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 cancelations.

ONLINE SCHEDULING
• CAPS introduced online scheduling to increase flexibility and ease of access to CAPS services.

OUTREACH AND PREVENTION SERVICES
• CAPS impacted 34,000 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
## EXECUTIVE SUMMARY

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Students Served</td>
<td>5,769</td>
<td>▲ 33% from 2020-2021</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▼ 0.86% from 2019-2020</td>
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<tr>
<td></td>
<td></td>
<td>▼ 8% from 2018-2019 (pre-pandemic)</td>
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<tr>
<td>Returning UCF Students</td>
<td>1,819</td>
<td>▲ 17% from 2020-2021</td>
</tr>
<tr>
<td>New UCF &amp; Valencia Downtown Students</td>
<td>3,950</td>
<td>▲ 11% from 2020-2021</td>
</tr>
<tr>
<td>Appointments</td>
<td>34,615</td>
<td>▲ 5% from 2019-2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▼ 8% from 2018-2019 (pre-pandemic)</td>
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<tr>
<td>After-Hours Crisis Line</td>
<td>65</td>
<td>▲ 1.5% from 2020-2021</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▼ 8% from 2019-2020</td>
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<tr>
<td></td>
<td></td>
<td>▼ 54% from 2018-2019 (pre-pandemic)</td>
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<tr>
<td>Crisis</td>
<td>1,386</td>
<td>▲ 19% from 2020-2021</td>
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<tr>
<td></td>
<td></td>
<td>▼ 19% from 2019-2020</td>
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<tr>
<td></td>
<td></td>
<td>▼ 19% from 2018-2019 (pre-pandemic)</td>
</tr>
<tr>
<td>Referrals</td>
<td>638</td>
<td>▲ 21% from 2020-2021</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▼ 23% from 2019-2020</td>
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<td></td>
<td></td>
<td>▼ 25% from 2018-2019 (pre-pandemic)</td>
</tr>
<tr>
<td>Risk Assessment &amp; Management Procedures</td>
<td>18</td>
<td>▲ 100% from 2020-2021</td>
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<td>▼ 59% from 2019-2020</td>
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<td></td>
<td>▼ 60% from 2018-2019 (pre-pandemic)</td>
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</tbody>
</table>
CLINICAL DEMOGRAPHICS

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

Sexual Orientation
- HETEROSEXUAL: 65%
- BISEXUAL: 16%
- QUESTIONING: 4%
- PANSEXUAL: 3%
- QUEER: 3%
- GAY: 3%
- LESBIAN: 3%
- ASEXUAL: 2%
- SELF IDENTIFY: 1.4%

Referral Source
- SELF: 55%
- FRIEND: 24%
- PARENT/RELATIVE: 6%
- OTHER: 4%
- STUDENT HEALTH CENTER: 3%
- FACULTY/STAFF: 3%
- ORIENTATION: 2%
- CAPS OUTREACH: 1%
- RESIDENT ASSISTANT: 0.6%
- OTHER: 1%

Gender Identity
- WOMAN: 63%
- TRANSGENDER WOMAN: 0.3%
- MAN: 32%
- TRANSGENDER MAN: 0.6%
- NON-BINARY: 3.4%
- SELF-IDENTIFY: 0.8%

Race/Ethnicity
- WHITE: 45%
- HISPANIC LATINO/A: 26%
- AFRICAN AMERICAN/BLACK: 13%
- ASIAN AMERICAN/ASIAN: 8%
- MULTI-RACIAL: 6%
- SELF-IDENTIFY: 1.4%
- AMERICAN INDIAN OR ALASKAN NATIVE: 0.3%
- NATIVE HAWAIIAN OR PACIFIC ISLANDER: 0.2%

college Affiliation
- SCIENCES: 21%
- ENGINEERING & COMPUTER SCIENCE: 13%
- ARTS & HUMANITIES: 8%
- BUSINESS ADMINISTRATION: 7%
- HEALTH & PUBLIC AFFAIRS: 4%
- MEDICINE: 4%
- EDUCATION: 3%
- ROSEN COLLEGE OF HOSPITALITY & MANAGEMENT: 3%
- NURSING: 2%
- INTERDISCIPLINARY STUDIES: 2%
- GRADUATE STUDIES: 0.7%
- THE BURNETT HONORS COLLEGE: 0.9%
- OPTICS & PHOTONICS CREOLE & FPCE: 0.4%

Current Academic Status
- FRESHMAN/FIRST YEAR: 20%
- SOPHOMORE: 20%
- JUNIOR: 31%
- SENIOR: 20%
- GRADUATE/PROFESSIONAL STUDENT: 8%
- OTHER: 1%

