



University of Colorado Denver  
Student and Community Counseling Center  
Annual Report 2016-2017



## Table of Contents

Letter from Director.....	3
Mission, Goals, Strategic Alignment and Staff .....	4
Trainings, Outreach, and Education .....	6
Campus Involvement and Professional Development.....	7
Policy Development and Project Completion.....	8
Statistical Summary .....	8
Summary .....	10
References .....	12



## Letter from Director

Dear CU Denver Community,

Warm greetings from the Student and Community Counseling Center (SCCC). It has been another busy year. A major focus for this past academic year was to evaluate our services, and develop relationships with other campus partners. During the Spring and Summer, effort was made to expand the SCCC as a comprehensive university counseling center, a best-practices model (Brunner, Wallace, Keyes, Polychronis, 2017), with particular emphasis on development of outreach/prevention services. This was accomplished, in part, by the hiring of a full-time Outreach and Prevention Coordinator, Brittany Bouffard, LCSW. This allowed for a focusing of our efforts to impact campus wellness, and implement programs that can lead to early detection of mental health problems, as well as facilitate promotion of psychological health.

A trend on campus, as well as nationally (as reported by university and college counseling centers), has been a steady increase in the acuity of presenting issues to the SCCC. This is reflected in the increase of crisis walk-in visits, and the nature of staff concern and intervention level. In spite of this, the SCCC has been able to avoid lengthy wait-lists for counseling services.

In April of 2017, the SCCC had submitted its International Association of Counseling Services, Inc (IACS) Annual Report. IACS is the accreditation association for university and college counseling centers. It received continued IACS full accreditation; an important achievement as this indicates that the SCCC has met the highest standards available for campus counseling centers.

We hope to continue to play a critical role in student mental health by provision of an array of clinical and wellness-based services to the campus community. In this way, we endeavor to alleviate mental health concerns and promote wellness that will facilitate student retention and graduation.

It is with gratitude that we thank the Student Fee Review Committee, Chancellor Dorothy Horrell, PhD, Vice Chancellor Raul Cardenas, PhD, Dean of Students Kristin Kushmider, PhD (under whom the SCCC reports) who are tireless advocates for mental health, and fully committed to quality services provided to the CU Denver campus and students. We also would like to acknowledge our campus partners, SCCC staff and trainees, the School of Education and Human Development, and of course the great students of CU Denver.

## **Mission, Goals, Strategic Alignment, and Staff**

### Mission Statement

To provide systemic, strength-based culturally responsive mental health services focused on relationship, 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 responsive 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 culturally responsive behavioral health services to the CU Denver community to include direct counseling services, mental health information/education, consultation, and community development.
2. Provide outreach and prevention services that facilitate wellness and incorporate multicultural and social justice perspectives:
  - On-going networking and development of relationships with campus partners to facilitate collaboration and maximize resources
  - Provide workshops on wellness and diversity to faculty, staff and students that increase mental health awareness and resources, and to facilitate prevention of mental health problems and increase early detection
  - Participate in campus-wide wellness initiatives

### 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

Frank Kim, PhD, Director

Amanda Lewis, MA, LPC, Assistant Director, Clinical Coordinator

LeThi Cussen, Program Administrator

Heather Aberle, MA, LPC, Trauma Specialist, Clinician

Brittany Bouffard, LCSW, Outreach/Prevention Coordinator, Clinician

Melody Brown, MA, LMFT, Training Coordinator, Clinician, Supervisor

Christy Burns, MA, LPC, Clinician, Supervisor

Cynthia Chen, PhD, Crisis Coordinator, Clinician, Supervisor

Heather Hurd, MA, LPC, Clinician, Supervisor

Jill Wilschke, MA, LMFT, Veteran Specialist, Clinician



## **Trainings, Outreach, and Education**

The SCCC provided numerous workshops/training to the campus. Below are examples of the community outreach provided to students, family, faculty and staff:

