



**Counseling and  
Psychological  
Services**

*“Helping you weather  
any storm”*

**Presentation to the  
Student Fees Advisory  
Committee**

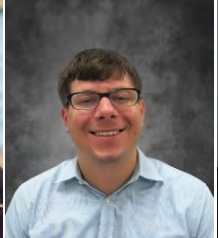
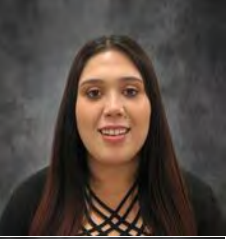
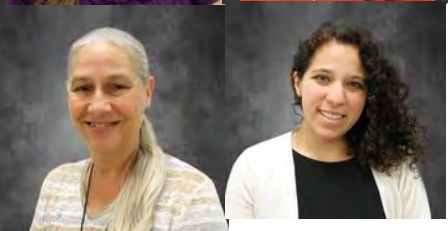
**October 25, 2018**





# Mission

CAPS promotes the well-being of the diverse campus community by balancing high quality mental health services and clinical training with accessibility to foster student success through self-discovery, learning and interpersonal engagement.



# Staff

- ✓ Licensed Psychologists
- ✓ Licensed Professional Counselors (LPC)
- ✓ Licensed Clinical Social Workers (LCSW)
- ✓ Graduate Trainees
- ✓ Contract Clinicians
  
- ✓ Administrative Assistant
- ✓ Office Supervisor
- ✓ (Two) Office Assistant II
- ✓ Contractual Office Assistant

# Benchmarking Data: Staff to Student Ratio Fall 2018

| University  | Enrollment    | Clinicians | Ratio          |
|-------------|---------------|------------|----------------|
| UT-Austin   | 51,500        | 46         | 1:1,119        |
| Texas A&M   | 64,126        | 28         | 1:2,290        |
| <b>UH</b>   | <b>46,355</b> | <b>20</b>  | <b>1:2,317</b> |
| Texas Tech  | 38,246        | 14         | 1:2,731        |
| Texas State | 38,643        | 13         | 1:2,973        |

International Association of Counseling Services  
(IACS) Recommends → **1: 1,000-1,500**



