

University of Colorado Denver

Student and Community Counseling Center

Annual Report 2015-2016

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**Letter from Director/Dean of Students/Chair**

Dear CU Denver Community,

Greeting from the Student and Community Counseling Center (SCCC). Since arriving on campus in the beginning of 2016, I have had the opportunity to observe and acclimate to the SCCC and campus. There are several observations, impressions of working at CU Denver that I would like to share with you. One is that the SCCC plays a critical role in providing mental health services on campus. Staff are highly skilled clinically, and dedicated to their work. The SCCC partners with the School of Education and Human Development’s (SEHD) counseling program, to provide training and services. Dr. Troyann Gentile and Dr. Ed Cannon are key SEHD faculty members who facilitate the practicum training experience. Dr. Carlos Hipolito served on our Advisory Board during this period, and helped to guide the relationship between SEHD and the SCCC (Dr. Scott Schaefle now serves in this role). SEHD faculty and the SCCC staff are committed to diversity, and have as foundational values, social justice and multiculturalism. The Vice Chancellor Raul Cardenas, PhD, and Dean of Students Kristin Kushmider, PhD (under whom the SCCC reports) are advocates for mental health, and fully committed to quality services provided to the CU Denver campus and students.

It is obvious that there are Vice Chancellor Raul Cardenas, Vice Chancellor Raul Cnumerous programs/departments under Student Affairs that are clearly committed to facilitating student success. It is our hope that the SCCC will be able to continue to collaborate with other campus partners; develop new relationships; contribute to student wellness, and by doing so, positively impact student retention and graduation. We at the SCCC embrace this challenge, and look forward to continuing a tradition of excellent student and community counseling services, training, and wellness-promotion.

**Mission, Goals, Learning Objectives, and Staff**

Office Mission Statement

The mission of the Student and Community Counseling Center (SCCC) is to provide strength-based culturally competent mental health services focused on support, growth and solutions.

Values and Operational Principles

Values that underpin SCCC efforts and serve as a foundational structure are social justice, multiculturalism, and collaboration. We believe that to provide effective, culturally competent mental health services, attention needs to be paid to an ongoing assessment of community needs, and development of community-informed interventions. In particular, a more comprehensive approach to addressing mental health issues includes more than just providing clinical services (which target existing concerns); it needs to attend to early detection of problems (early interventions are much more cost-effective); prevention and wellness promotion (to enhance emotional wellness/prevent development of psychological difficulties). Clinic-based services are not always sufficient to address the access patterns of different student groups (e.g., veterans, international students, first generation, students of color, etc.).

Overall Goals

1. Provide an array of behavioral health services to the CU Denver community to include direct counseling services, mental health information/education, consultation, and community development.
2. Develop and expand mental health wellness initiatives:
	* 1. increase mental health awareness and resources among students, faculty and staff through training to facilitate prevention of mental health problems and increase early detection
		2. develop liaisonships with campus partners to facilitate collaboration, and maximize resources
		3. help develop and plan the emotional wellness component of the CU Denver Wellness Center
		4. expand group-based services

**Alignment with Strategic goals**

The Student and Community Counseling Center provides an array of behavioral health services to ameliorate the negative impact of psychological symptoms on personal, interpersonal and academic functioning for CU Denver students.

The SCCC provides outreach and prevention services to facilitate wellness for all CU Denver students and the campus community.

The SCCC promotes diversity and inclusion through ongoing staff professional development in multiculturalism and social justice; evaluation of utilization patterns, programming, staffing, and community input; and collaboration with campus partners.

The SCCC periodically evaluates impact and effectiveness of services, programmatic needs and staffing patterns via client and campus population feedback and data.

**Staff**

Franklin Kim, PhD, Director

Amanda Lewis, MA, LPC, Assistant Director

LeThi Cussen, Program Administrator

Heather Aberle, MA, LPC, Trauma Specialist, Clinician

Melody Brown, MA, LPC, Clinician, Supervisor

Cynthia Chen, PhD, Crisis Coordinator, Clinician

Heather Hurd, Clinician, Supervisor

Christy McLaughlin, Clinician, Supervisor

Jill Wilschke, MA, LMFT, Veteran Specialist, Clinician

**Trainings, Outreach, and Education**

**Campus Involvement and Professional Development**

CU Denver|Anschutz Committee Involvement

* monthly DOS meeting and supervision
* monthly SCCC Advisory Board meetings
* weekly CARE Team meetings (consultant)
* monthly Special Admissions meetings
* monthly Campus Mental Health meetings (tri-institutional)
* a variety of planning and liaison meetings throughout the year
* National Behavioral Health Innovation Center

