



UCF

2022 - 2023

Annual Report

Counseling and Psychological Services

Division of Student Success and Well-Being
University of Central Florida • Orlando, FL



Message from the CAPS Director



Hello UCF Knights Colleagues, Partners and Community!

We are three years post-pandemic, and it is clear we are all in a new normal, never to return to life the way we knew it pre-pandemic. With that, there are many changes and challenges that we are facing, such as staff transition, budget constraints, and the continued evolution of UCF's HR and budget system. The one sure thing to expect is change. The great transition continues throughout higher education and UCF is no different.

Here is what our year looked like -- easy and quick access is the focus!

CENTER EXECUTIVE SUMMARY (2022-2023)

SERVICES QUESTIONNAIRE

CAPS introduced an online questionnaire that allowed students to understand what services are offered, so students can make intentional and informed choices about the type of support services they needed upfront without wasting time. (*n=2,586*)

UTILIZATION OF SERVICES

Although CAPS utilization was down a slight bit from last year (*9% decrease in clients and 5% decrease in appointments*), CAPS was able to serve students more efficiently and effectively. Through our **Hybrid Services**, CAPS continued to served students both in-person (**64%**) and via tele-mental health (**36%**) services and sometimes students use both methods at different times.

Online web scheduling continued to allow ease of access to initial CAPS appointments. This method especially helps students use our **Single Session appointments**. 457 students engaged in a single solution-focused session which allowed students to get their needs met immediately.

PREVENTION SERVICES

CAPS not only values its clinical services but understands how important prevention services are to the overall well-being of our campus. CAPS impacted **14,514 people** through our mental health workshops, signature events and requested presentations. It is now more important than ever to focus on reducing the stigma of asking for mental health help. Another way of doing this is through accessing our free mental health platforms.

USE OF MENTAL HEALTH PLATFORMS ON CAPS WEBSITE

CAPS continues to expand its services to include the use of mental health platforms such as: **TAO, Togetherall and Kognito**. These platforms help students' access mental health support and information right on their phones or computers. Visit our website for more information.

WHAT IS COMING THIS YEAR (2023–2024):

Expanding CAPS mental health service with Bettermynd Telehealth Services. CAPS has contracted with Bettermynd to expand services when CAPS is at full treatment capacity, typically at the end of the semester. This is an option for students who cannot or do not want to wait to start their treatment when it is at the end of the semester.

Relaunching of Question, Persuade, Refer (QPR) suicide prevention bystander training program. QPR is a well-respected suicide prevention training intended to reduce suicides by training the community to ask important questions about someone's mental health and refer them to the appropriate support services. CAPS will offer this training weekly.

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We are always grateful to our UCF community (faculty, staff, parents, partners, and students). **We hope that you are taking care of yourselves too.** On behalf of all of us at CAPS, we thank you for your support and partnership! It takes a village! Go Knights! Charge On!

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

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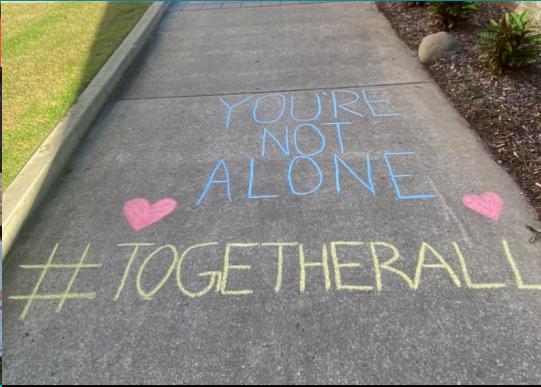
Field of Memories



