The University of Colorado Denver
Student and Community Counseling Center

Annual Report
2007-2008
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Executive Summary

The UCD Student and Community Counseling Center had a busy and successful 07/08. In addition to continuing our core services and providing quality counseling for increasing numbers of UCD students, we took on some new challenges. The Counseling Center took a leadership role in forming a working group in response to the Virginia Tech tragedy. The group, called SMART (Student Mental Health Awareness and Response Team), was initially funded by the Division of Student Affairs. The focus of the group was the implementation of mental health and safety education, awareness, training and consultation. The group established its core focus: to increase our campus community’s awareness of and caring response to any one who is in mental health distress and who needs support and help.

We also focused on the consolidation of mental health services with the Health Sciences campus. Further we initiated and launched outreach mental health services on site to meet the needs of Campus Village residents and staff. These included trainings, workshops and screenings related to mental health. We also planned and implemented a substantial upgrade of our counselor training technology, resulting in a technological state of the art counselor training lab. What follows is a summary of our activities, accomplishments and goals which are further detailed in the body of this report.

Data Summary of Activities

Provided 582 UCD students with 3447 counseling sessions and 515 intake sessions. The 582 represents an 15.5% increase over last year.

Provided a total of 369 clients (DPS students and community) with direct counseling for a total of 1808 sessions. This number represents a 4% total increase in clients seen over last year.

69% of our clients were UCD students; 20% were general community members and 11% were DPS students and their families.

Approximately 30% of all clients were non white and 43% of DPS clients were non white.

The four top presenting treatment issues for all clients were: relationships, depression, family, and anxiety in that order.

Client satisfaction evaluations revealed that 96% of our clients rated our services as excellent or good.

Major Accomplishments 07/08

- Counseling Center featured for the School of Education and Human Development Editions Article “transforming lives” to be published in Fall 2007
- Formed Student Mental Health Awareness and Response Team (SMART)/Proposal for new institutional program and positions were funded through student affairs. Received $10,000 in funding from the Division of Student Affairs for SMART
- Participated in Health Science Center consolidation plan
- Completed technology upgrade in training clinic
- Worked with campus village by training the CA’s and providing student oriented mental health prevention programming
- Featured on channel 9 news (June 8, 2008) highlighting our partnership with DPS
- SMART committee’s proposal for two new positions was permanently funded
- Doubled our productivity in LD and ADHD testing and documentation services
**Major Goals for 08/09**

- Assign liaisons to the students of color and other student groups
- Revise the guidelines for multicultural counseling
- Explore feasibility of undergrad course for credit: Peer counseling program
- Obtain Psychiatric Services in the Clinic in collaboration with the health sciences and department of psychiatry
- Revise Summer Practicum Structure
- Pursue grant funding for research and programming focused on psychological variables related to student persistence and success.
- Explore need and feasibility of a campus-wide after hours mental health crisis on call service
- Advocate for increased staffing as requests for service continue to rise
- Participate in UCD’s strategic planning process
- Design and implement family intake

**Three Missions, One Goal: Quality**

1. **Service to UCD Students, Faculty, and Staff**

   We, at the UCD Student and Community Counseling Center, (hereafter referred to as "the Center"), believe that students’ successes are dependent on their emergence as whole human beings, and dedicate ourselves to delivering the best possible help and guidance. We act in partnership with the mission of the University to enhance students’ optimal educational experiences so that they may face "the challenges of an urban environment." The staff of the Center also serve as experts and consultants to UCD faculty, staff and parents regarding the mental health needs of students. All students receive a service benefit of one (1) intake session and ten (10) additional counseling sessions at no cost. Students may continue beyond the 11th session on a fee for service basis based on income. Students have the option of being seen by one of our licensed professional staff (in this case, sessions are limited) or one of our student counselors on an unlimited basis. Students may wish to transfer to a student counselor when they have reached their session limit with a staff counselor. These benefits are renewed on a yearly basis. The Center staff is available to help with campus mental health emergencies as well as urgent consultation about troubled students and staff. Staff is also available for classroom and department in-services on a variety of topics related to college students and mental health. Further, the staff will provide a one-time personal counseling/consultation for any CU Denver faculty or staff. The focus of the consultation is assessment and referral to appropriate resources.