# Student Services Center 1

**Square footage**

**CAPS suite (2<sup>nd</sup> floor):**

@ 4,362 sqft

**CAPS suite (3<sup>rd</sup> floor):**

@ 703 sq ft

**Waiting area:**

@ 98.7 sqft

**Office size:**

@ 80-120 sqft



# Student Services Center 1- Waiting Room



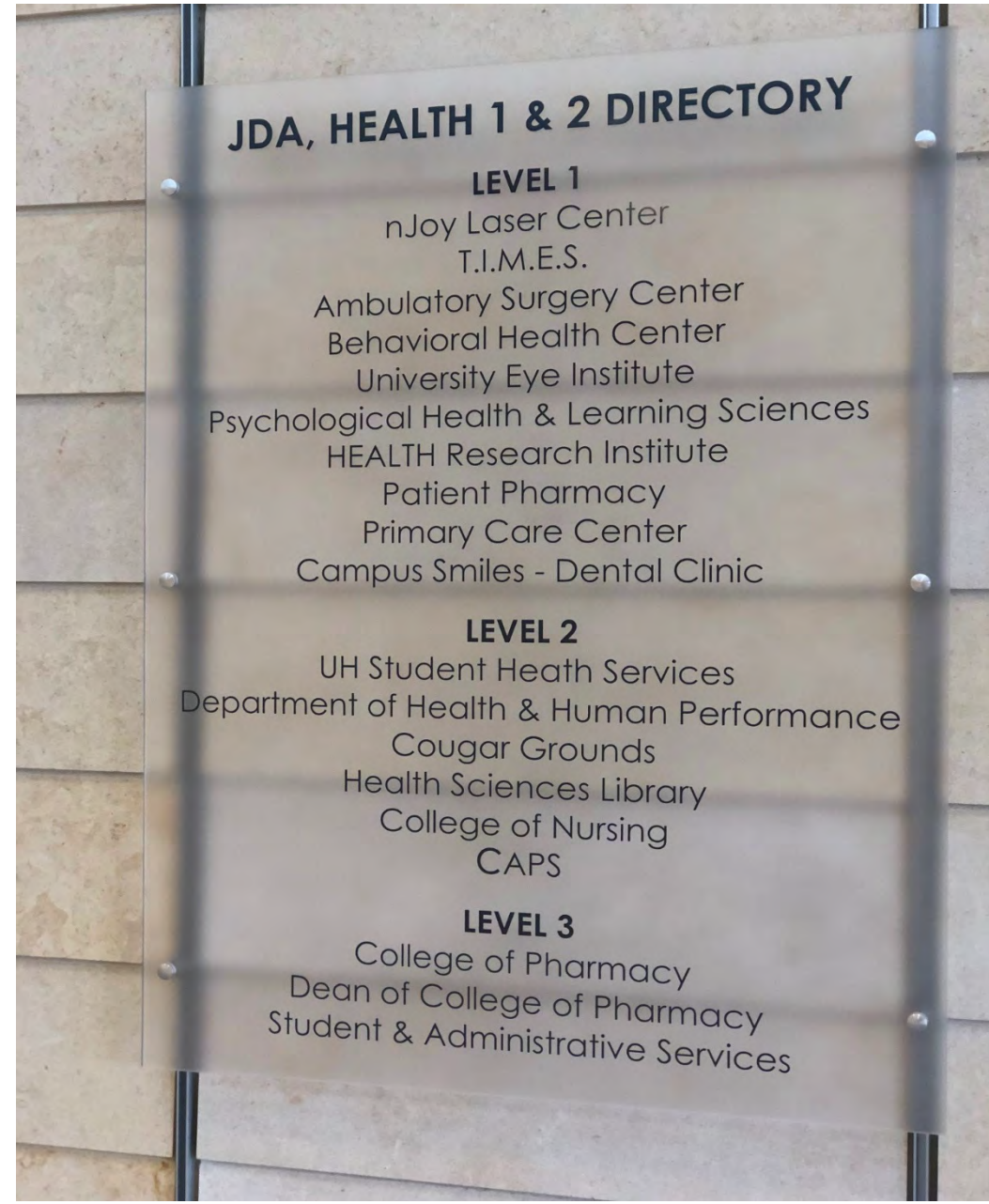


# Group Room





# (Temporary) Location 2





# Therapy Office



# 2017 National Trends

*(2017 CCMH Annual Report; de-identified data from 147 college/universities; 161,014 unique clients)*

## ❖ Top Presenting Concerns

- 1) Anxiety
- 2) Depression

❖ **Lifetime Prevalence rates of “threat to self” characteristics** (non-suicidal self-injury, serious suicidal ideation, and suicide attempts) increased for the 7<sup>th</sup> year in a row among students seeking treatment

❖ Students are **increasingly likely** to report a past traumatic experience

❖ Students are **less likely** to report prior drug and alcohol treatment

# 2017 National Trends Continued...

*(2017 CCMH Annual Report; de-identified data from 147 college/universities; 161,014 unique clients)*

## ❖ 2016 National Trend

- ✓ Over 6 years counseling center resources devoted to “rapid access” services increased by 28% on avg where resources for “routine treatment” decreased by 7.6%

## ❖ 2015 National Trend –

- ✓ Over 5 years, counseling ctr. utilization increased by an avg. of 30-40% while enrollment increased by 5%.
- ✓ Increased demand due to growing frequency of students with lifetime prevalence of threat to self indicators (TSI). These students used 20-30% more services than students without TSI.



# CAPS Services for Students

## Walk-in System

- 8:30 and 4, Monday-Friday (Main campus)
- Mondays, 8 – 5; Tuesdays and Thursdays, 1 – 5 (Sugar land campus)

## 24/7 Crisis Intervention 713-743-5454

## Psychotherapy Services Individual, Group (17 total), and Couples

**Let's Talk Drop-in Consultation** Let's Talk is a program that provides easy access to informal confidential consultations with CAPS therapists at various locations around campus during the week. *Locations : Athletics; UH Wellness; Student Center; Student Health Center; MD Anderson Library.*

# Essential Skills Training



**Question, Persuade, Refer (QPR):** This nationally recognized program is designed to educate persons to recognize and respond to the signs of suicidal thinking and behaviors. How to ask a person about suicide, how to persuade the person to contact appropriate assistance, and how to identify referral options.

**Helping Students of Concern:** Learn to recognize signs that an individual may be struggling or in distress, how to respond, and the steps to refer to a professional.

**Food For Thought Workshops:** These workshops are on a variety of mental health topics such as, Coping with Mid-Semester Stress and Anxiety, How to Relax before Finals, Beating the Blues, Bouncing Back: Managing Setbacks, and Healing after Sexual Assault. Workshops occur every Wednesday from 12pm to 1 pm.

