



UCF

2023 - 2024

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 four years post-pandemic, and it seems we have adjusted to our new normal. Like us, many of our departments are still adjusting to changes and challenges of continued staff transition, budget constraints and the continued evolution of UCF systems. UCF has always meant innovation and change, and this year we focused on stability and consistency in what we do best. I want to emphasize the importance of focusing on prioritizing the wellbeing and mental health of students as well as our own. The mental health and wellbeing of our students continues to be an important priority at UCF and I am happy that CAPS can support students in this way.

Here are some of the highlight's experienced at CAPS this year.

OUTCOME HIGHLIGHTS (2023-2024)

CLINICAL UTILIZATION

CAPS clinical utilization is slightly down, because students may already be accessing therapy services prior to attending UCF and possibly decided to stay with a previous therapist due to telehealth availability. ACHA (2023) data indicates that 27% of students are already engaged in therapy prior to starting college at UCF.

NON-CLINICAL SUPPORT ENGAGEMENT

While individual and group therapy may be slightly down, student engagement in CAPS well-being services is up. CAPS had a total of **3,063 registration** in non-clinical support services. **1,361 students** accessed TAO (553) and Togetherall (808) platforms combined this year and **1,702 students** attended CAPS Well-being Online Workshops (WOW). This may speak to the continuum of care, where students are engaging in prevention and are quickly accessing platform services in the moment, and this may decrease the need for ongoing therapy services.

ADDITIONAL HIGHLIGHTS

68% of appointments were conducted in-person and 32% of CAPS appointments were conducted Tele/Video Services. It is important to note that **clients can utilize both in-person and telehealth services.**

87% of CAPS clients reported that their mental health problems have interfered with their academic performance (46% somewhat to 41% a great extend).

Anxiety continues to be the most common presenting problem followed by stress and depression (tied), with family issues as the fourth common.

**THE FOLLOWING DEMONSTRATES
HOW CAPS MAKES A POSITIVE
DIFFERENCE IN STUDENTS'
ACADEMIC JOURNEY:**

Of 2,730 Clients seen at CAPS, **33%** reported at least some thoughts of harming themselves at Intake.

Of the 130 students who indicated that, prior to counseling, they were considering dropping out of school, **95%** indicated that **“counseling has helped me stay in school.”**

Of those 33%, **80%** decreased their suicidal thoughts at post-treatment.

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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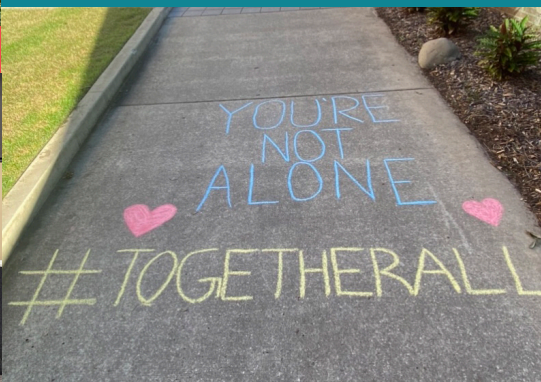
Field of Memories



Field of Memories Downtown



Healthy Knights Expo



Togetherall



World Aids Day



PAWS-a-tive Outreach



Well-O-Ween at Downtown

Clinical Services

EXECUTIVE SUMMARY

4,429 Total Students Served

▼ 15% from 2022 - 2023

▼ 23% from 2021 - 2022

▲ 2% from 2020 - 2021

1,600 Returning Clients

2,825 New UCF & Valencia Downtown Students

Appointments

25,168 Total Appointments Scheduled for UCF Students & Valencia Downtown Students