Additional Student Demographics
- TRANSFER STUDENTS: 27%
- FIRST GEN STUDENTS: 27%
- STUDENTS REGISTERED WITH ACCESSIBILITY SERVICES: 6.2%
- INTERNATIONAL STUDENTS: 5%
- UCF ACADEMIC PROBATION: 4%
- SERVED IN US MILITARY: 1%
- VARSITY ATHLETICS: 0.8%
**Trends in Clinical Services Utilization**

- **Number of Students Served During the Academic Year**
  - 2012-13: 1,164
  - 2013-14: 1,393
  - 2014-15: 1,418
  - 2015-16: 1,433
  - 2016-17: 1,702
  - 2017-18: 1,709
  - 2018-19: 1,697
  - 2019-20: 1,381
  - 2020-21: 1,381
  - 2021-22: 1,697

- **Number of Students Served for Emergency Care**
  - 2017-18: 27,392
  - 2018-19: 24,737
  - 2019-20: 26,031
  - 2020-21: 24,737
  - 2021-22: 27,392

**CLINICAL SERVICES SUMMARY**

- **Fall 2013**
  - **ATTEMPTED MASS SHOOTING**
    - Former UCF student pulled fire alarm and attempted mass killing spree from Tower 1. Students were evacuated and campus police intervened.

- **Fall 2016**
  - **COLLEGE OF MEDICINE**
    - CAPS offered counseling services at the College of Medicine until November 15, 2016.

- **Fall 2017**
  - **HURRICANE IRMA**
    - The university closed for 5 days in September due to Hurricane Irma. 536 appointments were impacted.

- **Fall 2018**
  - **HURRICANE DORIAN**
    - The university closed for 3 days due to Hurricane Dorian. 229 appointments were impacted.

- **Spring 2020**
  - **COVID-19 PANDEMIC**
    - The COVID-19 pandemic required a transition to remote learning. CAPS expanded its telemental health services via the TAO-Zoom platform for students starting in March 2020.

**August 2019**
- **NEW DOWNTOWN CAMPUS**
  - CAPS started offering counseling services in the new downtown campus.

- **September 2019**
  - **HURRICANE DORIAN**
    - The university was closed for 3 days due to Hurricane Dorian. 229 appointments were impacted.
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.

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.

Brief Therapy Model

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.

Most Common Presenting Concerns at Intake
### 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.

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<tr>
<td><strong>ACADEMIC PERFORMANCE</strong></td>
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<td>2021–22</td>
<td>17%</td>
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<td>2020–21</td>
<td>18%</td>
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<td>2019–20</td>
<td>14%</td>
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<tr>
<td><strong>EATING/BODY IMAGE</strong></td>
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<td>2021–22</td>
<td>16%</td>
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<td>2020–21</td>
<td>16%</td>
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<tr>
<td>2019–20</td>
<td>11%</td>
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<tr>
<td><strong>INTERPERSONAL FUNCTIONING</strong></td>
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<tr>
<td>2021–22</td>
<td>15%</td>
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<td>2020–21</td>
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<td>2019–20</td>
<td>15%</td>
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<tr>
<td><strong>SELF ESTEEM/CONFIDENCE</strong></td>
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<td>2021–22</td>
<td>15%</td>
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<td>2020–21</td>
<td>17%</td>
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<tr>
<td>2019–20</td>
<td>17%</td>
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<td><strong>SLEEP</strong></td>
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<td>2021–22</td>
<td>11%</td>
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<td>2020–21</td>
<td>10%</td>
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<td>2019–20</td>
<td>8%</td>
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<tr>
<td><strong>ADJUSTMENT TO NEW ENVIRONMENT</strong></td>
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<td>2021–22</td>
<td>10%</td>
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<td>2020–21</td>
<td>11%</td>
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<td>2019–20</td>
<td>14%</td>
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<tr>
<td><strong>SOCIAL ISOLATION</strong></td>
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<td>2021–22</td>
<td>9%</td>
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<td>2020–21</td>
<td>12%</td>
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<tr>
<td>2019–20</td>
<td>9%</td>
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<td><strong>SEXUAL ABUSE/ASSAULT (VICTIM)</strong></td>
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<tr>
<td>2021–22</td>
<td>n/a</td>
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<tr>
<td>2020–21</td>
<td>n/a</td>
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<tr>
<td>2019–20</td>
<td>n/a</td>
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<tr>
<td><strong>GRIEF &amp; LOSS</strong></td>
<td></td>
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<tr>
<td>2021–22</td>
<td>7%</td>
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<tr>
<td>2020–21</td>
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<td>2019–20</td>
<td>8%</td>
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</table>

### 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.”
- **95%** said “CAPS has been very effective and helpful overall.”
- **93.6%** said “CAPS helped me feel better about myself.”
- **96.9%** said “I would refer a friend to CAPS.”
- **94.4%** said “CAPS helped me to understand my feelings better.”
- **92.3%** said “CAPS helped me learn how to cope better with my concerns.”
- **95%** said “CAPS is a place I would return to if I felt it was needed.”
- **94.3%** said “CAPS is a welcoming environment.”
- **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 CAPSs 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!”**
This year CAPS offered fewer groups than last year but the same number of clients attended groups both years.

