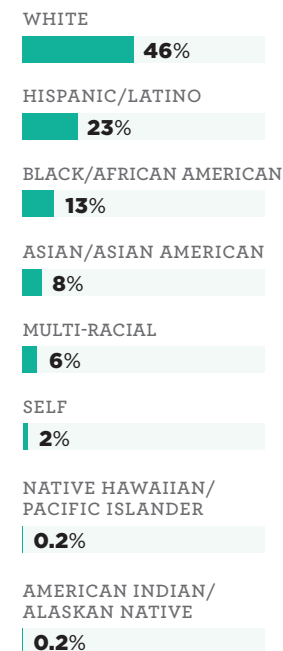
6% of overall UCF student body served



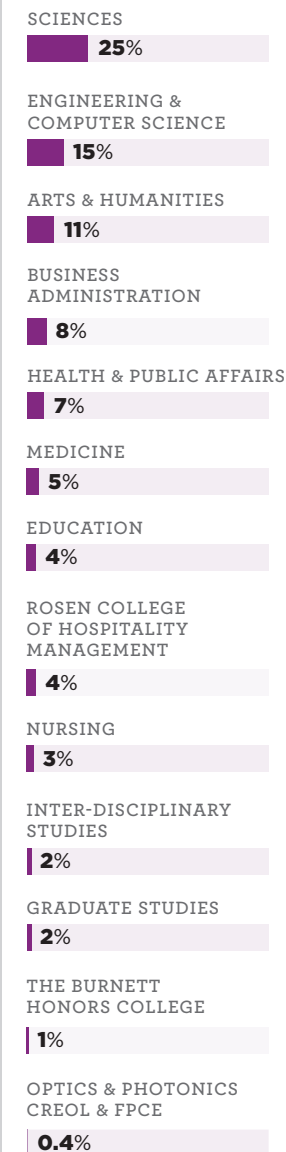
Gender Identity



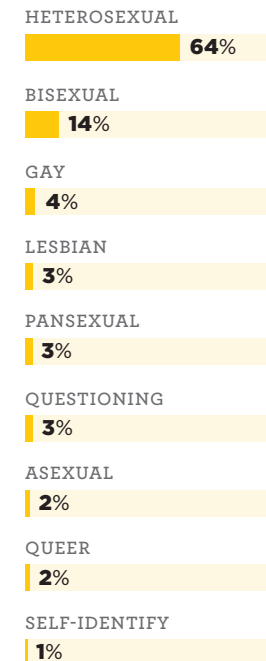
Race/Ethnicity



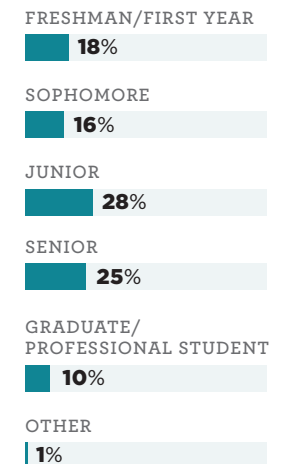
College Affiliations



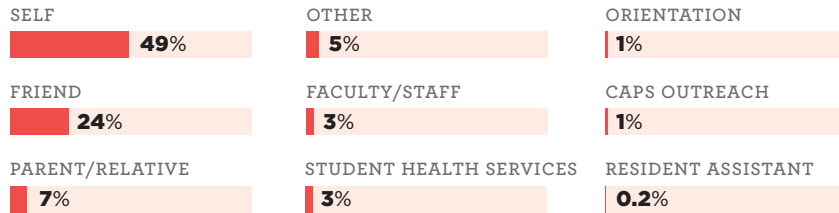
Sexual Orientation



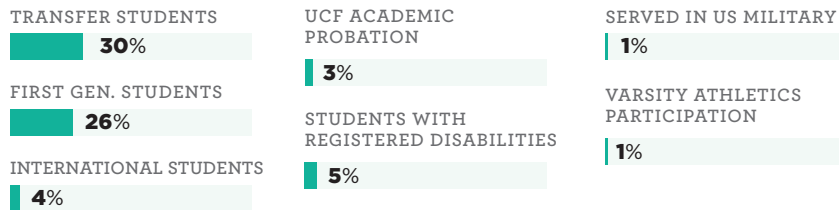
Academic Status



Referral Source

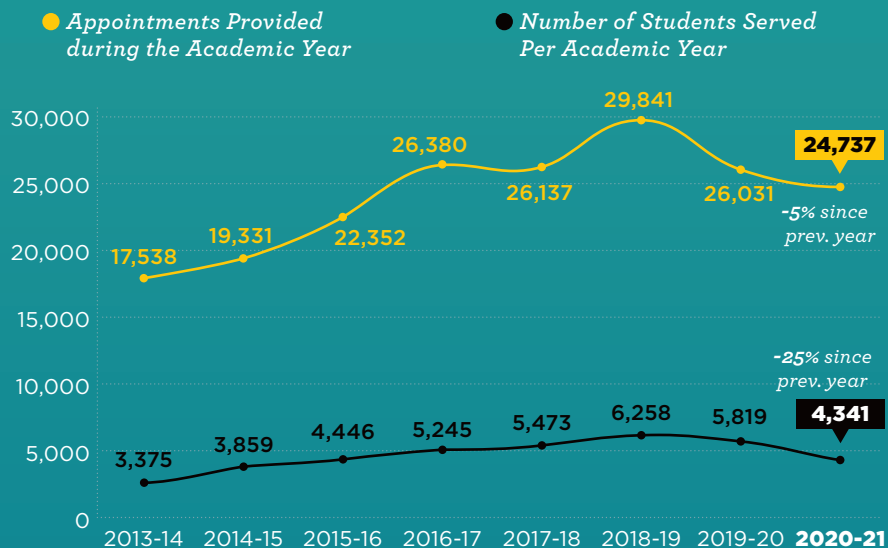