▼ 23.5% from 2022 - 2023

20,365 Appointments Conducted for UCF Students & Valencia Downtown Students

▼ 18.5% from 2022 - 2023

▼ 26% from 2021 - 2022

▼ 18% from 2020 - 2021

After-Hours Crisis Line

392 Calls

▼ 30% from 2022 - 2023

▼ 40% from 2021 - 2022

▼ 41% from 2020 - 2021

Crisis

1,173 Students Served for Emergency Care

▼ 4.8% from 2022 - 2023

▼ 15% from 2021 - 2022

▼ 31% from 2020 - 2021

2,168 Crisis Related Appointments

▼ 10.3% from 2022 - 2023

▼ 14% from 2021 - 2022

▲ 128% from 2020 - 2021

Care Management

122 Care Management Students

▼ 54% from 2022 - 2023

▼ 62% from 2021 - 2022

▼ 54% from 2020 - 2021

Risk Assessment & Management Procedures

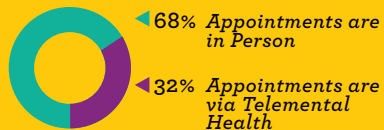
12 Procedures

▼ 64% from 2022 - 2023

▼ 33% from 2021 - 2022

▲ 33% from 2020 - 2021

In-Person vs Telemental



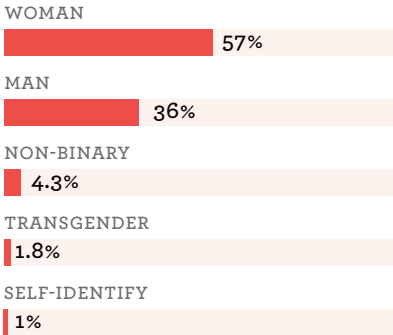
CLINICAL DEMOGRAPHICS



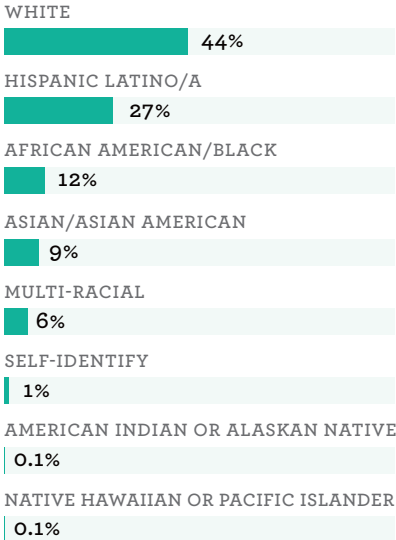
7% of overall UCF student body served
(62,830 eligible students)