- New Student Orientation
- Parent and Family Orientation
- CVA RA training
- BA/BS to MD presentation
- Working with Distressed Students workshop (Suicide Prevention Week, Bursur's Office, TRiO, Lynx Center)
- Wellness Presentations (e.g., College Success Class)
- Presentation to Disability Resources and Services
- Urban Male Initiative workshop
- Presentations to DU Psychology; CU Denver SEHD Multicultural Classes)
- Implicit Attitudes workshop to MSU Counseling Center
- Panel Presentation at Courageous Conversations Seminar
- Mental Health Counseling interviews with campus newspapers (i.e., Metropolitan, CU Denver News)
- Addressing college mental health services and needs, consultation with EAB Strategic Research
- HeART of Healing, Anschutz Student Council, Colorado School of Public Health
- Maintaining a Healthy Balance presentation at Student Affairs Conference (Creating a Culture of Collaboration)
- Block Party 8/25/16
- SFRC Open House 8/26/16
- Mental Health Screenings 9/6-7/16
- CU 411 event 9/8/16
- Fall Fest 9/14-15/2016
- SCCC Services and Discussion with Chancellor Horrell and Vice Chancellor Cardenas, 9/16/16
- Wellness Station at Wellness Center Opening Event, 9/22/16
- Outreach to Women and Gender Center, 1/25/17
- Commuter Services Fair, 3/6/17
- Spring Fling 4/19-20/2017
- Recurring workshops: Stress Less, Relationships, Peace of Mind, Managing your Mood

For a more detailed listing of campus involvement, please see Outreach and Prevention Coordinator's report for calendar year 2017.



## **Campus Involvement and Professional Development**

### CU Denver Committee Involvement (examples)

- monthly DOS team meeting
- monthly SCCC Advisory Board meetings
- weekly CARE Team meetings (consultant), and CARE Team Retreat
- monthly Special Admissions meetings
- weekly DOS supervision
- quarterly meetings with Business Services
- a variety of planning and liaison meetings throughout the year

### Other Campus Involvement (examples)

- Participation and support for campus events (e.g., Denim Day, Nationalitea, Red Flag Campaign, Clothesline event, Denim Day, Love is a Drag, etc.)
- DACA and undocumented student support events
- monthly Campus Mental Health meetings (tri-institutional)
- Be Well Auraria (tri-institutional)
- National Behavioral Health Innovation Center (Anschutz Medical Campus)

### Professional Development (Director only)

- Disability Training, Disability Resources and Services, 8/2/16
- Eating Disorders, Eating Recovery Center training, 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
- Lessons Learned: When an off-campus tragedy affects your campus, 2/8/17
- Unconscious Bias at Work, 2/15/17
- Higher Education Diversity Summit, 4/21/17
- Student Affairs Conference, 5/21/17
- Working with Generations workshop, 6/22/17



## **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/Business Services/DOS
- Attended weekly Staff meetings and High Risk meeting, Leadership Team meetings, supervision and consultation with staff
- Reviewed and submitted annual report to IACS (re-accredited)
- Held discussions and submitted proposal to SFRC to replace support staff with non-counseling students and diversify staff (denied)
- Modified crisis walk-in format and intake process
- Hired Outreach Coordinator
- Monitored Counseling Center activities, statistics
- Reviewed national best practices for university counseling centers

## **Statistical Summary**

Student and Community Counseling Center Data  
Academic Year = 2016-2017 (August through July)

### **Clinical Services**

Total Unique Clients = 980

Total Appointments = 5770

- 5539 individual appointments
- 231 group and couples appointments

### Cases Breakdown

Unique New Clients = 730

Unique Returning Clients = 250

Total Clients = 980

Average No. Sessions/Client = 5.89

Crisis Walk-In Visits = 271

Crisis Phone Calls = 39





<b>Gender Identity</b>	<b>% Student Body</b>	<b>% SCCC Clients</b>
Female/Woman	53.0	59.9
Male/Man	47.0	36.1
Transgender	-	0.7
Self-Identify	-	2.0
No response	-	1.3

<b>Race/ethnicity</b>	<b>% Student Body</b>	<b>% SCCC Clients</b>
African American	5.2	4.0
American Indian or Alaskan Native	0.3	0.5
Asian American/Asian	10.5	10.2
Hispanic/Latinx	19.7	13.1
Native Hawaiian or Pacific Islander	0.1	0.4
Multi-racial	4.7	8.2
White/unknown	55.3	58.7
Self-identify	-	3.1
International	5.6	4.3
No response	-	1.7

