

**DIVISION OF STUDENT AFFAIRS  
STUDENT COUNSELING SERVICES  
ANNUAL REPORT 2018-2019**

**I. MAJOR ACCOMPLISHMENTS/ACHIEVEMENTS/BRAGS FOR 2018-2019:**

- ✓ ***Another record-breaking year of outreach, education, collaboration, and growth of clinical and programming services!!***
- ✓ **M Stuttz** hired as Ft Mental Health Counselor.
- ✓ **A Raffield** hired as FT Administrative Assistant
- ✓ **All staff** participated in SAPD events, attended interview sessions, and a variety of University programs, **J Berry** chaired for Student Affairs Professional Development Committee.
- ✓ **Licensure:** All pro staff (4) maintained Licensed Professional Counselor (LPC) Licensure. Lynne Martin, Carmen Richter, & Jennifer Berry also maintained licensure as LPC Supervisors (LPC-S) in AL. Pro staff attended 24 on-site, and 22 webinar trainings.
- ✓ **Certifications:** Lynne Martin - Alcohol & Drug Counselor Certification (ADC)
- ✓ **Hosted & Supervised** 3 Masters Intern Students FA18 and SP19 (Collaboration with UNA Counselor Education Department)
- ✓ **Campus-wide Awareness events** – Co-Sponsored “Feel Good Naked Week”, Depression Awareness activities with The Women’s Center.
- ✓ **Psychoeducational Group Programming:** Title IX/ Bystander Trainings, Disordered eating, Stress Management, Healthy relationships, Military stress, departmental workshops.
- ✓ **Collaboration** with Colleges of Nursing and Education to implement regular early intervention programming for students transitioning into the programs and those preparing for Internships and clinicals was continued.
- ✓ **New Programming** developed and implemented (FA18 & SPR19) for specialized orientation for College of Education Interns, **J Berry** began using IPT (Interpersonal Therapy).
- ✓ **Collaboration** with UNA Athletics & UHS for protocols to support & intervene with student athletes with disordered eating issues. **J Berry** served on the multi-disciplinary team for student & staff support, decision-making, and intervention.
- ✓ **J Berry** completed research project to study new treatment approach for Binge Eating & Bulimia Disorders, Trained to be a facilitator for the Choices Program for 8<sup>th</sup> graders.
- ✓ **J Berry** Aug, 2018 – Trained non-profit ministerial program to facilitate support groups, Provided in-service program “HALT Stress” to teachers at a local private school, Facilitated Choices program in 2 local middle schools.
- ✓ **L Martin:** Title IX Advisory Committee, Disability Support Services Advisory Committee, C.A.R.E. Team consultant, S.O.A.R. Advisory Committee.
- ✓ **M Stuttz** attended College Prevention Network Summit (“CPN”- EverFi), New Orleans, LA.
- ✓ **M Stuttz** created **C.H.A.N.G.E. U.** curriculum specific for students with AOD issues.
- ✓ **L Martin** completed benchmarking submission of EBI/Skyfactor for SCS May, 2019.
- ✓ **L Martin developed plans for renovation of first floor Rice Hall during FA18. Renovations were completed SPR19 & move completed May 13-17, 2019.**

## II. REVIEW AND UPDATE ON YOUR 2018-2019 GOALS LISTED

**\*\*Long Term Goal for relocating SCS to an adequate facility in place since 2014-15 was completed May, 2019.**

### ***Annual Short Term Goals:***

1. Upgrade Titanium Schedule [Electronic Record (ER)] – *Expected completion Summer, 2019*
2. Upgrade technology & its use in SCS processes (ER specific) –*Expected completion, Summer 2019*
3. Office manuals (Review & Revise) – *Some progress, but not completed*
4. Establish SCS Office Hierarchy – *Not completed*

*Goals 1 & 2 are tied to the relocation which was delayed to the end of Spring Semester. Goals 3 & 4 will be carried over to FY19-20.*

## II. THE FUTURE

### **A. List two things that would move the needle for your area in the next five years.**

1. **Increased Staffing:** SCS falls below the IACS recommendation for Counselor: Student ratio which is 1:1000-1500. Also, there will likely be a need for increased staffing targeted at improving diversity of Counselors and for specific programming needs such as group therapy, facilitating online therapy support modules, telemental health programming, etc. This will mean a larger budget for some parts of the changes, but continued collaboration with UNA's Department of Counselor Education for use of Masters Intern students can supplement staffing with Supervision.
2. **Increased Funding:** To support increased staffing and the administrative needs that will accompany the addition of Licensed clinical staff. As clinic demand and the size of the staff increases, administrative support staff time will need to increase.