9% of overall UCF student body when including TAO & Togetherall

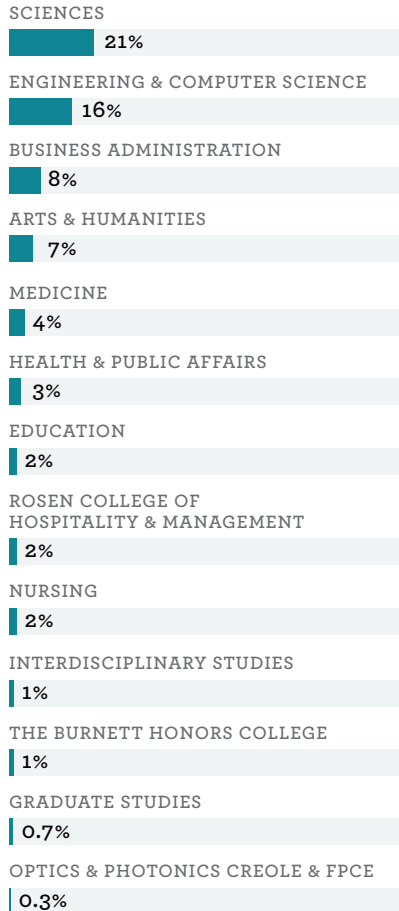
Gender Identity



Race/Ethnicity



College Affiliation



Sexual Identity

HETEROSEXUAL



BISEXUAL



QUESTIONING



LESBIAN



ASEXUAL



GAY



QUEER



PANSEXUAL



SELF IDENTIFY

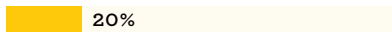


Academic Status

FRESHMAN/FIRST YEAR



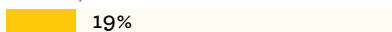
SOPHOMORE



JUNIOR



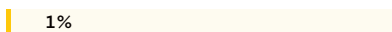
SENIOR/5TH YEAR



GRADUATE/PROFESSIONAL STUDENT



OTHER



Referral Source

SELF



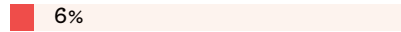
FRIEND



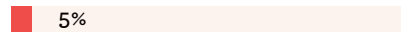
PARENT/RELATIVE



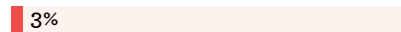
PARAPROFESSIONAL/OTHER