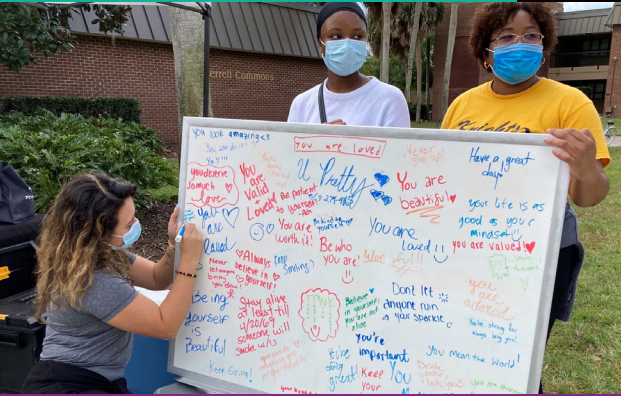
Downtown student services & outreach



NEDA



Togetherall



Trans Day of Remembrance



PAWS-a-tive Outreach



LEtGO Outreach

Clinical Services

EXECUTIVE SUMMARY

5,230 Total Students Served

- ▼ 9% from 2021 - 2022
- ▲ 20.5% from 2020 - 2021
- ▼ 10% from 2019 - 2020

1,905 Returning Clients
3,325 New UCF & Valencia Downtown Students

Appointments

32,928 Total Appointments Scheduled for UCF Students & Valencia Downtown Students

- ▼ 5% from 2021 - 2022

25,012 Appointments Conducted for UCF Students & Valencia Downtown Students

- ▼ 8.7% from 2021 - 2022
- ▲ 1% from 2020 - 2021
- ▼ 4% from 2019 - 2020

After-Hours Crisis Line

560 Calls

- ▼ 15% from 2021 - 2022
- ▲ 14.5% from 2020 - 2021
- ▼ 8% from 2019 - 2020

Crisis

1,232 Students Served for Emergency Care

- ▼ 11% from 2021 - 2022
- ▼ 27% from 2020 - 2021
- ▼ 28% from 2019 - 2020

2,418 Crisis Related Appointments

- ▼ 4% from 2021 - 2022
- ▲ 154% from 2020 - 2021
- ▼ 10% from 2019 - 2020

Care Management

263 Care Management Students

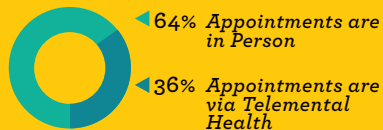
- ▼ 19% from 2021 - 2022
- ▼ 1.5% from 2020 - 2021
- ▼ 37% from 2019 - 2020

Risk Assessment & Management Procedures

33 Procedures

- ▲ 83% from 2021 - 2022
- ▲ 267% from 2020 - 2021
- ▼ 25% from 2019 - 2020

In-Person vs Telemental

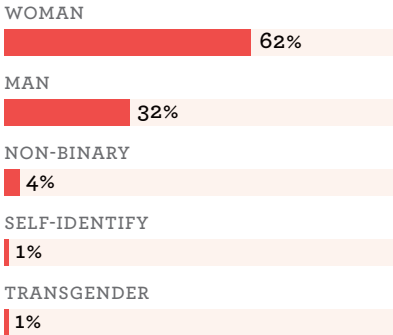


CLINICAL DEMOGRAPHICS

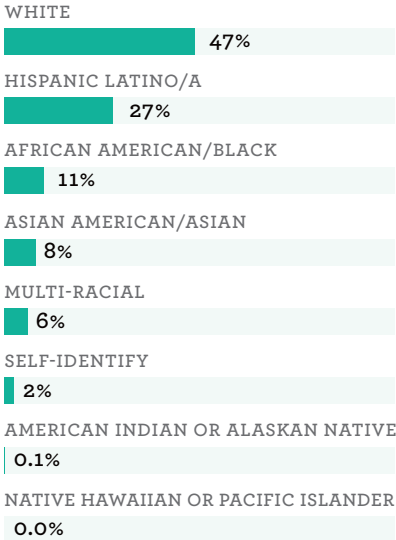


8.4% of overall UCF student body served
(62,075 eligible students)