### **B. What are the challenges/factors that would prevent/ have prevented these initiatives from being accomplished?**

With the relocation of SCS to the first Floor office suite in Rice Hall, we now have the space to implement many changes, but will continue to be limited by availability of sufficient staff. Financial limitations now stands as the on-going challenge for growth to meet the rising demand for mental and emotional health services for students.

## II. DEPARTMENTAL GOALS FOR 2019-2020

### 2018-2019 Annual Goals will carry over to 2019-2020:

1. **SUM19** - Upgrade Titanium Schedule (ER) -Goal is to add web component and move even closer to "paperless" office
2. **SUM19** -Upgrade technology & its use in SCS processes (EHR specific) -Goal is to add laptops or tablets for student use at Intake and CCAPS.
3. Establish group therapy schedule -Goal is to offer thematic groups based on Counselor input and student recommendations from Student Surveys of SPR19.
4. Office manuals (Review & Revise) -  
To include SCS P&P, Office Procedures, Training manual for Practicum & Internship students, forms, etc.
5. Establish SCS Office Hierarchy - To review and revise all Job Descriptions -  
For pro staff, this will establish Assistant Directors to oversee Clinical, Outreach, and Training. Will also include evaluation of needs in office management regarding possible for additional Administrative Assistant.

#### IV. SCS-SPECIFIC DATA/USER STATS ANNUAL COMPARISON

##### A. SCS Services Stats Comparison (Services Completed)

SERVICE	2013/14	2014/15	*2015/16	+2016/17	+ 2017/18	+2018/19
<b>Intakes (Completed/Scheduled)</b>	179	240	313	336/436	343/470	<b>328/454</b>
<b>Psycho-Ed Groups</b>	31	61	47	48	50	<b>51</b>
<b>Individual Counseling (Completed/Scheduled)</b>	1120	1397	1851	1978/3033	1742/2626	<b>1839/2617</b>
<b>Walk-In/Crisis Intervention</b>	20	43	63	52	51	<b>36</b>
<b>Campus-Wide Activities</b>	14	18	19	20	33	<b>42</b>
<b>Therapy Groups (new as of SP19)</b>	-	-	-	-	-	<b>1</b>
<b>Supervision Given</b>	0	49	35	36	21	<b>102</b>
<b>Treatment Team / Planning</b>	19	31	38	44	32	<b>34</b>
<b>New Psychiatric Evals</b>	59	59	94	67	31	<b>29</b>
<b>Follow-Up Med Monitoring</b>	111	165	298	370	205	<b>130</b>
<b>CARE Team New Reports</b>	N/A	29	75	N/A (University Case Mgr in place)		
<b>#Issues Identified/CARE Team (Ongoing Cases)</b>		51/10	109/40	N/A		

\***2015-16** was a pivotal year in SCS. Complaints related to anxiety hit an all-time high, and diagnostically anxiety topped depression (Mood Disorders) for the first time ever. Note the spike in Crisis Interventions (students walking into the Center as self-identified crises. (63). New Psychiatric Evaluations also hit an all-time high.

+As a result of the 2015-16 year, SCS staff made clinical adjustments to shorten the Intake forms and appointment times attempting to shorten call-to-appointment time. Closeness of the stats for 2016-2019 indicate that the Center has reached service capacity. The drop in Psychiatric Services stats for 2017-2019 was due to the Contracted FNP dropping to half-time work at RCMH. Students with insurance in place were referred to community providers, local or home.

## B. SCS CONTRIBUTION TO UNA STUDENT RETENTION, PERSISTENCE, AND COMPLETION

### 1. Student-Client Semester Surveys:

During the last month of Fall & Spring Semesters, we ask for completion of a quick survey from our student-clients. We receive valuable feedback & comments in several areas. We are especially proud to provide positive impact in the area of academics and support:

- Of those students who reported *struggling academically when coming to SCS*, **78%** reported that *Counseling helped them “improve studies, class attendance, & grades”*.
- **99%** stated they *“would recommend Student Counseling Services to their friends”*.

### 2. Graduation “Touch” Stats:

Each Spring Semester since May, 2017, we have manually cross-referenced Graduation lists with the client list in our electronic record to count graduating students who had been seen for Individual Counseling while at UNA. Because students in “online only” programs do not pay the Health Fee those numbers were deducted from the total number of graduates.

<b>Graduation Date:</b>	<b>% Graduates Touched</b>
<b>May, 2017</b>	<b>13.9%</b>
<b>May, 2018</b>	<b>18.37%</b>
<b>May, 2019</b>	<b>12.73%</b>