



2021 - 2022

# 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 Knights Colleagues, Partners and Community!

We survived the come back to campus year, but we are still feeling the impact of all the transition that happened last year and continues to happen. I am so thankful to all our CAPS staff and our campus partners for helping to serve the increased mental health needs of our students. These are some of the CAPS services highlights from last year.

## CENTER EXECUTIVE SUMMARY (2021-2022)

### CAPS UTILIZATION

- CAPS served a total of 5,769 students for 27,392 appointments which was a 33% and 11% increase respectfully from the prior year.
- CAPS served 9% of the eligible UCF student population, so utilization was almost back to pre-pandemic numbers.

### HYBRID SERVICES

- CAPS continued to serve students both through **in-person and tele-mental** Health services.
- 64% of students were served through in-person services and 37% of students were served through tele-mental health.
- Some students chose to do both. This flexibility has decreased last minute cancellations.

### ONLINE SCHEDULING

- CAPS introduced online scheduling to increase flexibility and ease of access to CAPS services.

### OUTREACH AND PREVENTION SERVICES

- CAPS impacted 14,000 students through **in-person signature events** with the help of our **CAPS peer educators**.
- Peer Educators continued to be of great asset to CAPS's prevention and awareness campaigns, so clinicians could focus more on the demand for clinical services.
- CAPS also continued to share **mental health messages through social media**, although CAPS did not have a social media intern this year.

### TOGETHERALL PLATFORM

*New Support Platform for all UCF students*

- In anticipation of the mental health needs of 71,000 enrolled UCF students, **CAPS obtained Higher Education Emergency Relief funds (HEERF)** to purchase a support platform that would be available to all students 24/7, 365 days a year.

- **Togetherall** is an 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.
- This platform is **free to all UCF students** with a Knights email.

### WHAT IS COMING THIS YEAR (2022–2023):

- Continue online scheduling and Hybrid services
- More in-person Outreach/ signature events
- Continuing to offer workshops and some therapy groups remotely
- Expanded Peer Education Program (in-person and Telehealth)
- Relaunch Social Media internship opportunity

We are always grateful to our UCF community partners. We recognize that this has been a challenging year for everyone. We all have played 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!

— **Dr. Karen R. Hofmann, PH.D.**  
Director, UCF Counseling & Psychological Services