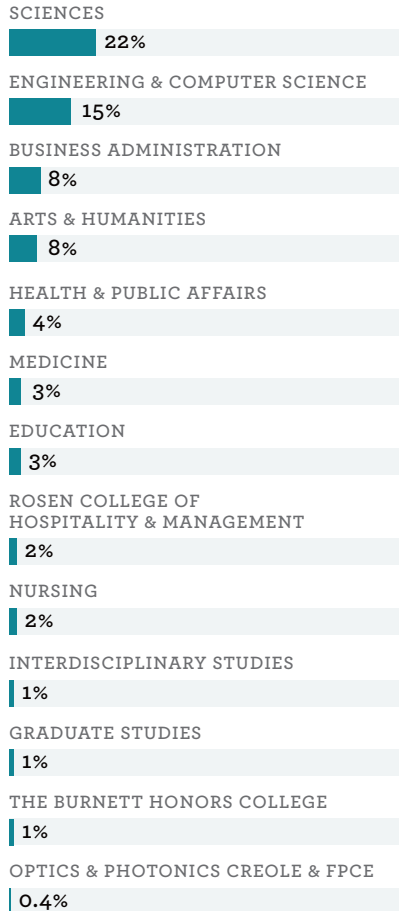
Gender Identity



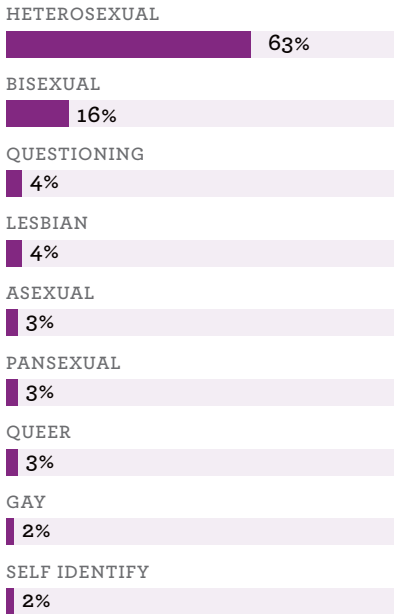
Race/Ethnicity



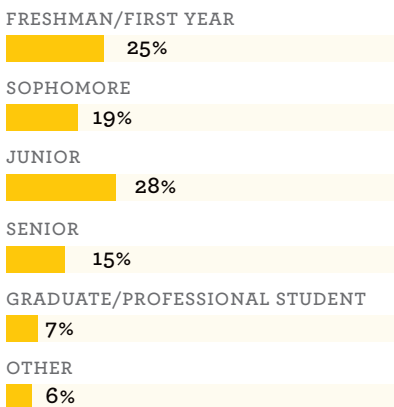
College Affiliation



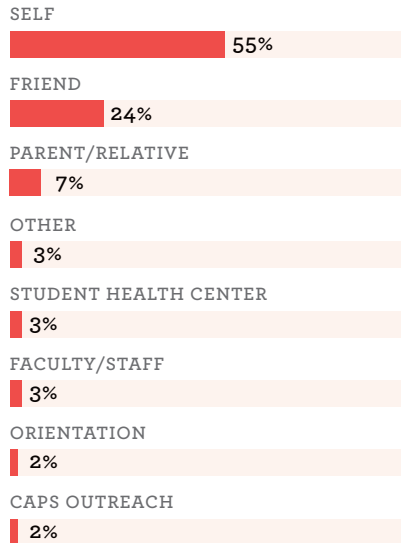
Sexual Identity



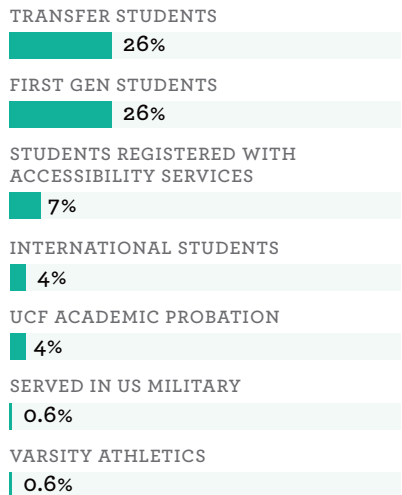
Academic Status



Referral Source



Additional Student Demographics



CLINICAL SERVICES SUMMARY

Trends in Clinical Services Utilization

A 10-year Snapshot

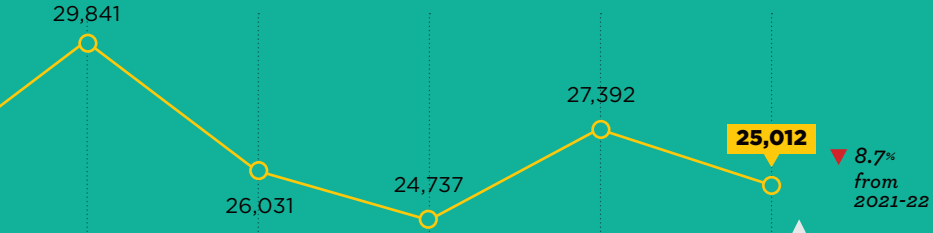
○ Appointments Provided during the Academic Year

○ Number of Students Served During Academic Year



○ Number of Crisis-Related Appointments

○ Number of Students Served for Emergency Care



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.