A young woman with long dark hair, wearing a blue top and gold hoop earrings, is smiling warmly. She is in a classroom or meeting room with other people blurred in the background. The image has a dark overlay with white text boxes.

# UNIT SUCCESSES

ACCOMPLISHMENTS





## **Unit Success: Return on Investment/Value of Programs and Services**

- ✓ Low cost and accessible mental health services on campus
- ✓ Crisis services during and after business hours
- ✓ Critical responders after a campus tragedy
- ✓ Education/prevention via mental health workshops
- ✓ Provide expert consultation for staff and faculty to assist with handling situations and individuals of concern
- ✓ Training for UH's Counseling and Clinical Psychology graduate programs via practicum training program



# Accomplishments



## SERVICE & ACCESSIBILITY

- ✓ We have 24/7 walk-in or phone based crisis services
- ✓ Efficient and accessible services
- ✓ Suicide Prevention Trainings – 24 (Main); 6 (SL)
- ✓ Let's Talk consultations **↑63% fall 2018**
  - ❖ One new location at MD Anderson Library; 5 total (Student Ctr; Campus Recreation; Health Ctr; Athletics; Library)
- ✓ Substantial increase in clinical services utilization
  - ❖ **34% ↑** FY 17 vs. FY 18; **49% ↑** FY16 vs. FY18

## STAFFING

- ✓ 4 new clinical positions and 1 new Office Assistant II.
- ✓ Contractual clinicians (3 total for fall 2018)
- ✓ Staff to Student ratio has improved. 3<sup>rd</sup> among similar sized institutions



## Unit Success: Supporting Data

**Satisfaction Survey: *“Counseling has helped me become a more successful student”***

- ✓ 53.62% students agreed/strongly agreed
- ✓ 14.89% stated that this was not applicable to them
- ✓ 30.2% stated they were unsure

# Unit Success: Supporting Data

## *Counseling Center Assessment of Psychological Symptoms (CCAPS)*

Note that University of Houston students expressed more distress in almost all the CCAPS Subscales compared with the National Average.

| CCAPS Subscales     | % of Local Clients Above Cut Score | % of National Clients above Cut Score |
|---------------------|------------------------------------|---------------------------------------|
| Depression          | <b>87.4%</b>                       | 71.7%                                 |
| Generalized Anxiety | <b>85%</b>                         | 74.9%                                 |
| Social Anxiety      | <b>69.8%</b>                       | 62.9%                                 |
| Academic Distress   | <b>78.6%</b>                       | 67.7%                                 |
| Eating Concerns     | <b>37.1%</b>                       | 34.3%                                 |
| Hostility           | <b>57.2%</b>                       | 47.2%                                 |
| Alcohol Use         | <b>26.4%</b>                       | 33.1%                                 |



# What Students Say

*“CAPS has literally saved me. I am a way better person and student after going. If [your] struggling at all I recommend going in for a visit.”*

*“If you need to talk to someone, don't be afraid to reach out. My experience in CAPS led me to one of the most challenging but rewarding experiences in my life.”*

*“CAPS is a wonderful place of refuge when you are feeling mentally stressed and under siege in many ways in a hypercompetitive academic environment, and you need someone to listen, be on your side and give you useful advice.”*



## Per Student Cost

- ✓ 88.5% of our students attend between 1-10 individual appointments per academic year.
- ✓ Free initial triages, treatment planning sessions, crisis appts to enrolled UH students.
- ✓ Ongoing Individual Counseling appointments are \$5 per session.
- ✓ 73.8% of our clients have 5 or fewer Individual Counseling appointments.





# Per Student Cost Cont.

## Cost Analysis:

- A student who has 5 visits to CAPS during an academic year pays
  - \$5 Individual Counseling fee (5 visits=\$25)
  - \$66.91 from student fees (CAPS budget is equal to approximately 9.08% of the projected student fee fund revenue for FY18)

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**Total= \$91.91**

- If that same student saw a therapist in the community for 5 sessions and if they had the same Health Care plan as UH Staff (Magellan for Mental Health)
  - \$25 co-pay per visit (5 visits=\$125)

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**Total= \$125\***

*\*This does not include the cost to maintain the health plan. The Kaiser Family Foundation calculated that average family coverage including premiums and worker contributions for 2017 was \$18,764 <https://www.kff.org/health-costs/report/2017-employer-health-benefits-survey/>*