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Field of Memories



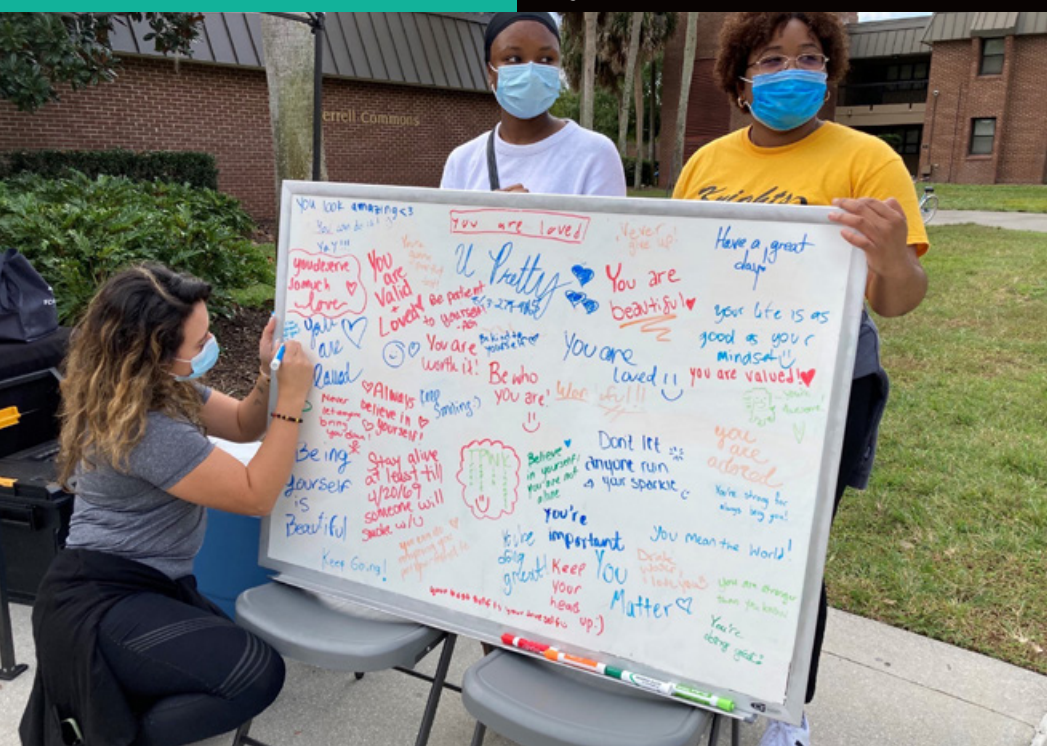
Downtown student services



Togetherall



NEDA



Trans Day of Remembrance

## SECTION 1

# Clinical Services

## EXECUTIVE SUMMARY

**5,769** Total Students Served

- ▲ 33% from 2020-2021
- ▼ 0.86% from 2019-2020
- ▼ 8% from 2018-2019 (pre-pandemic)

**1,819** Returning UCF Students

**3,950** New UCF & Valencia Downtown Students

## Appointments

**34,615** Total Scheduled Appointments for UCF Students & Valencia Downtown Students

- ▲ 17% from 2020-2021

**27,392** Appointments conducted for UCF Students & Valencia Downtown Students

- ▲ 11% from 2020-2021
- ▲ 5% from 2019-2020
- ▼ 8% from 2018-2019 (pre-pandemic)

## Referrals

**638** Unique Clients referred to UCF Student Health Services (Psychiatry, Nutritionist, General Practitioner, etc.)

- ▲ 46% from 2020-2021

**477** Unique Clients given off-campus referrals

## After-Hours Crisis Line

**655** Calls

- ▼ 1.5% from 2020-2021
- ▲ 8% from 2019-2020
- ▲ 54% from 2018-2019 (pre-pandemic)

## Crisis

**1,381** Students in Crisis Served

- ▼ 19% from 2020-2021
- ▼ 19% from 2019-2020
- ▼ 19% from 2018-2019 (pre-pandemic)

**2,519** Crisis Appointments Conducted for UCF Students & Valencia Downtown Students

- ▲ 165% from 2020-2021
- ▼ 7% from 2019-2020
- ▼ 10% from 2018-2019 (pre-pandemic)

## Care Management

**324** Care Management Students

- ▲ 21% from 2020-2021
- ▼ 23% from 2019-2020
- ▼ 25% from 2018-2019 (pre-pandemic)

## Risk Assessment & Management Procedures

**18** Procedures

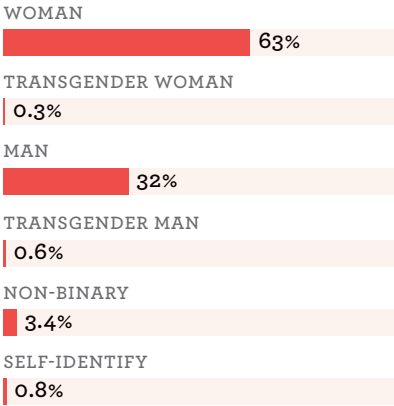
- ▲ 100% from 2020-2021
- ▼ 59% from 2019-2020
- ▼ 60% from 2018-2019 (pre-pandemic)

# CLINICAL DEMOGRAPHICS

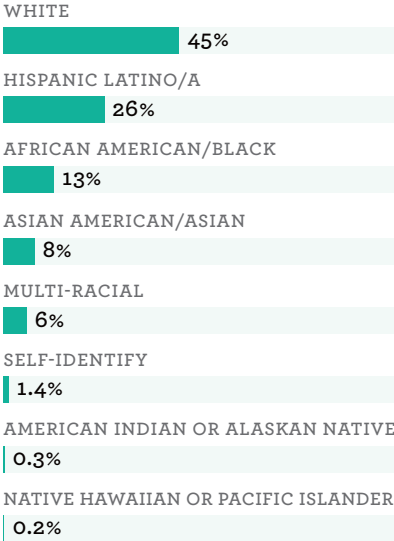


9% of overall UCF student body served  
(63,783 eligible students)