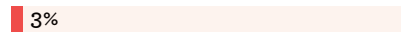
ORIENTATION



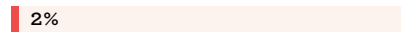
FACULTY/STAFF



STUDENT HEALTH CENTER



CAPS OUTREACH

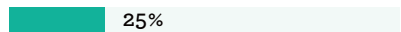


Additional Student Demographics

TRANSFER STUDENTS



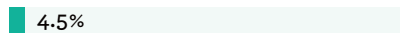
FIRST GEN STUDENTS



STUDENTS WITH REGISTERED DISABILITIES



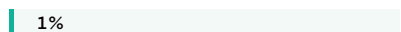
INTERNATIONAL STUDENTS



UCF ACADEMIC PROBATION



VALENCIA DT STUDENTS



SERVED IN US MILITARY



VARSITY ATHLETICS



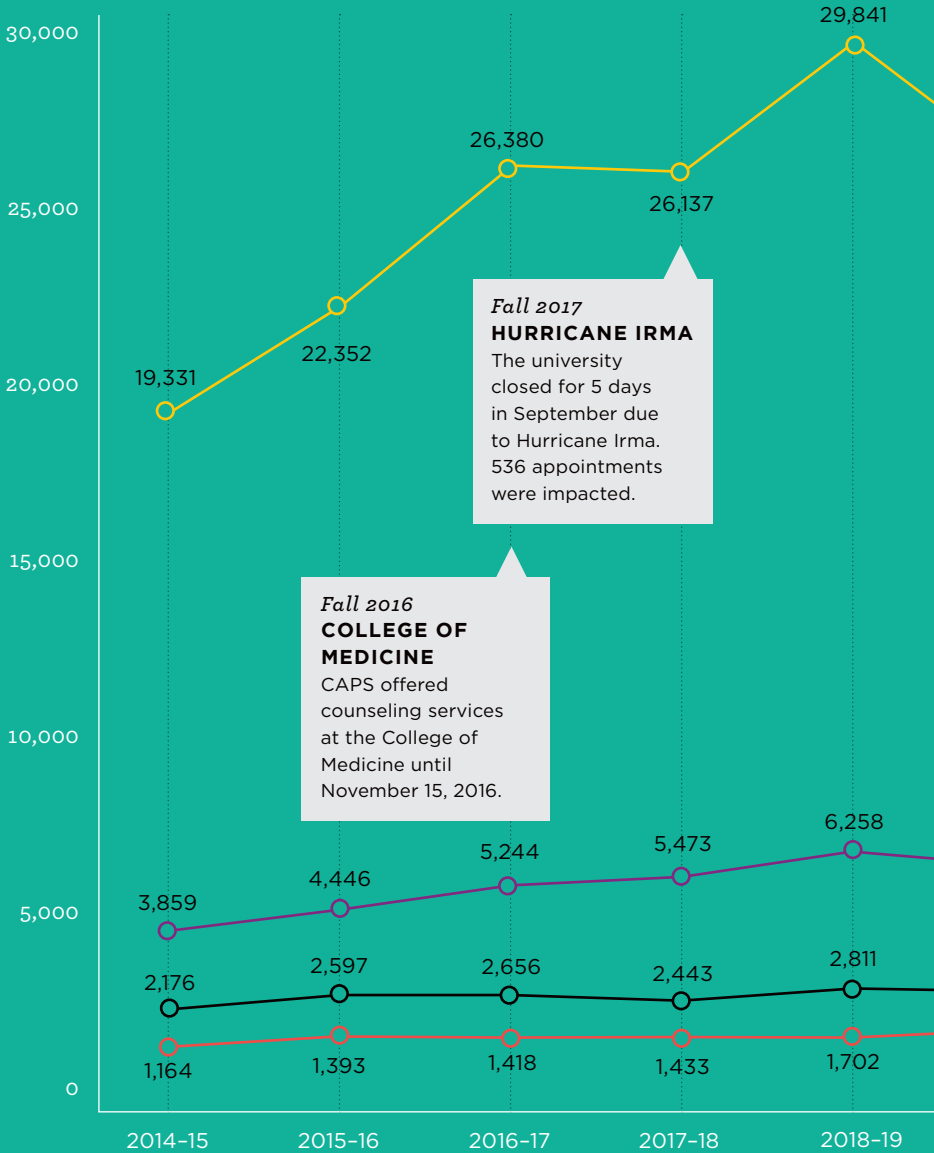
CLINICAL SERVICES SUMMARY

Trends in Clinical Services Utilization

A 10-year Snapshot

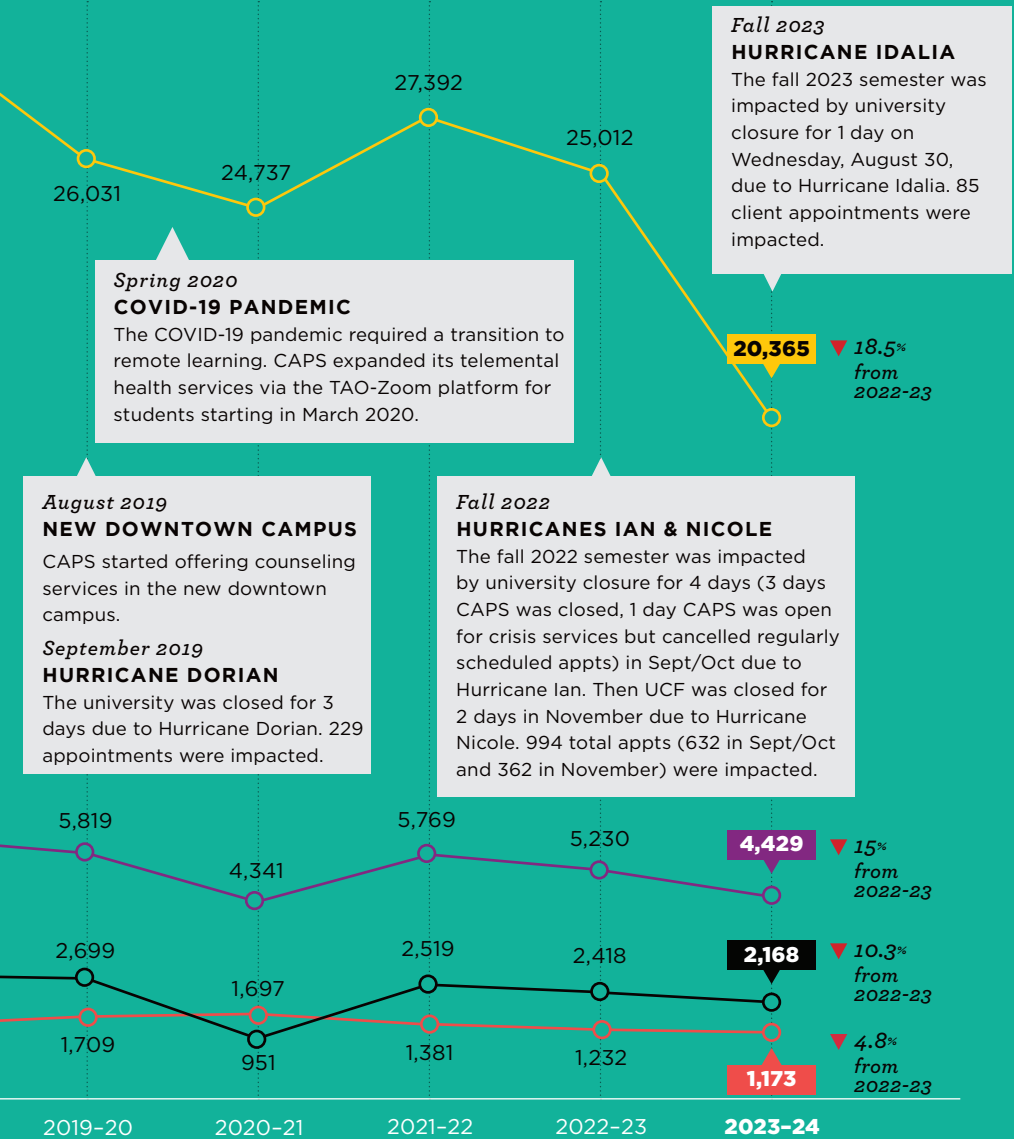
○ Appointments Provided during the Academic Year