2. **Service to the Denver Area Community**

   The Center provides low cost or no cost mental health and counseling services to students and families in a partnership with the Denver Public Schools. We also provide low cost services to any community member who qualifies for our services. Many of our clients would otherwise go without the benefit of mental health services. Several private and public community agencies refer clients to our Center.

3. **Service to CPCE student training**

   The Center is part of the professional training program in the Division of Counseling Psychology and Counselor Education at UCD. The Center serves as the “in house” clinical training site and research center. All CPCE students are required to complete a one semester practicum experience in the Center as a graduation requirement for their master’s degree in counseling psychology. As a clinical training site, the Center provides opportunities for Master’s level practicum and internship students to deliver supervised, quality services through different modes of treatment including; individual, couple, family and group counseling under the supervision of qualified clinicians and faculty members. The Center boasts state of
the art training technology and live supervision of every trainee’s counseling session. As a research center, this site provides opportunities for research that can improve our understanding of the counseling process and efficacious, multicultural competent training practices.

**Philosophy**

The staff at the Center ascribes to a health-oriented, strength-based, culturally competent model of counseling and values an integration of diverse theoretical modalities. Our staff also responds to the developmental challenges which individual and family clients face.

**Quality of Services**

The Center is committed to offering high quality counseling services to clients on a restricted basis. The Center employs three licensed clinicians and a Director who is also licensed. All professional staff carry a caseload of UC Denver student clients. As a training facility, the Center has a limited number of carefully selected, advanced masters students who deliver faculty-supervised services to UCD students and community clients. The Center operates on a walk-in, referral, and appointment basis. All clients are screened for ability to benefit from the counseling services provided by the Center. The Center maintains a continuous quality assurance program and client satisfaction program. Results of client satisfaction surveys are included in the data portion of this report.

**Limitations of Services:**

The Center is not able to provide 24-hour care; therefore, the Center provides appropriate referrals to individuals whose presenting problems and/or needs for crisis intervention are beyond the scope and expertise of staff and range of services provided. Examples of clients who are referred to other resources include those who need in-patient substance abuse treatment, who are acutely suicidal, homicidal, psychotic or gravely disabled or who are in need of more intensive treatment and continuity of care. In these cases, supervisors refer to the appropriate agencies. Services involving a legal matter such as a forensic assessment or child custody evaluation are also referred to other agencies.

**Range of Services:** The Center provides a range of mental health services. These include:

1. Individual, Couple, Family and Group Counseling
2. Consultation and Outreach
3. Limited Crisis Intervention
4. Assessment, Testing, and Report Writing for learning disabilities and ADHD for the purposes of academic accommodations for UCD students only
5. Prevention Programming

Each of these aspects of service delivery will be detailed with relevant statistical data.

**Individual, Couple, Family and Group Counseling**

The Center provided 69% of counseling services to UCD students, 11% to Denver Public School students, and 20% to clients from the Denver Community. UCD students receive 10 free sessions per fiscal year. DPS students receive a one-time allotment of ten free sessions, which may be used for individual or family therapy.

The Center provided counseling services to a total of 582 UCD students seen for a total of 3447 counseling sessions including 515 intake sessions.

The Center provided direct counseling services to a total of 228 Community clients for a total of 983 counseling sessions including 206 intake sessions.
The Center provided direct counseling services to a total of 141 DPS clients for a total of 547 counseling sessions including 132 intake sessions.

| Service Hours Delivered to Student and Community Clients (2000-2008) |
|-----------------------------|-----|-----|-----|-----|-----|-----|-----|
|                            | 00-01 | 01-02 | 02-03 | 03-04 | 04-05 | 05-06 | 06-07 | 07-08 |
| **No. of Student Clients**  | 228   | 282   | 395   | 393   | 474   | 456   | 504   | 582   |
| **No. of hours of service (including intake)** | 1940  | 2610  | 2781  | 2755  | 3571  | 3465  | 3274  | 3962  |
| **No. of Community Member Clients** | 171   | 193   | 297   | 339   | 336   | 296   | 355   | 369   |
| **No. of hours of service (including intake)** | 832   | 746   | 2098  | 2360  | 2010  | 1698  | 1808  | 1868  |