Other Campus Involvement

* Provided numerous workshops/training to campus partners (student affairs staff, faculty, students, families/parents)
* Developed liaisonships with some departments, and collaborated with a number of others to provide topic-based presentations
* Project work with the Auraria Police, CCD (community forum, CARE, Urban Male Initiative)
* Fall Fest 9/16-17/2015
* Spring Fling 4/20-21/2016
* Spring into Wellness, 4/13/16
* Participation and support for campus events (e.g., Denim Day, We Won’t Be That Campus, Solidarity Auraria, Nationalitea)

Professional Development

* Skill Soft courses: 1/27, 2/11, 2/15, 3/14, 3/22, 4/4, 5/2/2016
* Islamophobia on Campus: From Micro-aggressions to Full-fledged Hate Crimes and Violence, 2/17/16
* Counselers using the ACA Advocacy, Multicultural, Social Justice, Nd LGBTQQIA Competencies to Reduce Bullying Towards LGBTQQIA Communities, 4/6/16
* Diversity Conference (Monologue Project; Lee Mun Wah), 4/15/16
* Webinar: Advancing Student Emotional Health by 2020, 5/24/16
* Student Affairs Conference: Expanding Your Professional Toolbox, 6/23/16
* NaBITA Conference, 6/29-6/30/16
* Disability Training, 8/2/16
* Eating Disorders, 8/9/16
* Social Media Conference, 8/12/16
* Webinar: Meeting the Mental Health Needs of Your LGBTQ Students, 9/28/16
* Creating a Culture of Civility at CU: Promoting Positive Management Practices, 10/19/16

**Policy Development & Project Completion**

* Oversee SCCC compliance with university policies and procedures; Attend internal clinical and administrative meetings; Monitor compliance with IACS accreditation; Evaluate operations structure.

*Reviewed policies and procedures; meetings with university counsel/human resources/finances/DOS; took university training/professional development (ongoing); attended weekly staff meetings and High Risk meeting, team meetings; responded to IACS recommendations, planning to replace support staff with non-counseling students and diversify staff; created team structure for SCCC to include leadership, clinical, outreach, and training. Modified initial contact format and intake process. Hired Outreach Coordinator.*

**Statistical Summary**

Student and Community Counseling Center Data

Academic Year = 2015-2016 (August through July)

Total Cases = 938

* 4972 individual appointments
* 510 group and couples appointments

Cases Breakdown

Unique New Clients = 692

Unique Returning Clients = 246

Total Clients = 938

Average No. Sessions/Client 6.01

Crisis Walk-In Visits 203

Crisis Phone Calls 56

**Gender Identity % Student Body % SCCC Clients**

Female/Woman 53.0 58.9

Male/Man 47.0 38.3

Transgender - 0.7

Self-Identify - 1.1

No response - 1.0

**Race/ethnicity % Student Body % SCCC Clients**

African Amercian 5.2 4.3

American Indian or Alaskan Native 0.3 0.4

Asian Amercian/Asian 10.5 7.7

Hispanic/Latino/a 19.7 13.7

Native Hawaiian or Pacific Islander 0.1 0.4

Multi-racial 4.7 6.9

White/unknown 55.3 62.9

Self-identify - 3.7

International 5.6 4.3

**Summary**

The Fall 2015 semester was a busy one for the CU Denver Student and Community Counseling Center (SCCC). The long-time director of the SCCC, Dr. Pat Larsen, retired effective December 31, 2015. Dr. Larsen has left a legacy of committed and effective services to students, faculty and staff of the University of Colorado Denver, as well as the Auraria campus at large. Amanda Lewis, who took over as Assistant Director, and LeThi Cussen, Program Administrator, have provided leadership during this transition. Staff members have worked diligently to insure continuity of services and programs. Two very talented clinicians, Christy McLaughlin, MA, LPC and Heather Hurd, MA, LPC were hired and began in January, 2016.

During the Spring 2016 semester SCCC received full accreditation from the International Association of Counseling Services, Inc. (IACS), the accreditation association for university and college counseling centers. The Student and Community Counseling Center was evaluated for its compliance with the IACS Standards, the highest standards available for campus counseling centers, and was found to offer outstanding professional services to its clientele. This accreditation, considered a national standard in college counseling, reflects the maintenance of “high standards of service for students at CU Denver”.

Planned Projects

Continue Development of SCCC as a comprehensive university counseling center, with particular emphasis on continued growth of the outreach/prevention services, enhancement of group treatment program, and development of program alternatives that may more effectively meet the mental health needs of the CU Denver campus community.

* Increase total outreach hours by 40% over AY 2015-16 (to include screenings, workshops, expanded liaisons with campus partners, active involvement in campus-wide initiatives).
* Increase group offerings during 2017.
* Develop mobile wellness stations.
* Evaluate feasibility of satellite clinics (e.g.,housing and dining, wellness center).
* Decrease reliance on practicum trainee clinical productivity; increase staff and advanced practicum/extern/intern productivity (using AY 2015-16 % levels).
* Evaluate feasibility of increasing staff FTE vs. post-doctoral fellows.