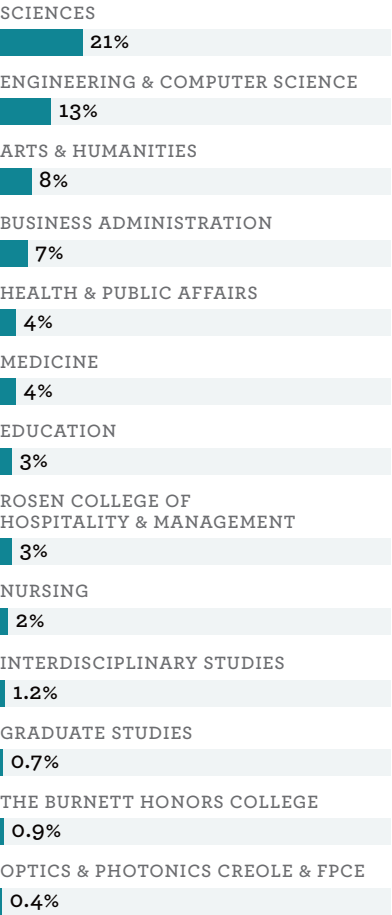
## Gender Identity



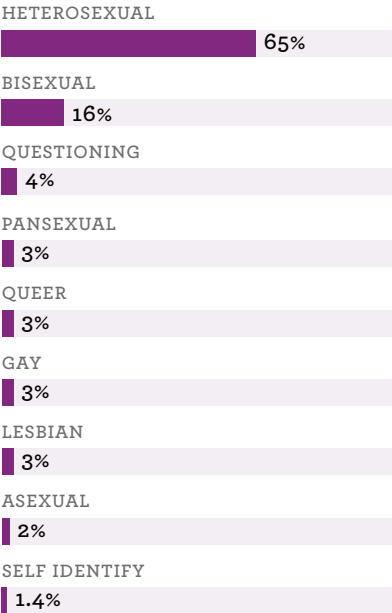
## Race/Ethnicity



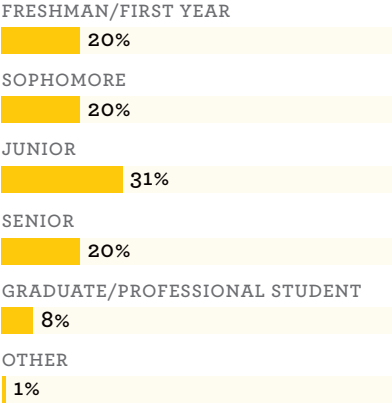
## College Affiliation



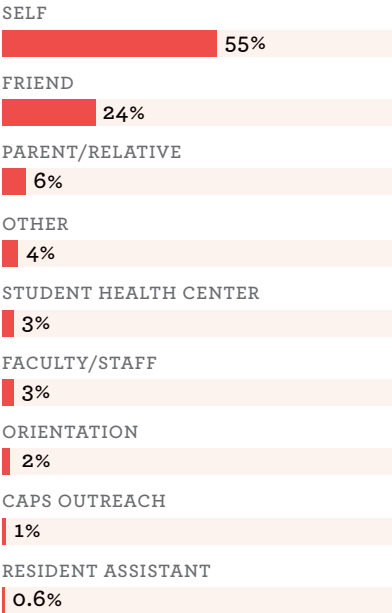
## Sexual Orientation



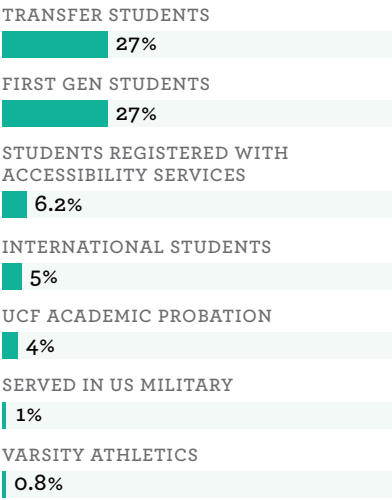