<table>
<thead>
<tr>
<th>Service Hours Presently Delivered to UCD, DPS, and Community Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2007 – 2008</strong></td>
</tr>
<tr>
<td><strong>Number of UCD Student Clients</strong></td>
</tr>
<tr>
<td><strong>Number of hours of service (including intake)</strong></td>
</tr>
<tr>
<td><strong>Number of Denver Public School Clients</strong></td>
</tr>
<tr>
<td><strong>Number of hours of service (including intake)</strong></td>
</tr>
<tr>
<td><strong>Number of Community Member Clients</strong></td>
</tr>
<tr>
<td><strong>Number of hours of service (including intake)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Service Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2007 – 2008</strong></td>
</tr>
<tr>
<td><strong>Total Number of Clients</strong></td>
</tr>
<tr>
<td><strong>Total Number of hours of service (Including intake)</strong></td>
</tr>
</tbody>
</table>

**Client Contact Hours**

The following graph shows the percentages of contact hours delivered to community clients and student clients. UCD student clients comprise 69% of the Center’s total clientele. UCD students are given priority when the Center is operating at capacity.
The Client Type

The clinic provides a variety of modalities to our clients. Most UCD and community clients come in for Individual Adult counseling. Whereas, Denver Public School Clients primarily come in for family (54%) or individual child (40%) counseling.

![Client Type - All Clients](image1)

The Client Profile

More females than males are served by the Center in both the student clientele as well as the community clientele.

The clinic provides services for a variety of age groups. Clients between the ages of 22-29 years of age represented the largest age group.

The average age of student clients was 26 years old.

![Client Gender](image2)

![Clients by Age Group](image3)
Below represents the percentage of clients from different ethnicities. Where ethnicity was reported, non-white clients constituted 30% of the all clients served.

Where ethnicity was reported in community clients, non-white clients constituted 25% of the all clients served.

Where ethnicity was reported in UCD clients, non-white clients constituted 29% of the all clients served.

Where ethnicity was reported in DPS clients, non-white clients constituted 65% of the all clients served.
The UCD Client Profile

The breakdown of UCD clients (graduate and undergraduate) is represented in the following table:

![UCD Student Client Type Pie Chart]

<table>
<thead>
<tr>
<th>Client Treatment Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student and Community Clients come to the Center looking for help with a variety of treatment issues. Overall, the top three issues for clients were: relationships, depression and families.</td>
</tr>
</tbody>
</table>

![Treatment Issues Bar Chart]
Client Evaluation and Satisfaction Data

Clients served during Summer of 2007, Fall of 2007, and Spring of 2008 semesters were asked to complete a feedback of services form about their experience at the Counseling Center. One hundred and twenty questionnaires were collected. Overall the responses were very positive. Of those surveyed an average of 95.7% rated our services as excellent or good in all categories.

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How would you rate the quality of services which you have received?</td>
<td>64%</td>
<td>32%</td>
<td>4%</td>
<td>0%</td>
<td>120</td>
</tr>
<tr>
<td>2. Has this counseling experience given you a better understanding of your circumstances, areas of strength and areas to work on?</td>
<td>65%</td>
<td>31%</td>
<td>4%</td>
<td>0%</td>
<td>119</td>
</tr>
<tr>
<td>3. How supported did you feel by your counselor?</td>
<td>Very</td>
<td>Somewhat</td>
<td>Little</td>
<td>Not at all</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>90%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
<td>118</td>
</tr>
<tr>
<td>4. To what extent has our clinic met your needs?</td>
<td>All</td>
<td>Most</td>
<td>Few</td>
<td>None</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>35%</td>
<td>57%</td>
<td>8%</td>
<td>0%</td>
<td>117</td>
</tr>
<tr>
<td>5. To what extent do you feel that you are working in a joint effort with your counselor?</td>
<td>Definitely</td>
<td>Somewhat</td>
<td>Not really</td>
<td>Not at all</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>76%</td>
<td>21%</td>
<td>3%</td>
<td>0%</td>
<td>119</td>
</tr>
<tr>
<td>6. How satisfied are you with the amount of help you have received?</td>
<td>Very satisfied</td>
<td>Satisfied</td>
<td>Little satisfied</td>
<td>Not satisfied</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>54%</td>
<td>36%</td>
<td>4%</td>
<td>0%</td>
<td>116</td>
</tr>
<tr>
<td>7. Have the services you received helped you to deal more effectively with the life challenges you have explored in counseling?</td>
<td>Definitely</td>
<td>Somewhat</td>
<td>Not really</td>
<td>None at all</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>63%</td>
<td>28%</td>
<td>9%</td>
<td>0%</td>
<td>113</td>
</tr>
<tr>
<td>8. Would you recommend this clinic to a friend in similar circumstances as you were in?</td>
<td>Definitely</td>
<td>Somewhat</td>
<td>Not really</td>
<td>None at all</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>90%</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
<td>114</td>
</tr>
<tr>
<td>9. How satisfied are you with the services of the front desk staff in person and over the phone?</td>
<td>Very satisfied</td>
<td>Satisfied</td>
<td>Little Satisfied</td>
<td>Not Satisfied</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>65%</td>
<td>33%</td>
<td>2%</td>
<td>0%</td>
<td>115</td>
</tr>
<tr>
<td>10. If you were to seek help again, would you come back to our clinic?</td>
<td>Definitely</td>
<td>Maybe</td>
<td>I don't think so</td>
<td>Definitely not</td>
<td>Participants</td>
</tr>
<tr>
<td></td>
<td>86%</td>
<td>12%</td>
<td>2%</td>
<td>0%</td>
<td>114</td>
</tr>
</tbody>
</table>