○ Number of Students Served Per Academic Year



○ Number of Crisis-Related Appointments

○ Number of Students Served for Emergency Care

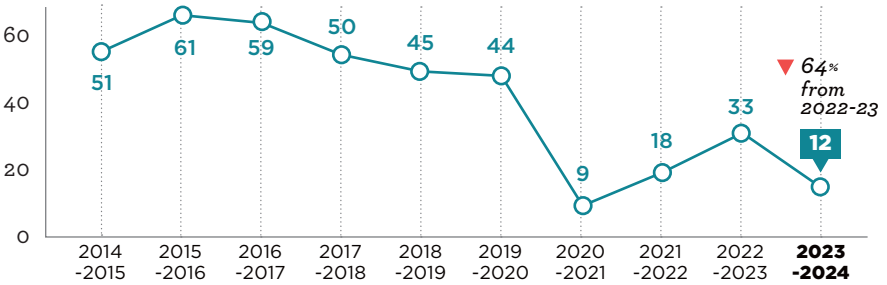


Risk Assessment and Management Procedures

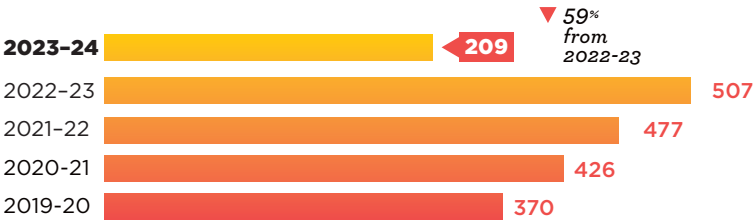
When students present with high risk, we take steps to mitigate the risk and promote safety for the student.

○ Number of Clients

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



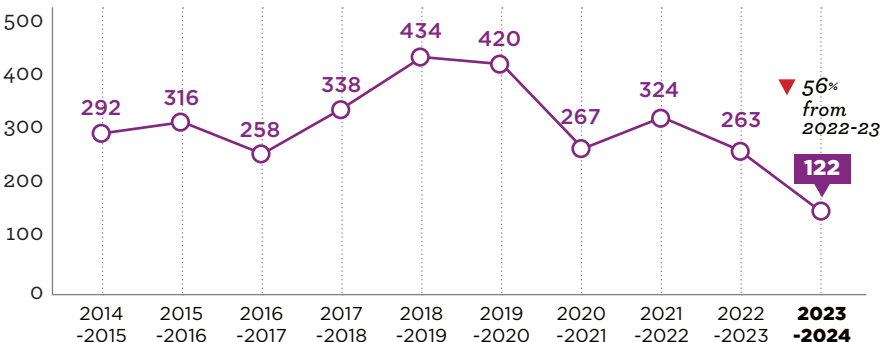
Referrals to Community



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.

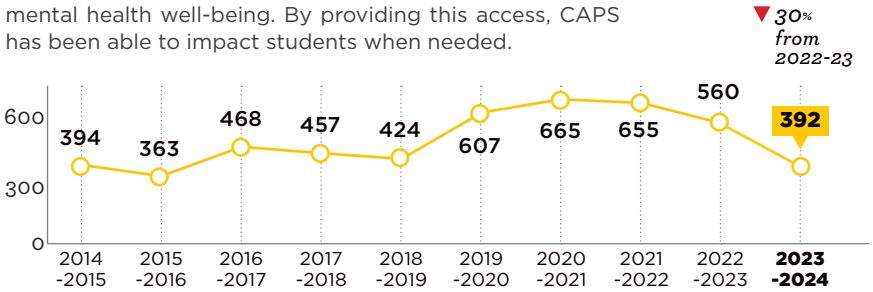
○ Number of Clients



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.

522
457 in 2022-2023

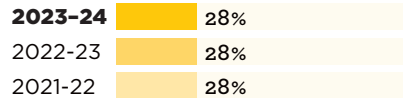
Most Common Presenting Concerns at Intake

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.