Additional Student Demographics

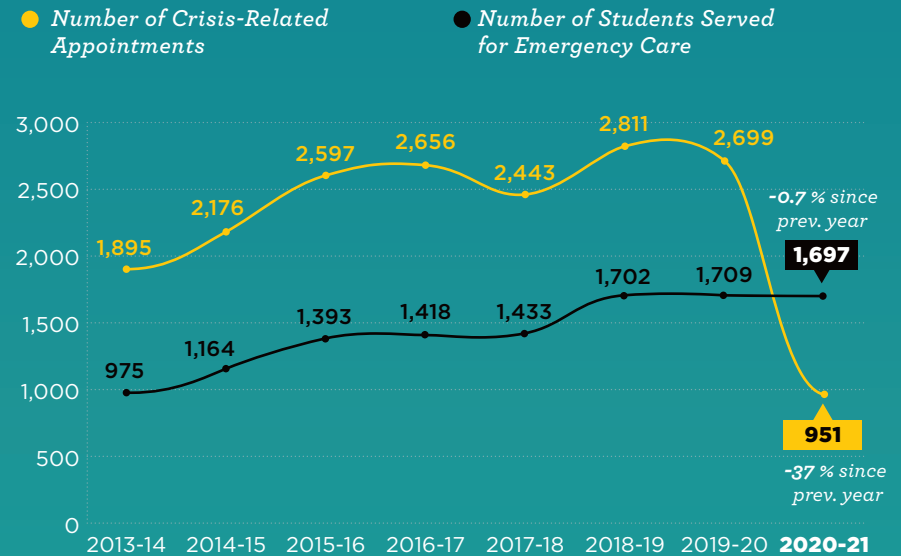


CLINICAL SERVICES SUMMARY

Trends in Clinical Service Utilization



Crisis Services Utilization

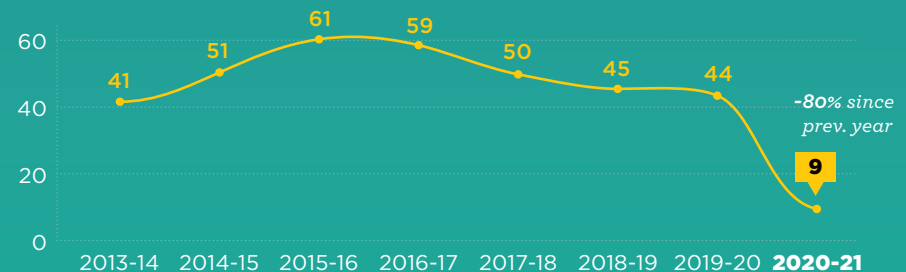


Risk Assessment and Management Procedures

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

● Number of Clients

This involves a detailed risk assessment, safety planning, and connecting with higher levels of care.