Feedback
The past six months have been very rough for me. Counseling gives me a chance to express myself and to open up my inner self. Not many listen when I speak, but counseling allows me to open up myself and share my thoughts.

The staff is very thoughtful, friendly and supportive. This has definitely helped my granddaughter with more effective ways to express herself. I would definitely recommend services.

This is such a wonderful resource for students and the community. This is my first time using counseling as a stress management tool and I am very satisfied with the results thus far. Thanks!

I couldn't explain if asked, but somehow counseling once a week has really helped me deal with my life and put things in perspective so that I wouldn't freak out so much and so often. Thank you for all your support!
Client Aid

To help provide counseling services to individuals and families who are experiencing a financial barrier to affordable mental health care the clinic purchased 25 bus passes for the 2007 – 2008 year.

Assessment and Testing

Students who are seeking accommodations (un-timed testing, etc.) through the Office of Disabilities, usually need to provide documentation of a disability from a licensed psychologist. The assessment and report can cost up to $1500 through a private practice psychologist. Currently, the Student and Community Counseling Center is the only resource on campus for securing testing and report writing. Historically, the demand for services has far surpassed the capacity.

In response to this need, we have a licensed, part time staff psychologist and two doctoral level psychology students from the University of Denver to meet the requests for services. For the 2007-2008 year, we were able to secure in additional funding to offer testing during the summer semester. Funding for testing is covered by clinic funds and resulting revenues (approx. $250.00, depending on the assessment).

During the 2007-2008 academic year we completed Learning Disability/ADHD evaluations, for a total of 25 students. This was a 108% increase in testing cases from the previous year (2006-2007: 12 full evaluations).

Student Training

The Center is the Practicum and an Internship Training Site for the Division of Counseling Psychology and Counselor Education. Our Practicum experience meets the CACREP requirements for supervised clinical training. All student counselors receive individual, group and live supervision on their clinical work.

During the 2007-2008 year, the Center provided training for 45 Practicum Students, 11 Counseling Interns, and 2 Doctoral Assessment Externs from the University of Denver.

The Center staff hosts at least one “town meeting” per semester to check in with trainees regarding their training experience and to solicit suggestions for improving training as well as Center practices and procedures. Many of the trainees’ suggestions have been implemented. In addition, upon completion of practicum we ask each trainee to fill out an extensive evaluation of their individual supervisor and the practicum experience as a whole.

The Center requires that all trainees demonstrate baseline competency in a wide range of measurable clinical, professional and ethical skills and behaviors as well as multicultural competence as a requirement for completion of practicum or internship. Trainees who are unable to demonstrate competence in any aspect will extend their training until standards are met.