## Current Academic Status



## Referral Source

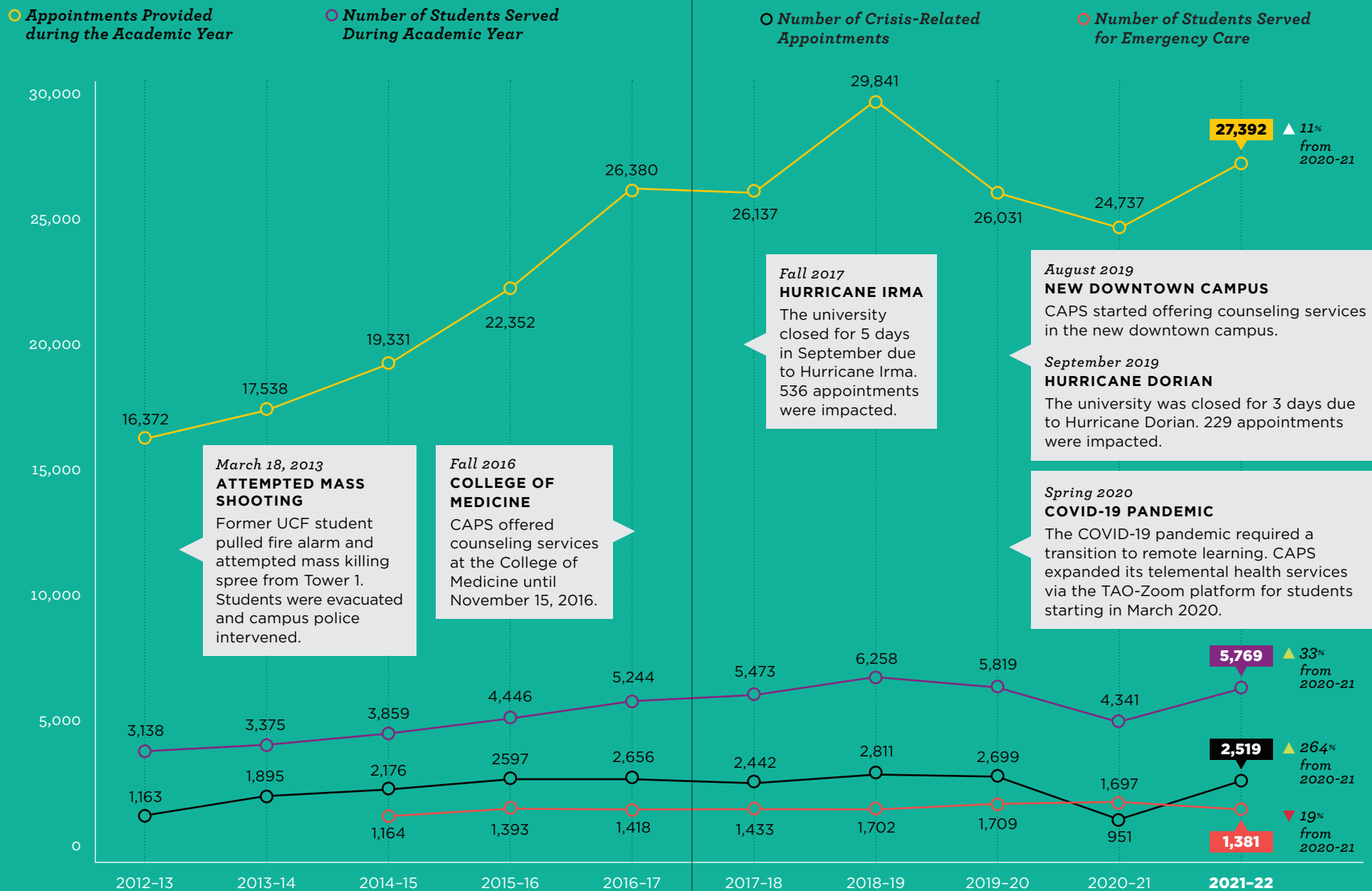


## Additional Student Demographics



# CLINICAL SERVICES SUMMARY

## Trends in Clinical Services Utilization

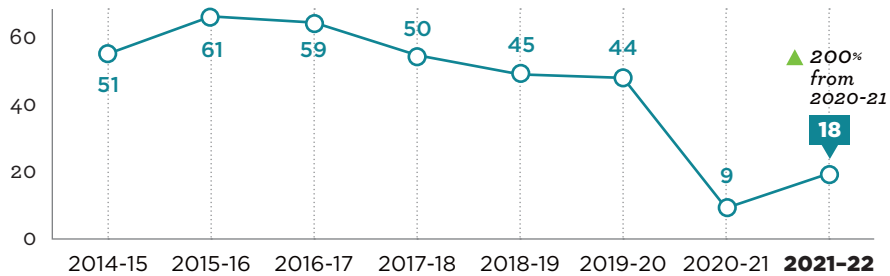


## Risk Assessment and Management Procedures

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.