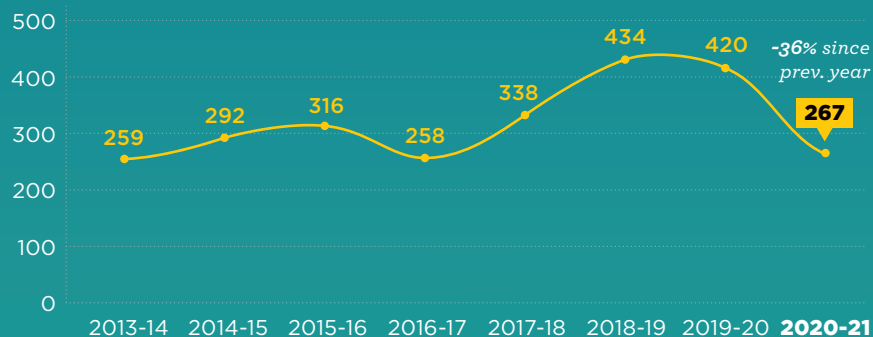
Referrals to Community



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.

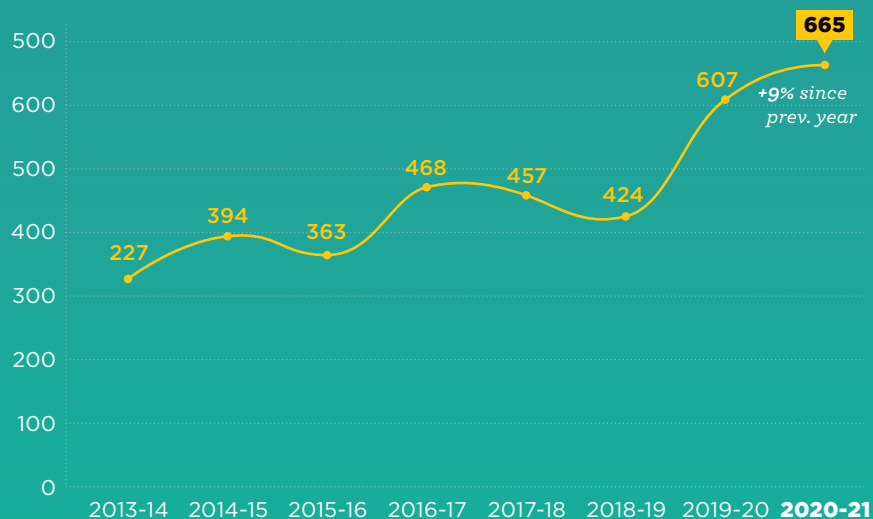
● Number of Clients



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.