Fall 2022

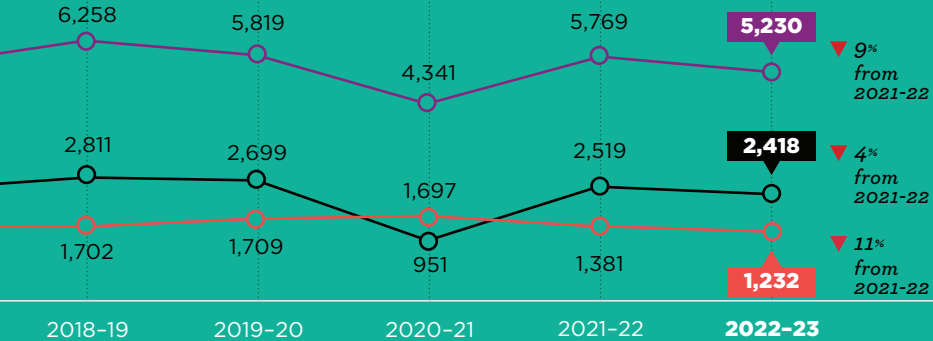
HURRICANES IAN & NICOLE

The fall 2022 semester was impacted by university closure for 4 days (3 days CAPS was closed, 1 day CAPS was open for crisis services but cancelled regularly scheduled appts) in Sept/Oct due to Hurricane Ian. Then UCF was closed for 2 days in November due to Hurricane Nicole. 994 total appts (632 in Sept/Oct and 362 in November) 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.

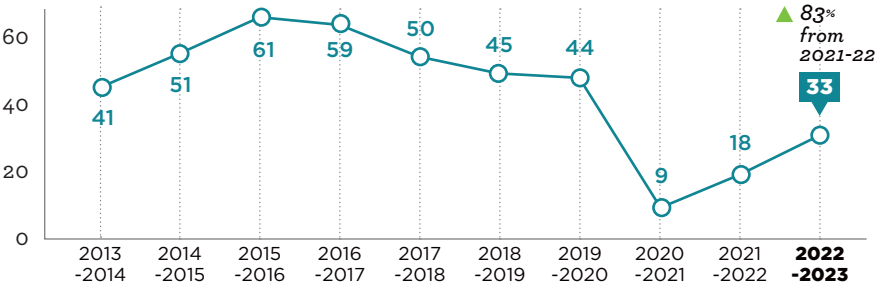


Risk Assessment and Management Procedures

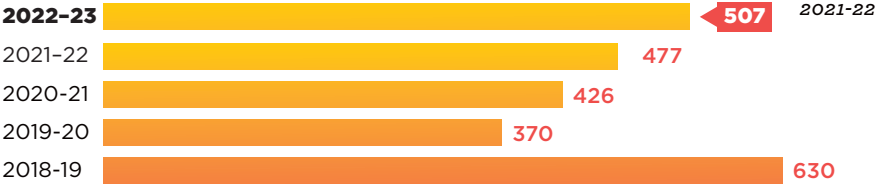
When students present with high risk, we take steps to mitigate the risk and promote safety for the student.