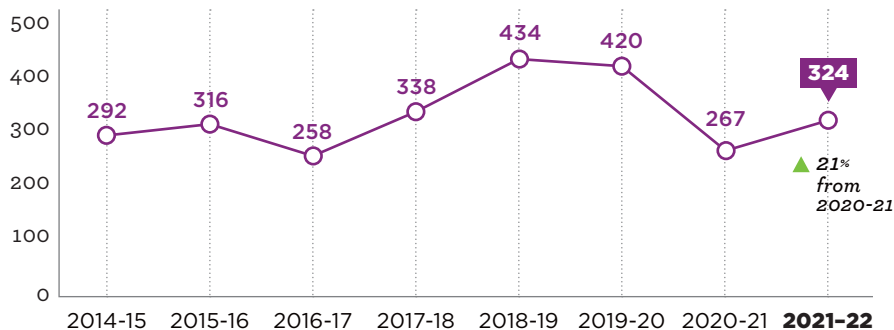
## Referrals to Community



## 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.

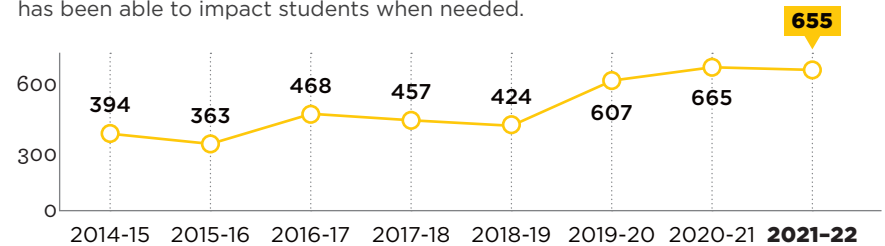
○ Number of Clients



## After Hours Crisis Line

CAPS provides 24 hours a day, 7 days a week access to students in crisis. Utilization of this services 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

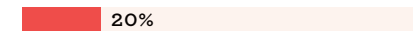


## Brief Therapy Model

CLIENTS SEEN BETWEEN 1-5 SESSIONS



CLIENTS SEEN BETWEEN 6-10 SESSIONS



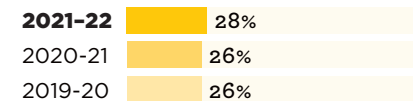
## Most Common Presenting Concerns at Intake

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.

ANXIETY



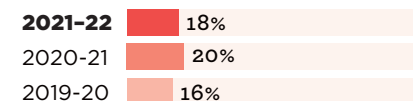
FAMILY



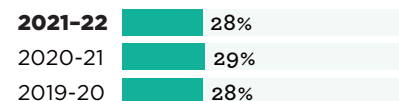
DEPRESSION



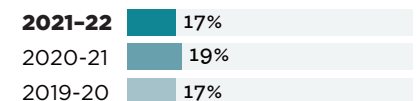
TRAUMA



STRESS

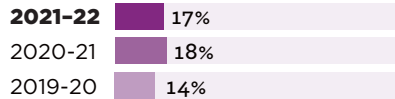


RELATIONSHIP PROBLEMS

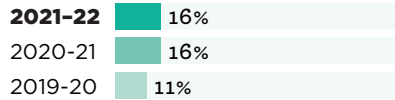




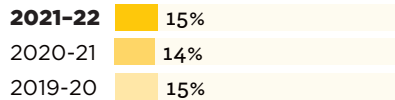
#### ACADEMIC PERFORMANCE



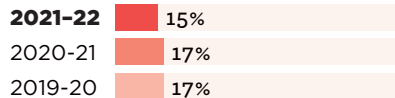
#### EATING/BODY IMAGE



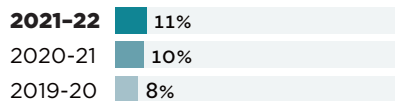
#### INTERPERSONAL FUNCTIONING



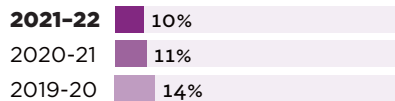
#### SELF ESTEEM/CONFIDENCE



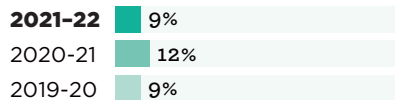
#### SLEEP



#### ADJUSTMENT TO NEW ENVIRONMENT



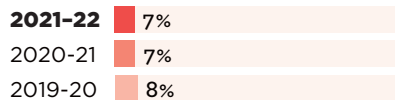
#### SOCIAL ISOLATION



#### SEXUAL ABUSE/ASSAULT (VICTIM)



#### GRIEF & LOSS



## Outcomes for UCF CAPS Students Compared to National Averages

When compared to 297 Counseling Centers and 227,676 clients nationwide, the numbers below denote CAPS average change in symptoms in 3,898 unique UCF clients with elevated distress after 2 sessions, and after 4 sessions. For example, UCF CAPS' average change on the Depression subscale (after two counseling sessions) is greater than the change achieved by 83.6% of counseling centers in the national sample for clients whose initial distress was elevated.