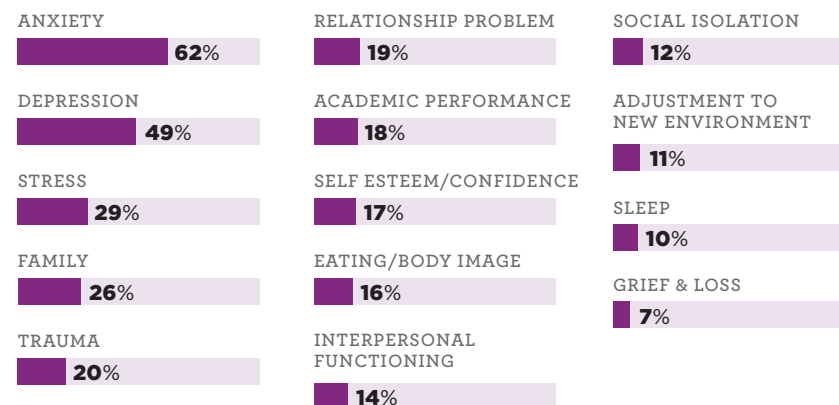
● Number of Clients



PRESENTING CONCERNS OF CAPS CLIENTS

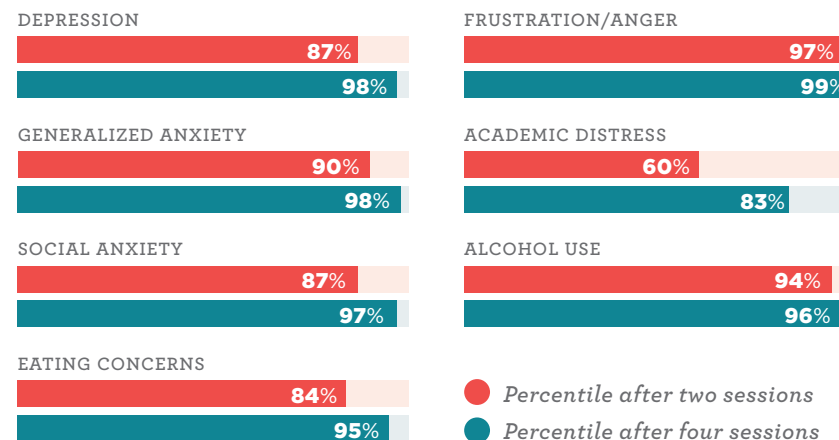
Most Common Presenting Concerns at Intake

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

Numbers listed below denote UCF CAPS average change in symptoms in clients with elevated distress after two sessions, and after four sessions.



Client Surveys

Overall, students that utilized CAPS reported positive outcomes on the Individual Counseling Evaluations (N=747).

99.5%

said "CAPS is a necessary service at UCF."

99.0%

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

99.0%

said "CAPS has a welcoming environment."

98.5%

said they would refer a friend to CAPS.

98.0%

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

97.5%

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

96.0%

said "CAPS helped me learn how to cope better with my concerns."

96.0%

said CAPS helped them feel better about themselves.

78.0%

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

Client Comments

"CAPS has been the best thing I ever did for myself and it made it easy to find the mental health counseling that I very much needed. I didn't have to stress about finding a therapist or paying or where to go. It is a great service that I have recommended to multiple people and they have tried it out and love it too."

"CAPS really helped me through a very difficult stage of my life. I would recommend CAPS to anyone at UCF who may not know who to turn to if they need help. I felt safe and it helped immensely and would come back in the future if I felt like I needed it."

"My overall experience with CAPS was positive. From my initial appointment setup to my intake session and ongoing sessions, I felt supported and heard."

"[My therapist] is absolutely the best. I would not have made it through college without her. She is always kind and welcoming and I completely trust her."

"This was my first time in counseling and I had a great experience. My counselor was very understanding, kind, and helpful. She met me where I was and pushed me to be a better person mentally."

GROUPS

Impact of Groups

N = 267

98.4%

said "I was able to learn something with the amount of group sessions I had."

97.8%

said "groups was very effective and helpful overall".

96.6%

said "I experienced the benefits of being in a therapy group".

69.7%

said "group was an important factor in helping me do well in school".

72

Groups

459

Clients attended groups

3,425

Appointments attended

Client Group Comments

"It's very grounding and really helps to feel less alone."

"I liked that it gave me peace of mind knowing that I am not alone in dealing with personal struggles and also having an open space to talk about things that otherwise would be uncomfortable in the real world."

"I loved the support, the facilitators, and the other members of my group. The conversations were all relevant and I benefited from each session. I was able to keep myself from going down an unhealthy path thanks to the help I received in group."



OUTREACH

	Appts	Hours	Ppl Served
Total Outreach	701	700.7	35,967
CAPS Signature, Awareness Events and Developed Programming	207	226.6	4,724
Programming Requested by Other Departments	325	292.6	10,667
<ul style="list-style-type: none"> • Communication to the Public • Liaison Support • Parent Orientation • Requested Presentations & Tablings • Response to Acute Needs 			
Social Media Impact (i.e. video and Info-graphics created)	159	152.2	20,280

	Appts	Hours	Ppl Served
CAPS Signature Programming	44	53.3	2,570
B.L.A.C.K. Institute/Series	1	2	13
Field of Memories	4	2.5	45
Healing Arts	2	2.3	52
Healthy Knight Expo	3	3	86
Paws-itively Events	7	6.5	1,182
Purrs Event	5	5.3	426
QPR (Suicide Prevention) Trainings	6	6	495
Safe Zone-Level II Training	6	12	117
Therapeutic Drumming	1	1	1
Type 1 Diabetes	8	11.5	108
(unspecified)	1	1.3	45

87% of students said "I am more likely to use CAPS services if needed" after attending an outreach or virtual presentation.

Social Media Impact



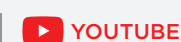
688 Likes
59,377 Views
2,557 followers
 since 2009



10,966 Likes
21,750 Views
1,718 followers
 since 2013



1,273 Likes
129,887 Views
946 followers
 since 2009



4,400 Views
73 Subscribers
19,429 total views
 since 2009

527 total posts

SIGNATURE PROGRAMMING HIGHLIGHTS

Suicide Prevention

495 People trained in QPR (Question, Persuade, and Refer) trainings

91% of students who attended a QPR training achieved "Harm Reduction".