○ Number of Clients

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



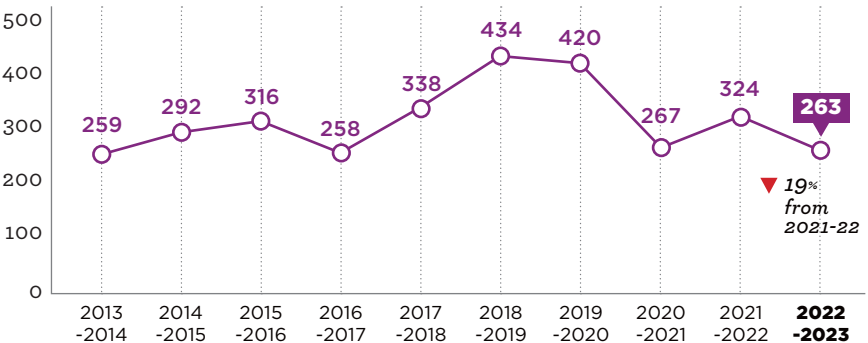
Referrals to Community



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.

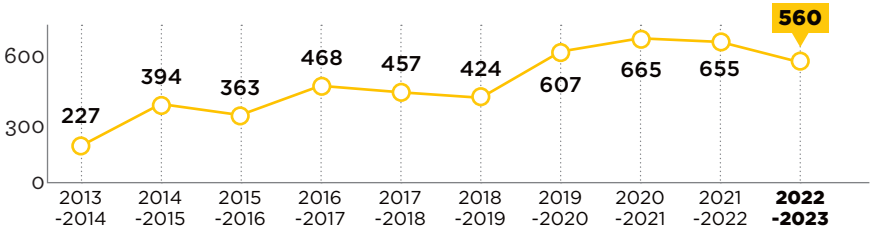
○ Number of Clients



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
1-6 SESSIONS



CLIENTS SEEN BETWEEN
7-10+ SESSIONS



CLIENTS SEEN FOR SINGLE SESSIONS
STUDENT CHOSE TO MEET WITH A COUNSELOR FOR
A ONE-TIME, SOLUTION-FOCUSED SINGLE SESSION.

457

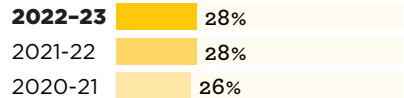
Most Common Presenting Concerns at Intake

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.