● **Percentile after two sessions** ● **Percentile after four sessions**

#### DEPRESSION



#### GENERALIZED ANXIETY



#### SOCIAL ANXIETY



#### EATING CONCERNS



#### FRUSTRATION/ANGER



#### ACADEMIC DISTRESS



#### ALCOHOL USE



## Client Surveys

Overall, students that utilized CAPS reported positive outcomes on the Individual Counseling Evaluations (N=894).

**96.9%**

said "CAPS is a necessary service at UCF."

**96.9%**

said "I would refer a friend to CAPS."

**95%**

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

**95%**

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

**94.4%**

said "CAPS helped me to understand my feelings better."

**94.3%**

said "CAPS is a welcoming environment."

**93.6%**

said "CAPS helped me feel better about myself."

**92.3%**

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

**77.4%**

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

## Client Comments about Individual Counseling

**"CAPS is an amazing resource!**

I have told friends to seek services and I will sing CAPS's praises from the roof tops! I am very grateful for the resources you provide, especially during a financially straining and mentally difficult time for me. Thank you for everything you do!!!"

**"I'm so grateful to have this service on campus.**

Having access to a professional who can help me with my mental health has been absolutely amazing. My therapist has done the best job he can do so far and I know that if I were to need help with anything else, I am able to come to him or any other counselor to receive that help."

**"This is the best therapy experience I have ever had.**

I really feel understood and validated by your staff especially [My therapist]. She is so wonderful."

**"[My therapist] was kind, warm, and very non-judgement.**

I felt like I could tell her anything and her reflections were very insightful. I found myself thinking for weeks about some of her statements on my situation. She's brought me a lot of comfort and provided me with tools to deal with similar issues in the future."

**"Everyone I interacted with was super helpful,**

especially my therapist, and I am thankful for all the resources CAPS has. I wish I would've taken advantage of these resources sooner, but what's important is that I now feel like I have some control over my life now that I've actually started talking to someone about it. Thank you CAPS!"

## GROUPS

This year CAPS offered fewer groups than last year but the same number of clients attended groups both years.

<b>58</b> Groups offered in 2021-22	<b>459</b> Clients attended groups in 2021-22	<b>2,355</b> Appointments attended in 2021-22
<b>72</b> Groups offered in 2020-21	<b>459</b> Clients attended groups in 2020-21	<b>3,425</b> Appointments attended in 2020-21

### Group Evaluations

**95%**

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

**95%**

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

**96.5%**

said "Group counseling has been very effective and helpful overall."

**80.3%**

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

### Client Group Comments

**"I love this group so much and will continue to come back.**

I have grown so much while in this group and can't wait to see where I go with the skills I'm learning."

**"It was a pleasant experience to know people that are dealing with the same issues as me**

and understand what they are going through."

**"Group was a very helpful and empowering experience.**

In the past I have not had the best experience with group counseling but with this one I felt help and was able to be with others and though being virtual it felt very genuine and intimate. Very grateful for the counselors and women who have helped in my journey."

**"I absolutely loved the safe and welcoming atmosphere that [my group therapist] created,**

and I felt that I was able to learn more about myself through other people, and with their support I feel that I was able to make lots of progress."

**"I never realized how isolated and alone I felt until I began attending a group at CAPS**

with people who were experiencing the same thing as I am. This group helped finally end my own internal siege mentality and break logic loops that we're keeping me in a pretty dark place. I'm finally starting to feel like myself again and I have these fantastic people to thank for helping me begin the process. I can't recommend this enough."