Trainees and staff had the opportunity to participate in the following on-site workshops:

• School Counseling Seminars
• Weekly “Case Consultation” Group
• Play Therapy with Children
• Sand tray Therapy with Children and Adults
• Mandela workshop at Campus Village
• Eating disorders
• Challenges of being a foreign student
• Adventure careers
• Stress management
• Treatment of depressed clients
• Working with clients on loss issues
• Art therapy presentation
• Substance abuse and other addictions: A strength based approach
• Counseling transgendered clients
• Incorporating dialectical behavior skills training with clients

**Professional Staff Training and Development**

Staff professional development included participation in the following workshops:

• Ongoing Spanish language lessons to better serve monolingual clients
• American Psychoanalytic Society conference
• American Psychological Association State Leadership Conference
• BAO initiation
• Campus-wide emergency response planning team
• Child Abuse reporting workshop by Denver Social Services
• Clinic Staff Retreat
• Colorado/Wyoming Counseling Center conference
• CPCE Diversity Retreats
• Denver Psychoanalytic PTP program
• Dialectical Behavior Therapy
• Domestic Violence & Substance Abuse training
• Ethics Conference
• Gary Pavela’s “Teaching Troubled Students: Campus Policy and Threat Assessment”
• GLBT workshop
• Jane Elliot’s “Brown Eyes/Blue Eyes” Presentation
• Motivational Interviewing
• New Student Multicultural Orientation
• New Student Orientation Committee
• Ongoing Spanish language lessons to better serve monolingual clients
• Play Therapy
• RMACES Conference
• Rocky Mountain Aces
• Safe Zone Training
• SEHD Strategic Planning: 15 hours
• Student Abroad Emergency Response Team
• TRIO workshop students with disabilities 2 hours
• Workshops at the Denver Psychoanalytic Society: women’s sexuality, transference/counter transference, the difficult patient and termination

**Professional Staff Leadership**

The Center staff has taken a leadership role both on campus and in the community.

**Lorrie Schroffel, MSW**
Clinical Social Work society and Denver Psychoanalytic society, member

**Cindy Wang, PsyD**
Colorado Psychological Association Board, At-Large Member
Society for the Advancement of Multiculturalism and Diversity (SAMD), President
Ruth Possehl, LPC  
BAO, Clinic faculty Representative  
Doctors of the World –Human Rights Clinic, Volunteer  

Christine Casey Perry, LPC  
CPCE multicultural class, Guest Speaker  
Doctors of the World, Volunteer mental health assessor  

Patricia Larsen, PsyD  
BAO Honor Society, Keynote Speaker  
SMART (Student Mental Health Awareness and Response Team), Chair  
Dealing with Distressed and Difficult Students, Co-presenter  
Rocky Mountain Association of Counselor Educators, Co-presenter  
Student Abroad Emergency Response Planning Group, Member  
Emergency Management Operations Group, Member  
Emergency Response Team, Member  

Outreach  

The UCD Counseling Center provided approximately 613 hours of outreach activities to UCD students, faculty and staff.  

Outreach and Consultation  

The Center provides outreach and consultation services to the UCD campus and the Denver Community on an ongoing year-to-year basis. The highlights of this year’s outreach activities include:  

- Consultant to Undergraduate Experience and Early Alert Program; identifying students with mental health issues  
- Enhancing the North Classroom bulletin board  
- Individual consultations with faculty and staff  
- Meetings with campus directors regarding student safety  
- Newspaper article/ad for Metro Denver Urban neighborhood newspaper (see appendix)  
- Participating in all campus mental health screenings  
- Participating in all new student and parent orientations  
- Presentation to UCD daycare  
- Rosa Parks luncheon  
- Speaking in several classrooms in the English department  
- Staffing weekly outreach tables  
- Updating Clinic referral book  
- Various trainings for the Community Assistants at Campus Village  

Specific aspects of outreach/consultation are:  

A) The Center has established partnerships with several on campus departments and organizations including Disability Services, International Students’ Office, Office of Student Life, Student Health Services, and the Auraria Campus Police and Security Division. We have coordinated counseling services and provided educational and consultative services for Disability Services, Office of Student Life, Advising Center, International Student Center, Asian, Black, Hispanic and American Indian Student Services, Career Center, Orientation, GLBT Services, Pre-collegiate Services, The Auraria Student Health Center and Student Government. The campus police and the Center work together in dealing with client emergencies. In
addition, the Center has established collaborative relationships with several UC Denver academic departments.