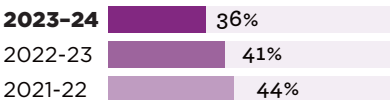
ANXIETY



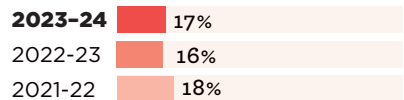
FAMILY



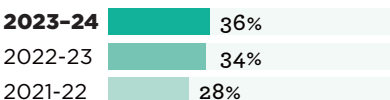
DEPRESSION



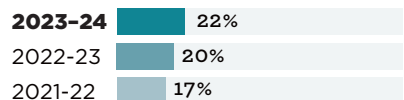
TRAUMA



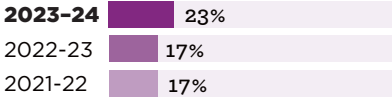
STRESS



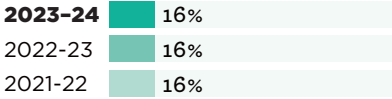
RELATIONSHIP PROBLEMS



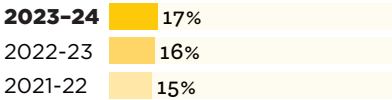
ACADEMIC PERFORMANCE



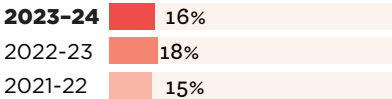
EATING/BODY IMAGE



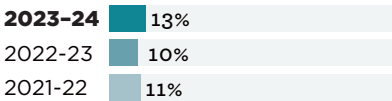
INTERPERSONAL FUNCTIONING



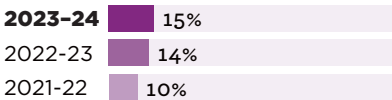
SELF ESTEEM/CONFIDENCE



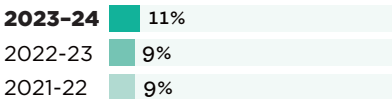
SLEEP



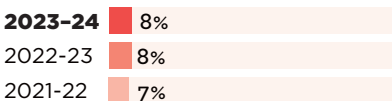
ADJUSTMENT TO NEW ENVIRONMENT



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 2,905 unique UCF clients with elevated distress after 2 sessions, and 1,824 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 96% of counseling centers in the national sample for clients whose initial distress was elevated. Only 4% of Centers have a higher significant change percentage

- *Percentile after two sessions*
- *Percentile after four sessions*

DEPRESSION



GENERALIZED ANXIETY



EATING CONCERNS



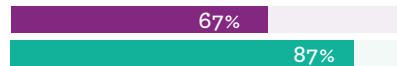
SOCIAL ANXIETY



FRUSTRATION/ANGER



ACADEMIC DISTRESS



ALCOHOL USE



Client Surveys

Overall, students that sought out CAPS reported positive outcomes on the Individual Counseling Evaluations (n=702).

99.9%

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.”*

89%

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

75%

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

72%

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

78%

said *“Through counseling I was able to address concerns related to academics”*

71%

said *“Through counseling, I was able to improve my academic focus”*

Client Comments about Individual Counseling

“Overall really good! I felt supported and listened to. It helped guide me through my last semester of undergrad. I enjoyed having that opportunity to talk things out when I needed to when I was feeling sadness or anger.”

“Genuinely the best thing to come out of my time at UCF.

With the support of my counselor I was able to improve my mental health leaving me more prepared to succeed in school. I always recommend CAPS to students when they are going through hard times or need extra support. All the staff I encountered at CAPS are professional and empathetic. I always felt welcomed and respected.”

“My experience was amazing! I loved my counselor, she always made it feel great and I was excited when I had a session. She helped me through my last semester before graduation. I loved her advice and made my days go by so much better. This experience helped me so much and I know will help others!”

“Alongside the standard support, they were also incredibly helpful with showing me additional campus resources that I would not have been able to find on my own. I believe these might be instrumental in getting me to a better place in terms of mental wellbeing.”

“My counselor is an extraordinarily insightful and knowledgeable counselor who has helped me immensely. I am so very grateful. UCF CAPS Counseling was a vital component of my success at UCF. Without it I may not have been able to manage so well. Please continue providing it to all OF UCF’s students It is vitally needed.”