## SECTION 2

# Outreach

	Appts	Hours	Ppl Served
<b>Total Outreach</b>	<b>459</b>	<b>520</b>	<b>14,101</b>
<b>CAPS Signature Events, Awareness Days, and Developed Programing</b>	214	239	5,103
<b>Programing Requested By other departments</b> <ul style="list-style-type: none"> <li>• Communication to the Public</li> <li>• Direct Liaison Support</li> <li>• Parent Orientation</li> <li>• Referral Development</li> <li>• Requested Presentations and Tablings</li> <li>• Response to Acute Needs/Crisis</li> </ul>	245	281	8,998
<b>Signature CAPS Programming</b>	<b>56</b>	<b>62.5</b>	<b>1,973</b>
B.L.A.C.K. Institute / Series	1	1.5	3
Field of Memories	5	5	107
Healing Arts	2	3	54
Healthy Knight Expo	6	6	675
Mental Health Literacy	1	1.5	50
PAWS Event	2	2	163
QPR	19	19	402
Safe Zone-Level II	7	14	114
TAO / Togetherall Marketing	6	3.5	326
Type 1 Diabetes	7	7	79
<b>Social Media Impact</b> (Facebook, Instagram, Twitter, and YouTube)	<b>Posts</b> 471	<b>Views/Likes/People</b> 171,008	
<b>Wellbeing Online Workshops (WOW)</b>	<b>Workshops</b> 119	<b>Attendees</b> 829	

**91%** of 750 participants agreed that they were more likely to use CAPS services if needed.



## SIGNATURE PROGRAMMING HIGHLIGHTS

### Paws-a-tively Stress-Free Events

**163** students in attendance

**5** dogs

Returned to our first in-person  
PAWS event in **April 2022**

### QPR

**403** new QPR Gatekeepers  
were trained this year

### Healing Arts

**100%** of surveyed attendees  
agreed that:

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

**100%** of surveyed attendees  
agreed that:

*"By creating events like the Healing  
Art Exhibit, I believe that UCF  
prioritizes my wellbeing."*

### Field of Memories

**1,233** Twitter views of social  
media post about event

### TogetherAll Registrations

**489** Total for the Year

### Workshops

**119** Workshops

**820** Attendees

### Building Resiliency (Parent & Family Fund Grant)

**96.4%** of surveyed attendees  
agreed that:

*"I learned skills or knowledge to  
improve my wellness and life skills."*

**100%** of surveyed attendees  
agreed that:

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

Students reported:

*"I learned that it is necessary to  
set boundaries so that you feel  
comfortable with everyone, and  
everyone feels comfortable with you."*

*"I learned...to do something you're  
good at least once per day."*

*"I learned...many coping  
mechanisms to try out."*

*"I learned... when expressing myself,  
use 'I feel...' to have a better  
outcome in a conflict conversation."*

*"I learned... I've come very far in  
coping with anxiety."*

*"I learned...Always go deeper in your  
emotion, to understand what it really  
is and why you are feeling that."*

*"I learned...activities that calm me  
down during events of anxiety."*

*"I learned...emotional distress  
tolerance."*

### TAO Registrations

**555** Total for the Year

## SECTION 3

# Training

**9** Trainees

**3** Doctoral  
Interns

**2** Post-Doctoral  
Fellows

UCF CAPS provided supervision and training to 2 Post-Doctoral Fellow, 3 Doctoral Interns and 9 trainees. 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 and Post-Doctoral Fellow presented a professional development workshop.

## Trainees

**GIGI SHAMI, M.A.**  
**Rollins College**  
Mental Health  
Counseling  
(GRADUATED)

**FELIX SUAREZ, B.S.W.**  
**University of  
Central Florida**  
Bachelor's in  
Social Work  
(GRADUATED)

**SOUSANA  
EKLADIOUS, M.A.**  
**University of  
Central Florida**  
Clinical Psychology  
(GRADUATED)

**AYESHA  
YOUNGBLOOD, M.A.**  
**University of  
Central Florida**  
Clinical Psychology  
(GRADUATED)

**AMBER LECHNER,  
M.S.W.**  
**University of  
Central Florida**  
Master's in Social Work  
(GRADUATED)

**MARY KATE VEAL,  
M.A.**  
**Rollins College**  
Mental Health  
Counseling  
(GRADUATED)

**SARAH GOMAA, M.A.**  
**University of  
Central Florida**  
Clinical Psychology  
(GRADUATED)

**JESSICA BERGER,  
M.S., Psy.D.**  
**Fielding University**  
Clinical Psychology  
(GRADUATED)

**CASSIE SHULTZ,  
M.S.W.**  
**University of  
Central Florida**  
Master's in Social Work  
(GRADUATED)



Trainee Cohort pictured from left to right bottom row:  
Gigi Shami, Jessica Berger, Sousana Ekladious

Pictured from left to right top row: Sarah Gomaa,  
Ayesha Youngblood, Mary Kate Veal, Cassie Shultz,  
Amber Lechner

Photo unavailable: Felix Suarez



Doctoral Interns pictured from left to right: Jodie Mitchell, Nicholas Joseph, Jessica Dandan

## Doctoral Interns

### JESSICA DANDAN

Will be graduating from the University of South Carolina with her Ph.D.