**Group Evaluations**

- **95%** said “I was able to learn something with the amount of group sessions I had.”
- **96.5%** said “I experienced the benefits of being in a therapy group.”
- **80.3%** said “Group counseling has been very effective and helpful overall.”
- **95%** said “I experienced the benefits of being in a therapy group.”
- **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.”

**Outreach**

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<tr>
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<th>Appts</th>
<th>Hours</th>
<th>Ppl Served</th>
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<tbody>
<tr>
<td><strong>Total Outreach</strong></td>
<td>459</td>
<td>520</td>
<td>14,101</td>
</tr>
<tr>
<td>CAPS Signature Events, Awareness Days, and Developed Programming</td>
<td>214</td>
<td>239</td>
<td>5,103</td>
</tr>
<tr>
<td><strong>Programing Requested By other departments</strong></td>
<td>245</td>
<td>281</td>
<td>8,998</td>
</tr>
<tr>
<td>• Communication to the Public</td>
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<tr>
<td>• Direct Liaison Support</td>
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<tr>
<td>• Parent Orientation</td>
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<tr>
<td>• Referral Development</td>
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<tr>
<td>• Requested Presentations and Tablings</td>
<td></td>
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<tr>
<td>• Response to Acute Needs/Crisis</td>
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<tr>
<td><strong>Signature CAPS Programming</strong></td>
<td>56</td>
<td>62.5</td>
<td>1,973</td>
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<tr>
<td>B.L.A.C.K. Institute / Series</td>
<td>1</td>
<td>1.5</td>
<td>3</td>
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<tr>
<td>Field of Memories</td>
<td>5</td>
<td>5</td>
<td>107</td>
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<tr>
<td>Healing Arts</td>
<td>2</td>
<td>3</td>
<td>54</td>
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<td>Healthy Knight Expo</td>
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<td>6</td>
<td>675</td>
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<td>PAWS Event</td>
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<td>402</td>
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<td>Safe Zone-Level II</td>
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<td>14</td>
<td>114</td>
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<tr>
<td>TAO / Togetherness Marketing</td>
<td>6</td>
<td>3.5</td>
<td>326</td>
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<tr>
<td>Type 1 Diabetes</td>
<td>7</td>
<td>7</td>
<td>79</td>
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<tr>
<td><strong>Social Media Impact (Facebook, Instagram, Twitter, and YouTube)</strong></td>
<td>Posts 471</td>
<td>Views/Likes/People 171,008</td>
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</tr>
<tr>
<td><strong>Wellbeing Online Workshops (WOW)</strong></td>
<td>Workshops 119</td>
<td>Attendees 829</td>
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</tbody>
</table>

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

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.”

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

TAO Registrations

- 555 Total for the Year

Training

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)

- 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.A., 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
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. Tanya Montanez-Cruz, Ph.D.
Carlos Albizu University, San Juan Puerto Rico
Professional Development Presentation:
“The Moderating Impact of Gender and Friendship Quality on the Effects of Interparental Conflict on Adolescent Internalizing Problems”
(POST-DOCTORAL FELLOWSHIP COMPLETED)
Remaining at UCF CAPS

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

Dr. Tanya Montanez-Cruz, Ph.D.
Carlos Albizu University, San Juan Puerto Rico
Professional Development Presentation:
“The Moderating Impact of Gender and Friendship Quality on the Effects of Interparental Conflict on Adolescent Internalizing Problems”
(POST-DOCTORAL FELLOWSHIP COMPLETED)
Remaining at UCF CAPS

Post-Doctoral Fellows pictured from left to right: Jodie Mitchell, Nicholas Joseph, Jessica Dandan

Post-Doctoral Fellows

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

JOCelyn BUHAIN, PH.D.
Associate Director, Clinical Services

THIEN NGUYEN, M.A., LMHC
Clinical Staff

• IACS (International Accreditation of Counseling Services) Site Visitor
• Current Treasurer, ACCCCCS (Association for the Coordination of Counseling Center Clinical Services)

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


KAREN HOFMANN, PH.D.
Director, UCF CAPS


• 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.