B) The Center has participated in the following programs:

- Auraria Campus Fall Fest
- Auraria Campus Spring Fling
- Auraria Health Advocates Smoking Cessation Initiative
- Co-sponsored workshops for students provided by Black Student Services
- GLBT Office and events including High Tea and Receptions
- National Eating Disorder Awareness Week
- National Alcohol Screening Day

C) Outreach Tables
The Center staffs an outreach table in the North Classroom on a weekly basis. Center staff talks with interested students, provides written material on mental health issues and services, and provides mental health screenings for: depression, eating disorders, anxiety, substance abuse, relationship problems, post traumatic stress disorder, and obsessive compulsive disorder.

D) Website
The Center maintains a website describing services and providing links to other mental health resources including “virtual” mental health pamphlets. From the website, students are also able to email the Center with questions about services and mental health.

E) Bulletin Board
The Center maintains a bulletin board on the main floor of the North Classroom building. Efforts were made this year to enhance and upgrade the aesthetic appeal of the board, as well as to keep information about Center events and services readily available to students.

H). Denver Public Schools
The Center continued to build on our partnership with Denver Public Schools. The effort included maintaining personal contacts with key administrators, mailings, emails, phone calls. We continue to receive a large number of referrals from the Denver Public School system.

**Marketing Data**
Clients came from a variety of sources, but most were referred by our banner in the Tivoli and North Classroom as well as our website.
Crisis Intervention

The Center staff consults with on campus mental health crises and emergencies. In the past year activities have included:

- Child abuse reporting
- Emergency phone consultations
- Formation of campus wide Student Mental Health Awareness and Response Team (SMART)
- Response to Virginia Tech
- Suicide and behavioral risk assessments
- Walk-in emergency clients

Student Mental Health Awareness Response Team (SMART)

As a response to the Virginia Tech events, the SMART (Student Mental Health Awareness Response Team) began meeting in April 2007. The committee is chaired by Dr. Pat Larsen and includes the following members: Obe Hankins, Khushnur Dadabhoy, Manuel Rupe, Jim Tydings, Doug Kasyon, Larry Lofton, Peggy Lore, Lisa McGill, Mary Chavez Rudolph, Ellen Stevens, and LeThi Cussen.

The mission of the committee is to create a campus climate that is aware of and addresses mental health issues. The three primary objectives are to:

1. Identify and disseminate information about campus resources and services relevant to students

2. Educate students, staff, faculty about how and when to access services and resources (myths and realities around laws and policies, teach campus members warning signs of students, faculty, staff who may be in mental health distress and need help) and skills to talk directly with each other about our concerns.

3. Form an ongoing students of concern group. The group will provide a centralized service where all campus staff, faculty, and students can report any student who appears to be in distress.

Campus Village

This year, the Counseling Center has devoted a approximately 15 hours per week of staff time to programming and training in Campus Village. We have:

- Developed a training program for the CA’s focused on mental health problem recognition and response
- Developed and presented mental health programming to campus residence
- Maintained ongoing visibility of our services with weekly outreach tables, flyers and a staffed “listening post”
- Served on two different work groups to develop an implement a crisis intervention/emergency response protocol for Campus Village
- Provided ongoing mental health consultation for all matters related to the mental health and crisis intervention involving the residents

Clinic Accomplishments for 2007-2008

The Center continued to provide a high volume of quality counseling, outreach, consultation and planning to the Downtown campus and the Denver community. This section highlights 2007-08 department accomplishments:
• Created Continuity of Operations plan
• Continued SMART activities; launched campus wide awareness, secured funding and created job requirements for new position that includes overseeing SMART, created consultation/engagement group.
• Launched training lab technology upgrade in Spring 2008
• Created and implemented Couples intake
• Revised and implemented Child intake
• Participated in annual faculty multicultural competence retreat
• Worked with Health Sciences center to try and obtain psychiatric services.
• Secured additional funding to provide testing services during Summer 2009
• Secured funding for equity increases for staff clinicians
• Provided DBT training/workshop to practicum students
• Center’s services highlighted on 9 news
• Participated in Emergency Management Operations Group and Emergency Response Team
• Presented ice breaker and center overview at new student orientations
• Highlighted in the Fall 2007 Edition
• Collaborated in Study Abroad Crisis plan
• Read the book, Why are all the black kids sitting together in the Cafeteria
• Revised Summer Practicum Structure
• Submitted the Children and Families of Promise Grant
• Staff completed specialized training on GLBT issues with an emphasis on counseling the Transgender.
• Consulted with Undergraduate Experience committee to revise the early alert system so that faculty can more easily identify students who might benefit from counseling intervention.