GROUPS

75 Groups offered in 2023-24	431 Clients attended groups in 2023-24	2,317 Appointments attended in 2023-24
109 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

Group Evaluations

99%

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

97%

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

67%

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

70%

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

Client Group Comments

"My Group was a great way to meet new people while navigating my own identify.

My Group counselor, especially, is super amazing as she makes the environment welcoming and fun."

"My group therapists were both wonderful group facilitators who helped both myself and the others in our group feel comfortable being vulnerable in our shared space.

Being in this group was a personally fulfilling experience that helped me feel much more comfortable in my own skin that also encouraged me to slow down and be more mindful in everyday life."

"There are not enough words to express my gratitude for this group.

This is the first time I have actually been able to apply what I learned in therapy and identify the issues I have been struggling with subconsciously. I will be coming back in future semesters. Thank you!!"

"Group has been really really helpful for my mental health and my life as a whole."

"Thank you so much for hosting this!

I wish I really participated more and I am glad I attended. Everyone was great!"

Outreach

	<i>Appts</i>	<i>Hours</i>	<i>Ppl Served</i>
Total Outreach	418	467	15,719
CAPS Signature Events, Awareness Days, and Developed Programing	225	248	5,878
Programing Requested By Other Departments <ul style="list-style-type: none"> • Communication to the Public • Direct Liaison Support • Parent Orientation • Referral Developments • Requested Presentations and Tablings • Response to Acute Needs/Crisis 	193	219	9,841

Signature CAPS Programming	70	85.5	6,822
Field of Memories	4	4	130
Healthy Knight Expo	3	3	270
PAWS Event	9	14.5	779
Suicide Prevention (QPR)	14	18	405
UCF Orientation	33	37	5,131
Type 1 Diabetes	7	9	107

Social Media Impact (Facebook, Instagram, X (Twitter), and YouTube)	<i>Instagram Followers</i> 2,975	<i>Total Engagement</i> 138,238
Wellbeing Online Workshops (WOW)	<i>Workshops</i> 111	<i>Attendees</i> 1,702
Mental Health Online Platform Registrations	<i>TAO</i> 553	<i>Togetherall</i> 808

SIGNATURE PROGRAMMING HIGHLIGHTS

Paws-a-tively Stress-Free Events

Continues to be a huge success and beloved by students.

779 students in attendance

9 total events
(Main Campus & Downtown)

100% agreed or strongly agreed to "My mood was positively impacted." (n=376)

99% agreed that they were more likely to use CAPS services if needed. (n=507)

(All) Outreach Evaluation Comments:

"I found the opportunities to share helpful. It became immersive and I could actually apply the lessons to myself."

"I didn't know we could get free counseling at CAPS as a student."

"I liked how open the dialogue was about different topics. I also found the mindfulness part to resonate with me a lot and I'm excited to try the new tips I learned."

Downtown Specific Outreach

101 people attended Field of Memories Event

221 people attended Paws Event

25 people attended National Eating Disorder Awareness Event

"The aspect that I liked about this presentation is the fact that there were examples shown for the different ideas. It gave me a better idea of how each concept looks like in the real world."

WOW Workshops Growth

Academic Year	Total Attendance	Average Attendance (Fall & Spring)
Fall 2021 - Summer 2022	843	8.41
Fall 2022 - Summer 2023	1,510	13.37
Fall 2023 - Summer 2024	1,722	18.27

Training

6 *Trainees*

3 *Doctoral Interns*

UCF CAPS provided supervision and training to 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 presented a professional development workshop.

Trainees

GIANNA RENTERIA

University of Central Florida
Masters in Clinical Psychology
(GRADUATED)

MIRANDA HARRIS

Rollins College
Masters in Mental Health
Counseling
(GRADUATED)

KASSI WALKER

University of Central Florida
Masters in Social Work
(GRADUATED)

JACK DONNELLY

University of Central Florida
Masters in Clinical Psychology
(GRADUATED)

HAKEEM BASTIEN

Rollins College
Masters in Mental Health
Counseling
(GRADUATED)

CAYLEE-MAE WILLIAMS

University of Central Florida
Masters in Clinical Psychology
(GRADUATED)



Trainee Cohort from left to right:

Gianna Renteria, Miranda Harris, Kassi Walker, Jack Donnelly, Hakeem Bastien, & Caylee-May Williams



*Doctoral Interns pictured from left to right:
Morgan McCann, Rachel Boven, & Brooke Fenton*

Doctoral Interns

BROOKE FENTON, PSY.D.