<b>Sexual Orientation</b>	<b>% SCCC Clients</b>
Heterosexual/Straight	74.8
Lesbian	1.7
Gay	3.1
Bisexual	9.4
Questioning	2.5
Self-identify	5.4
No response	3.1

<b>First Generation</b>	<b>% Clients</b>
No	72.1
Yes	26.4
No response	1.5

<b>International Student</b>	<b>% Clients</b>
No	91.8
Yes	4.3
No response	3.9

<b>Registered with Disability Resources &amp; Services</b>	<b>% Clients</b>
No	87.9
Yes	9.9
No response	2.1



<u>Served in US Military</u> (active duty, veteran, National Guard or Reserves)	<u>% Clients</u>
No	92.4
Yes	6.2
No response	1.5

## Outreach and Prevention Services

<u>Outreach Category</u>	<u>Appointments/events</u>	<u>Hours</u>	<u>Individuals Served</u>
Liaison	38	42.3	155
Event Attendance	18	34.8	603
Information/Tabling	45	78.8	2095
Mental Health Screening	6	13.0	308
Workshop/Presentation	46	63.3	1451
<b>Total</b>	<b>153</b>	<b>232.1</b>	<b>4612</b>

## Summary

The Fall 2016 semester was characterized by efforts to solidify and expand contacts with students and campus partners. Concurrently, the CU Denver Student and Community Counseling Center (SCCC) looked to improve on service delivery, including how to address scope of practice issues, internal and external communication, and a review of client and campus partner satisfaction/concerns.

This past Spring semester, the SCCC continued its growth as a comprehensive university counseling center, with particular emphasis on development of outreach/prevention services. In this regard, the SCCC was able to hire Ms. Brittany Bouffard, LCSW, as its Outreach and Prevention Coordinator. Brittany has been able to quickly adapt to the campus, and has been instrumental in developing and enhancing our efforts to connect with the CU Denver student body, other student and academic affairs programs and departments. Outreach and Prevention services provided during AY 2016-17, reached 2765 individuals, representing a 66.8% increase over the prior year. Very significantly, the number of people who attended educational/training workshops jumped from 212 for all of last academic year, to 1451 for this year. In addition, the Center continued to develop and strengthen relationships with other campus partners. This is done to facilitate collaborative work that is intended to promote wellness on campus, facilitate early detection of potential mental health issues,



and to gather information that will lead to more effective/efficient counseling services. We believe that this will contribute to student wellness, and by doing so, positively impact student retention and graduation.

The demand for clinical services increased modestly this year compared to last. The Center provided 5770 appointments for 980 clients. This represents a 5% increase in number of appointments, and a 4% increase in the number of clients served over last year. Crisis walk-ins to SCCC dramatically increased by 33.5%. For clients who presented with lethality concerns: 516 clients endorsed some level of suicidal ideation; 330 clients stated that they were concerned with losing control and acting violently; and 139 clients presented with homicidal ideation. For presence of suicidal thoughts among all enrolled clients, the percentage has steadily risen over the past three years (from 35.6% in 2013 to 44.3% in 2016).

The Center contributed to the professional development of graduate counseling trainees by providing a program of clinical training for 64 practicum students and 10 interns (a partnership with the School of Education and Human Development, Counseling Program). Two externs and a Post-doctoral psychology fellow also were supervised by clinic staff.

Through planning over the summer and through the Fall semester, we are hoping to implement new programming this coming Academic Year that will include off-site wellness stations ("Let's Talk" program), enhanced group offerings ("Relaxation Station" provided off-site), participation in a nationally-based campus mental health program (JED Foundation Campus Mental Health program), and continued collaboration with our great campus partners.

Intermediate goals are to 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 group offerings during 2017-18.
- 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.
- Evaluate feasibility of increasing staff FTE vs. post-doctoral fellows.



## References

Jon Brunner, David Wallace, Lee N. Keyes & Paul D. Polychronis (2017)  
The Comprehensive Counseling Center Model, *Journal of College Student Psychotherapy*, 31:4,  
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