**Clinic Goals for 2008-2009**
Our overall goal is to remain sensitive to the multicultural needs of our clients and staff. In addition, we will remain flexible and responsive throughout the academic year.

• Create and implement family intake
• Expand (to include Summer) assessment services to met the needs for testing and documentation of learning disabilities for UCD students
• Switch to energy efficient processes to “Green” up the clinic
• Investigate possibilities of bridging with DPS to provide funding transportation to low income clients/families
• Create and facilitate First Year Experience seminar
• Reiterate need for psychiatric services from Psychiatric Department
• Continue to advocate for increased staffing due to a steady trend of increased utilization of services by UCD students
• Participate in weekly case consultation meetings for professional staff
• Update resource list
• Increase marketing efforts by creating new banners and other strategies to be outlined in the fall
• Explore options and needed resources to implement 24hr crisis on call system
• Participate in UCD policy establishment for high risk students
• Explore need and feasibility of instituting an after hours mental health on call system

**Individual Faculty and Staff Accomplishments and Goals**

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Goals</th>
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</thead>
<tbody>
<tr>
<td>Actively worked with the Office of Student Life around the implementation of campus-wide substance abuse and addictions prevention programming and training.</td>
<td>Provide psychotherapy, crisis intervention and case management for UCD students</td>
</tr>
</tbody>
</table>

**Cindy Wang, Clinic Supervisor**

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Goals</th>
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</thead>
<tbody>
<tr>
<td>Create and implement family intake</td>
<td>Engage in individual and group supervision for CPCE</td>
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</tbody>
</table>
Continued to provide quality service as defined in job description. Activities include: psychotherapy with UCD students, supervision with practicum and internship students, teaching practicum and internship classes, providing substance abuse consultation and outreach, and participation in CPCE faculty activities.

Presented at Rocky Mountain ACES Conference in October 2006 on training and supervision.

Ruth Possehl, Clinic Supervisor

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Goals</th>
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</thead>
<tbody>
<tr>
<td>Continued diversity education and competence through retreats with faculty and</td>
<td>Carry a caseload of 15 UCD students.</td>
</tr>
<tr>
<td>staff.</td>
<td>Supervise 3-4 practicum and intern students. Include use of reflection</td>
</tr>
<tr>
<td>Added diversity components to supervision with graduate students specifically</td>
<td>teams and supervising students in observing my sessions with clients,</td>
</tr>
<tr>
<td>with use of “addressing” acronym.</td>
<td>when possible. Use “addressing” system acronym to foster multicultural</td>
</tr>
<tr>
<td>Addressed needs of underserved populations through beginning a grant proposal</td>
<td>and worldview. Provide 5-6 hours of live supervision during which</td>
</tr>
<tr>
<td>to Buell Foundation.</td>
<td>diversity and multicultural views are attended to.</td>
</tr>
<tr>
<td>Added in supervision through use of live ‘reflecting’ teams.</td>
<td>Participate in campus-wide outreach—particularly to heighten awareness</td>
</tr>
<tr>
<td></td>
<td>of our center’s capabilities to counsel couple and family populations.</td>
</tr>
<tr>
<td></td>
<td>Continue involvement in multicultural/diversity education.</td>
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<tr>
<td></td>
<td>Teach a Special Topics Class in Grief and Loss in the CPCE curriculum</td>
</tr>
<tr>
<td></td>
<td>Participate with academic faculty in recruiting new students with a</td>
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<td></td>
<td>focusing on creating a diverse student population through reviewing</td>
</tr>
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<td></td>
<td>applications and taking part in screenings.</td>
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<tr>
<td></td>
<td>Collaborate with clinic team to address approaches to continuing to</td>
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<td></td>
<td>heighten our awareness regarding mental health issues on campus.</td>
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</tbody>
</table>

Christine Casey Perry, Clinic Supervisor

<table>
<thead>
<tr>
<th>Accomplishments</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created reading packet on play therapy materials for</td>
<td>Continuing to improve upon my own multicultural</td>
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</table>
supervisees.