Nova Southeastern University

Professional Development

Presentation:

“Clinical Significance of the Relationship between Major Depressive disorder and Traumatic Brain Injury”

(GRADUATED)

Completing Post-Doctoral Fellowship at a private practice

MORGAN MCCANN, PSY.D.

Wright State University

Professional Development

Presentation:

“Clinician Competency and Training Informed by the American Psychological Association Transgender Non-conforming 2015 Guidelines”

(GRADUATED)

Completing Post-Doctoral Fellowship at the University of Florida Counseling and Wellness Center

RACHEL BOVEN, PSY.D.

Florida Institute of Technology

Professional Development

Presentation:

“The Impact of Parental Divorce on College Students’ Interpersonal Functioning”

(GRADUATED)

Completing Post-Doctoral Fellowship at a private practice

SECTION 4

Staff Highlights

Licensure and Certifications:

The following staff successfully completed all the requirements of the state of Florida and obtained licensure or obtained certification in an area of specialization.



ELLEN COBLE,
LICENSED
PSYCHOLOGIST
September 2023



KATHLEEN KELLEY,
LICENSED MENTAL
HEALTH COUNSELOR
February 2024



IAN RAMOS LOPEZ,
LICENSED MENTAL
HEALTH COUNSELOR
September 2023



KRISTI LASH, LMHC
*Certified in EMDR (Eye
Movement Desensitization
Reprocessing) for trauma
processing*

National Conference Participation:



**ANNATOLEE
KING, PSY.D**

Dorsheimer, K., King, A., Stoebner-May, D. (2023). *ACCTA Annual Survey Data*. Association of Counseling Center Training Agencies (ACCTA) conference, Kansas City, MO.



**KAREN
HOFFMANN, PH.D.**

Diaz, F., Hofmann, K., Rotkiewicz, M., Trujillo, E., Vlach, E. (2023). *Elements of Excellence Program: Getting Back to Basics 2.0: Moving Beyond Fire Fighting to Actually LEADing your Center*. 74th AUCCCD Conference, Nashville, TN

Bosak, C., Diaz, F., Hofmann, K., Irvin, V., Ng, J., Singleton, K., Tomekowou, C., Yoakum, R. (2023). *Elements of Excellence Program: Surviving and Thriving as a New Director: An Introductory to Leadership Institute*. 74th AUCCCD Conference, Nashville, TN.

Chin, C., Hofmann, K., Tomekowou, C., (2023). *Elements of Excellence-Leadership 101: How to Feel like a Badass Director*. 74th AUCCCD Conference, Nashville, TN.

Bruns, C., Cook, C., Herman, M., Hofmann, K., (2023). *From the Training-Director to the Director Lens: How the evolving Landscape of college mental health impacts doctoral internship training*. 74th AUCCCD Conference, Nashville, TN.

Bodhi Wilson-Cathcart

2/25/2012 – 11/27/2023




Bodhi was the first registered therapy dog that worked at CAPS and the originator of the Paws program (which continues with our volunteer teams). Over his 11 years of service to UCF, he touched thousands of students' lives - comforting so many, making them smile and feel happier and safer in his presence. Bodhi was the friendly face that reduced student's apprehension to seek services and helped uplift the spirit of both students and staff. Bodhi had a zest for life and loved the simple pleasures, like rolling in the bushes and chasing skateboards. We will always remember his enthusiasm for belly rubs and his undying love for chicken and bacon. His love knew no bounds, and it is impossible to put into words how much he meant to us. He will forever hold a special place in our hearts.




Counseling and Psychological Services

UNIVERSITY OF CENTRAL FLORIDA

FOR MORE INFORMATION:

 WWW.CAPS.SDES.UCF.EDU

 407.823.2811

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COUNSELING AND PSYCHOLOGICAL SERVICES

P.O. BOX 163170

ORLANDO, FLORIDA 32816-3170