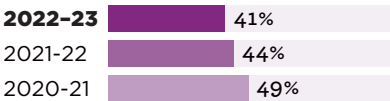
ANXIETY



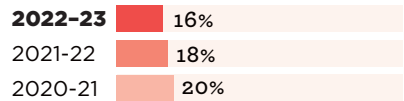
FAMILY



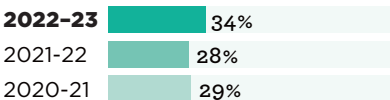
DEPRESSION



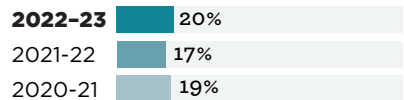
TRAUMA



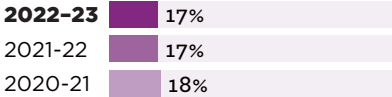
STRESS



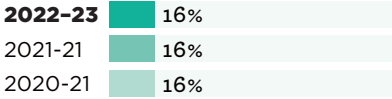
RELATIONSHIP PROBLEMS



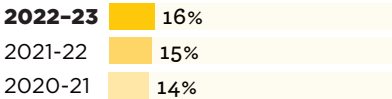
ACADEMIC PERFORMANCE



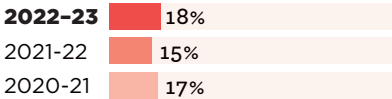
EATING/BODY IMAGE



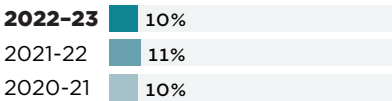
INTERPERSONAL FUNCTIONING



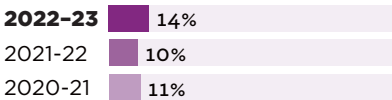
SELF ESTEEM/CONFIDENCE



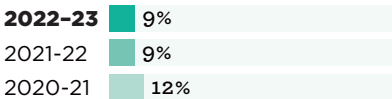
SLEEP



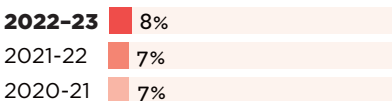
ADJUSTMENT TO NEW ENVIRONMENT



SOCIAL ISOLATION



GRIEF & LOSS



Outcomes for UCF CAPS Students Compared to National Averages

When compared to 297 Counseling Centers and 227,696 clients nationwide, the numbers below denote CAPS average change in symptoms in 3,531 unique UCF clients with elevated distress after 2 sessions, and 2,153 unique UCF clients after 4 sessions.

For example, UCF CAPS' average change on the Depression subscale (after four counseling sessions) was better than the change achieved by 93% 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



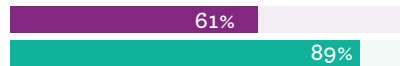
EATING CONCERNS



FRUSTRATION/ANGER



ACADEMIC DISTRESS



ALCOHOL USE



Client Surveys

Overall, students that sought out CAPS reported positive outcomes on the Individual Counseling Evaluations (n=1,045).

99%

said “CAPS is a necessary service at UCF.”

95%

said “Having contact with counseling at CAPS has helped me feel supported by UCF as a whole.”

87%

said “UCF prioritizes my health and well-being.”

80%

said “My individual counseling has made it easier for me to remain enrolled at UCF by addressing my problems/concerns.”

79%

said “My individual counseling was an important factor in helping me do well in school.”

78%

said “Having contact with CAPS has helped me to stay connected to my academic work.”

70%

said “The problem(s) that brought me to CAPS interfered with my academic performance.”

Client Comments about Individual Counseling

“Being able to go to CAPS in a crisis and getting help from professionals there has greatly enhanced my experience at and ability to be here at school.”

“One of the most important things to happen to me in my whole life. I don’t even think I would still be here without CAPS. Thank you for everything.”

“I really appreciated this opportunity for me to receive counseling. It helped me a lot with my personal life and it helped me get better at school as well.”

“It is an incredibly necessary service that has helped me manage my life and school at the same time.”

“My experience at CAPS was very good and beneficial to me in general. During my first session I was unsure of how each session would go, but my therapist helped me work through things at my own pace. My therapist has helped me a lot with managing stress with friendships and academics. Coming to UCF, I was a bit intimidated and overwhelmed, but thanks to CAPS the adjustment has become much easier, and I’ve felt more welcomed here.”

GROUPS

103 Groups offered in 2022-23	550 Clients attended groups in 2022-23	3,652 Appointments attended in 2022-23
58 Groups offered in 2021-22	459 Clients attended groups in 2021-22	2,355 Appointments attended in 2021-22
72 Groups offered in 2020-21	459 Clients attended groups in 2020-21	3,425 Appointments attended in 2020-21

Group Evaluations

94%

said "My group counseling helped me to feel better about myself."

94%

said "My group counseling helped me to understand my feelings better."

75%

said "My group counseling has made it easier for me to remain enrolled at UCF by addressing my problems/concerns."