Harm Reduction is the ability to identify and demonstrate behaviors that promote positive outcomes, and identify and minimize behaviors that produce negative outcomes.

93% reported that they agree or strongly agree that:

"As a result of this training, I feel more comfortable to talk about suicidal thoughts/feelings with someone who I am concerned about."

95% reported that they agree or strongly agree that:

"I learned new skills or useful information from this presentation."

Paws-a-tively Stress Free Events

1,182 People served at virtual events

Healing Arts

52 People served

95% of people said:

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

99% of people said:

"Viewing the artwork and message positively impacted my mood."

Field of Memories

45 People attended event in person

343 People impacted with virtual live streaming on Instagram

B.L.A.C.K. Institute

13 Students attended

7 Instagram Live events

680 Views on Instagram Live

TRAINING

UCF CAPS provided supervision and training to three Post-Doctoral Fellow, three Doctoral Interns and ten trainees. The training program focused on the development of clinical skills, outreach and consultation skills, supervision, and/or program development and evaluation.

Trainees

ANDRES MEDINA, JR, M.A.

National Louis
Clinical Psychology

BRIZEL HAYMEE TRINIDAD, MS

Nova Southeastern
University
Clinical Psychology

GABRIELA RODRIGUEZ-SOTO, B.A.

Rollins College
Mental Health
Counseling

JENNIFER BAILEY, B.F.A

Rollins College
Mental Health
Counseling

KALEY OLIVER-COKER

University of
Central Florida
Bachelor's in
Social Work

MARIAH DERAMO JONES, B.A.

University of
Central Florida
Master's in Social Work

NICOLE LIANNE ANDERSON, B.S

University of
Central Florida
Clinical Psychology

SAMANTHA BROWN, B.S.

University of
Central Florida
Master's in Social Work

SAMANTHA FELTS, BS

University of
Central Florida
Clinical Psychology

REBECCA KLEIMAN, B.A.

University of
Central Florida
Master's in Social Work

10

Trainees

3

Doctoral
Interns

3

Post-Doctoral
Fellows

Doctoral Interns

ELIZABETH GILL, M.ED

University of Houston
Graduated and is
completing her
Post-Doctoral
Fellowship at Safe
Harbor Counseling
and Advocacy

VENISE PREDESTIN CARRIER, M.S.

Carlos Albizu
University Miami
Graduated and is
completing her
Post-Doctoral
Fellowship at Jackson
Health System

BRIANA RICE, MS

Nova Southeastern
University
Graduated and is
completing her
Post-Doctoral
Fellowship at Central
Florida Psychological
Consultants

Post-Doctoral Fellows

DR. FRANCES BIGAY-MORALES, PSY.D.

Nova Southeastern
University
Completed her
Post-doctoral
Fellowship, and will
be joining a private
practice in Clermont

DR. MICHAEL A. SHEFFIELD, PSY.D.

Nova Southeastern
University
Completing his
Post-Doctoral
Fellowship at UCF
CAPS this fall

DR. MORGAN MATTHEW DORR, PH.D.

Mississippi State
University
Completed his
Post-Doctoral
Fellowship, and will be
staying at UCF CAPS



Doctoral Interns pictured from left to right:
Elizabeth Gill, Venise Predestin Carrier, Briana Rice



Post-Doctoral Fellows pictured from left to right:
Dr. Frances Bigay-Morales, Dr. Michael Sheffield,
Dr. Morgan Dorr

Staff Highlights



REBBECA LOCKWOOD, PH.D.

Selected to be on the CCMH
(Center for Collegiate Mental Health)
Advisory Board



KAREN HOFMANN, PH.D.

Elected to the Elements of
Excellence Committee for
AUCCCD (Association of College
Counseling Center Directors)



JOCELYN BUHAIN, PH.D.

Elected treasurer to ACCCCS
(Association for the
Coordination of Counseling Center
Clinical Services)



GLENDA BROWN, B.A.

Was awarded the
SDS ABC- Above, Beyond,
and Consistent Award in 2020



Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

FOR MORE INFORMATION:



WWW.CAPS.SDES.UCF.EDU



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