Professional Development Presentation:

*"The Moderating Impact of Gender and Friendship Quality on the Effects of Interparental Conflict on Adolescent Internalizing Problems"*

(GRADUATED)

Remaining at UCF CAPS for Post-Doctoral Fellowship

### JODIE MITCHELL

Will be graduating from Chatham University with her Ph.D.

Professional Development Presentation:

*"Working with Former Foster Youth in a College Setting"*

(GRADUATED)

Completing Post-Doctoral Fellowship at Florida Atlantic University

### NICHOLAS JOSEPH

Will be graduating from Ohio State University with his Ph.D.

Professional Development Presentation:

*"The Relationship between Pathological Worry and Positive Beliefs about Worry"*

(GRADUATED)

Remaining at UCF CAPS for Post-Doctoral Fellowship

## Post-Doctoral Fellows

### DR. TANYA MONTANEZ-CRUZ, PH.D.

Carlos Albizu University,  
San Juan Puerto Rico

Professional Development Presentation:

*"Is Female Sexual Satisfaction Achievable after Sexual Abuse?"*

(POST-DOCTORAL

FELLOWSHIP COMPLETED)

Remaining at UCF CAPS

### DR. HECTOR PATINO, PSY.D.

Carlos Albizu University,  
Miami Florida

Professional Development Presentation:

*"Measuring Burnout among Healthcare Providers in Dominican Republic"*

(POST-DOCTORAL

FELLOWSHIP COMPLETED)

Seeking employment in Community Mental Health



Post-Doctoral Fellows pictured from left to right: Dr. Tanya Montanez-Cruz, Dr. Hector Patino

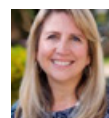
## SECTION 4

# Staff Highlights



**JOCELYN BUHAIN, PH.D.**  
Associate Director,  
Clinical Services

- **IACS** (International Accreditation of Counseling Services) **Site Visitor**
- **Current Treasurer, ACCCCS** (Association for the Coordination of Counseling Center Clinical Services)
- **Conference Presentation:** Buhain, J. Patterson, R., Silverman, J., & Porter, M. (2022, May). *Ethical, Legal, and Practical Challenges and Strategies Managing Training Expectations and Clinical Work at University Counseling Centers*. Presentation at the 2022 ACCCCS Annual Virtual Convention.



**KAREN HOFMANN, PH.D.**  
Director, UCF CAPS

- **Conference Presentation:** K. Hofmann, R. Monteagudo, F. Diaz (2021). *Is Tele-mental Health here to stay? What students said about their telehealth experience*. Association of University and College Counseling Center Directors (AUCCCD) national conference. Seattle, WA.
- **Florida Counseling Center Director Conference in Miami, FL.** (April 2022) Attended first **Elements of Excellence** mid-year meeting to prepare for presentation topics for AUCCCD conference in Oct 2022 in Philadelphia.



**THIEN NGUYEN, M.A., LMHC**  
Clinical Staff

- **Conference Presentation:** Nguyen, T., Glatting, C. (2022, June). *Building Intentional Partnerships with Parents and Families to Increase Student Success and Wellbeing*. Presentation at the 2022 HECMA Conference in New Orleans.



**VANESSA STEIN, MSW, LCSW**  
Assistant Director,  
Outreach & Prevention

- **Conference Presentation:** Stevenson, L., Stein, V. (2021, June). *Strategies for Success and Support in Social Work Supervision*. Presentation at the 2021 AUCCCSWT Annual Virtual Conference.







# Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

## FOR MORE INFORMATION:

 [WWW.CAPS.SDES.UCF.EDU](http://WWW.CAPS.SDES.UCF.EDU)

 407.823.2811

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**UNIVERSITY OF CENTRAL FLORIDA**

COUNSELING AND PSYCHOLOGICAL SERVICES

P.O. BOX 163170

ORLANDO, FLORIDA 32816-3170