Attended a training on substance abuse in order to further knowledge in this area.

Currently investigating various workshops to attend re: motivational interviewing.

Became a certified Doctors of the World mental health assessor for immigrants seeking asylum.

Researched and began utilizing various methods to incorporate multicultural themes into ongoing counseling sessions.

Collaborated with Kenny Wolf to research and write an extensive article regarding the counseling center’s competencies and currently is in the process of submitting the article to professional journals.

Developed a minor intake form to replace previously ineffective intake.

Awareness and promote multiculturally competent approaches to the CPCE students

Expand from my current discussions about difference with supervisees to using the ‘addressing’ framework with them.

Create a welcoming environment for students of various backgrounds, and helping foster discussions around multiculturalism with them in sessions.

Improve my overall ability to work with various presenting problems that are not my specific areas of strength, including substance abuse and depression.

Create a more thorough and inclusive intake for our children, couples & family counseling clients

Expand outreach activities within the CPCE student body, the university student body, and the community

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**Accomplishments**

<table>
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<tr>
<th>Goals</th>
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<tbody>
<tr>
<td>Contribute to strategic planning and program development of the consolidation efforts between the downtown campus and the health sciences campus as directed by the administration</td>
</tr>
<tr>
<td>Contribute to the creation of UCD policies focused on high risk students.</td>
</tr>
<tr>
<td>Contribute to the planning and execution of the early alert system which is a core aspect of improving the quality of undergraduate education</td>
</tr>
<tr>
<td>Secure low cost psychiatric services for UCD students.</td>
</tr>
<tr>
<td>Continue assessment of mental health needs in Campus Village and other residential facilities and develop and deliver programming to meet the developing needs.</td>
</tr>
<tr>
<td>Continue to advocate for increase in staffing resources.</td>
</tr>
<tr>
<td>Explore grant funding possibilities for center.</td>
</tr>
<tr>
<td>Develop a legal and ethical guidelines, policy and procedure manual which is specific to the UCD Student and Community Counseling Center.</td>
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<tr>
<td>Continue my personal and faculty commitment to</td>
</tr>
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**Goals**

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<tbody>
<tr>
<td>Write an orientation manual for new supervisors.</td>
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<tr>
<td>Help design and present a panel program on Practicum Training at Rocky Mountain ACES.</td>
</tr>
<tr>
<td>Work with SEHD and others to design Practicum PBA’s, rubrics, and participate in the E Folio project.</td>
</tr>
<tr>
<td>Continue to increase multicultural competence through further retreats, reading and discussions.</td>
</tr>
<tr>
<td>Continue to participate in campus-wide planning around student housing, substance abuse and sexual assault prevention programming.</td>
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<tr>
<td>Formed Student Mental Health Awareness and Response Team group. Program proposal and new position received permanent funding.</td>
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LeThi Cussen, Program Assistant

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<thead>
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<tbody>
<tr>
<td>Updated practicum readings and manuals with current forms, Code of Ethics, etc.</td>
<td>Continue to supervise graduate assistants and work to improve clinic</td>
</tr>
<tr>
<td>Posted manual and readings on the website.</td>
<td>processes and procedures.</td>
</tr>
<tr>
<td>Implemented technology upgrade and training for live supervision and recording</td>
<td>Continue to oversee the student room computer lab, observation</td>
</tr>
<tr>
<td>in the Practicum training lab.</td>
<td>room monitoring, and DVR system.</td>
</tr>
<tr>
<td>Created computer generated check in/payment schedules.</td>
<td>Install office 2007 on clinic computers.</td>
</tr>
<tr>
<td>Created front desk manual for graduate assistant employees.</td>
<td>Revise orientation handbook for new supervisors.</td>
</tr>
<tr>
<td>Created hiring processes/procedures/evaluations for graduate assistant</td>
<td>Attend management training classes.</td>
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<tr>
<td>employees.</td>
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<tr>
<td>Updated letter head and form headers.</td>
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Appendix