75%

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

Client Group Comments

"Overall, this was an extremely positive experience and I wish I had have done it earlier."

"Excellent job, helped me push myself to be a better person for my family and friends. Thank you for an amazing group."

"It was a life changing experience and I am thankful for both of my group leader's guidance."

"I love this group and have experienced exponential personal growth from the skills learned in group."

Outreach

	<i>Appts</i>	<i>Hours</i>	<i>Ppl Served</i>
Total Outreach	465	500	14,514
CAPS Signature Events, Awareness Days, and Developed Programing	227	229	5,178
Programing Requested By Other Departments	238	271	9,336
<ul style="list-style-type: none"> • Communication to the Public • Direct Liaison Support • Parent Orientation • Referral Development • Requested Presentations and Tablings • Response to Acute Needs/Crisis 			
Signature CAPS Programming	47	51.5	1,981
B.L.A.C.K. Institute / Series	5	5	12
Field of Memories	5	4.5	102
Healing Arts	1	0.5	1
Healthy Knight Expo	5	4.5	449
I CAN HELP	1	1	175
PAWS Event	11	9.5	955
Safe Zone Level II	3	6	36
Suicide Awareness & Prevention	3	3	125
Therapeutic Drumming	2	2	9
Type 1 Diabetes	9	13.5	98
OTHER	2	2	17
Social Media Impact (Facebook, Instagram, Twitter, and YouTube)	<i>Instagram Followers</i> 2,649	<i>Total Engagement</i> 193,481	
Wellbeing Online Workshops (WOW)	<i>Workshops</i> 97	<i>Attendees</i> 1,482	
Mental Health Online Platform Registrations	<i>TAO</i> 505	<i>Togetherall</i> 709	

SIGNATURE PROGRAMMING HIGHLIGHTS

Paws-a-tively Stress-Free Events

Continues to be a huge success and beloved by students.

955 students in attendance

6 total events

100% agreed or strongly agreed to "My mood was positively impacted." (n=278)

98% agreed that they were more likely to use CAPS services if needed. (n=700)

"This event truly warmed my heart as an avid dog lover"

"This was a positive experience"

"I would like to learn more about therapy options now"

Peer Educator Program

CAPS Peer Educators are a group of student volunteers from all years and majors. They promote CAPS to students and campus departments. Peer Educators educate the campus community on mental fitness, stress reduction, and well-being.

21 students in Fall 2022

17 students in Spring 2023

10 hours/week paid Student Outreach Coordinator

LEtGO Grant

CAPS was awarded a \$3369 grant from Parent and Family Fund to purchase LEGO's and hire a Social Media intern to advertise programming focused on resiliency, social connection, and coping.

361 student impacted (in-person)

92% of surveyed students agreed that:

"The skills within the program assisted them in managing life issues outside of the classroom."

91% of surveyed students agreed that:

"They learned skills that would help them handle personal and professional setbacks."

96% of surveyed students agreed that:

"They learned skills to improve their wellness."

Students reported:

"Just being able to build. I haven't done LEGO building since elementary school."

"It was fun and allowed me to let go, it was a great stress reliever."

"It was a fun way to display your emotions as a physical item."

Training

6 *Trainees*

3 *Doctoral Interns*

3 *Post-Doctoral Fellows*

UCF CAPS provided supervision and training to 3 Post-Doctoral Fellows, 3 Doctoral Interns and 6 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

PRIYA CHOBE

University of Central Florida

Clinical Psychology
(*GRADUATED*)

ANAELYZ VASQUEZ

University of Central Florida

Master's in Social Work
(*GRADUATED*)

BROOKE FENTON

Nova Southeastern University

Clinical Psychology
(*STUDENT*)

MAYA PITRE

University of Central Florida

Master's in Social Work
(*GRADUATED*)

JACQUELINE BLUEM

Fielding University

Clinical Psychology
(*STUDENT*)

COURTNEY BURKETT

Rollins College

Mental Health Counseling
(*GRADUATED*)



Trainee Cohort from left to right

Top Image: Priya Chobe, Anaelyz Vasquez, Brooke Fenton

Bottom Image: Maya Pitre, Jacqueline Bluem, Courtney Burkett



Doctoral Interns pictured from left to right: Matthew Sharkey, Brittney Damato, Courtney George

Doctoral Interns

MATTHEW SHARKEY

Texas Tech University

Professional Development

Presentation:

“Interpersonal Social Rhythm Therapy: A Treatment Approach for Bipolar (and Unipolar) Disorders”

(GRADUATED)

Completing his Post- Doctoral Fellowship at the VA

BRITTNEY DAMATO

Nova Southeastern University

Professional Development

Presentation:

“Rational Emotive Behavior therapy in Treating Bing Eating Disorder and Other Addiction Disorders”

(GRADUATED)

Completing Post-Doctoral Fellowship at the VA

COURTNEY GEORGE

Nova Southeastern University

Professional Development

Presentation:

“Culturally Sensitive Use of the EAT-26 for Hispanic/Latinx Clients”

(GRADUATED)

Completing her Post-Doctoral Fellowship at a private practice

Post-Doctoral Fellows

DR. NICHOLAS JOSEPH

Ohio State University

Professional Development

Presentation:

“Relationship(s) Therapy in College Setting”

DR. JESSICA DANDAN

University of South Carolina

Professional Development

Presentation:

“Using Metaphors to Facilitate Therapeutic Treatment of College Students within a Brief Therapy Model”

(POST-DOCTORAL FELLOWSHIP COMPLETED)

Will be staying at UCF CAPS

DR. ELLEN COBLE

Florida Institute of Technology, Melbourne Florida

Professional Development

Presentation:

“Student Well-being in the Time of COVID: Survey of Online Students’ Coping”

(POST-DOCTORAL FELLOWSHIP COMPLETED)

Will be staying at UCF CAPS



Post-Doctoral Fellows pictured from left to right: Dr. Nicholas Joseph, Dr. Ellen Coble, & Dr. Jessica Dandan

Staff Highlights



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

IACS (International Accreditation of Counseling Services) **Site Visitor**

Treasurer, ACCCCS

(Association for the Coordination of Counseling Center Clinical Services)

Conference Presentation:

Pastor, J., Buhain, J. Fons-Scheyd, A., & Kittleson, K. (2023, May). *Easing the End-Of-Semester Crunch: Creative Strategies for Improving Services and Client Flow during Busy and Transitional Periods.* Presentation at the 2023 ACCCCS Annual Convention, Atlanta, GA



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

Elements of Excellence Committee member and co-chair apprentice elect.

Conference Presentations:

J. Ng, A. Lee, K. E. Escoto, Singleton, K. Hofmann, E. Vlach,(20022). *Surviving and Thriving as a New Director: An Introductory Leadership Institute.* 73rd Annual AUCCCD Conference, Philadelphia, PA.

D. Abel, C. Chin, K. Hofmann, A. Miller (2022). *It's Everybody's Business: Taking a Public Health Model Approach to College Mental Health.* 73rd Annual AUCCCD Conference, Philadelphia, PA.



**ANNA
KING, PSY.D**
*Associate Director,
Training Programs*

Research chair, ACCTA

Association of Counseling Center Training Agencies



**BECCA
MAWN MILLER, LMHC**
Clinical Staff

Licensed Mental Health Counselor (May 2023)

Successfully completed all the requirements of the state of Florida and obtained licensure.

CAPS Employee Excellence Award Recipients



Ms. Glenda Brown



Ms. Kelly Christensen



Dr. Laurie Kemper


**also nominated for SSWB awards*




Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

FOR MORE INFORMATION:

 WWW.CAPS.SDES.UCF.EDU

 407.823.2811

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UNIVERSITY OF CENTRAL FLORIDA

COUNSELING AND PSYCHOLOGICAL SERVICES

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