- If this student sees a therapist in the community and does not have health care insurance or is experiencing difficulties that are not reimbursed by insurance (examples: academic stress, relationship problem)
  - \$120-180 fee per visit for 5 visits

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**Total = \$600-900**

# CAPS Unit Challenges

**1. FACILITY**

**2. STAFF SIZE**

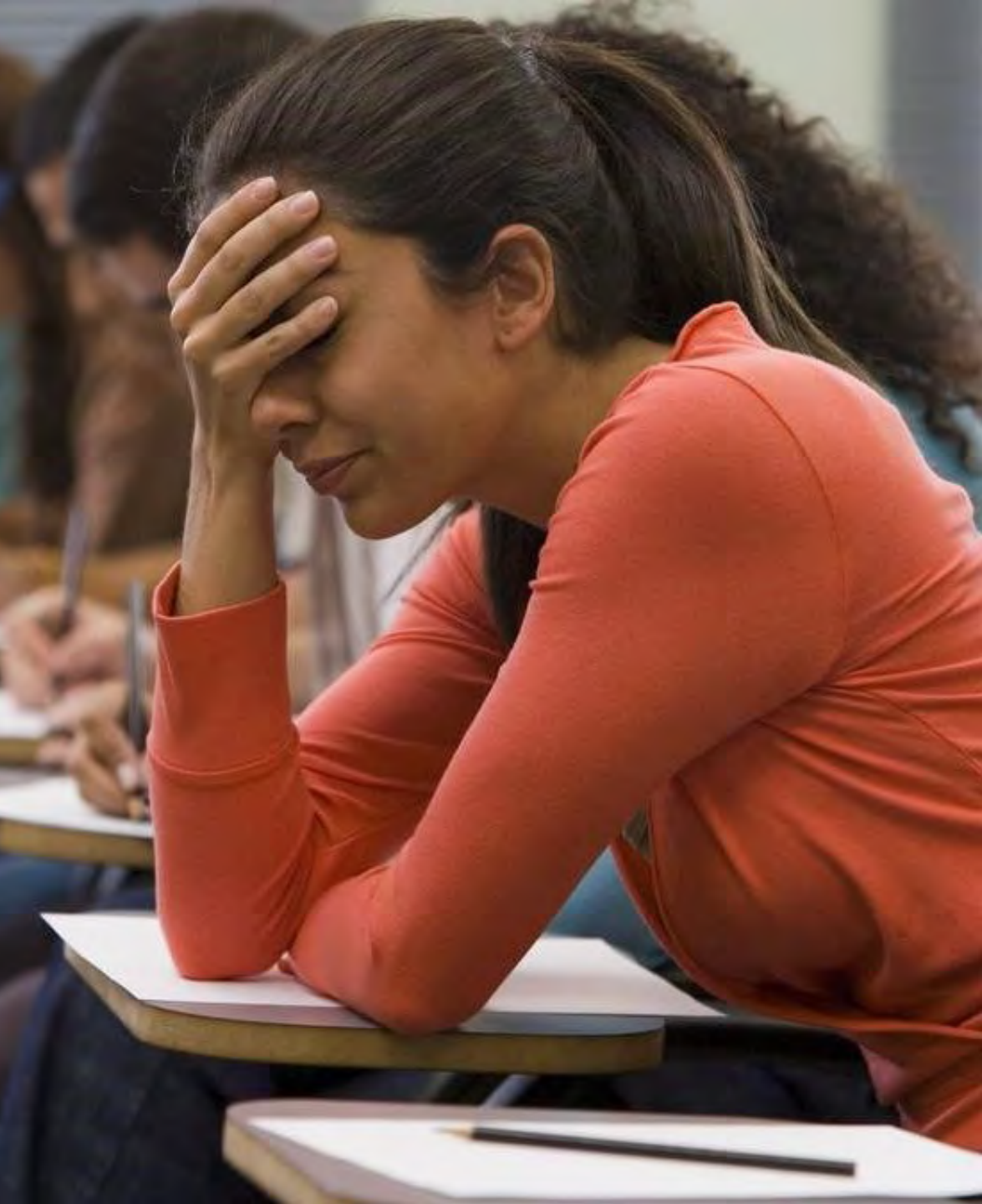
**3. ACCESSIBILITY VS.  
TREATMENT**





# Waitlist Client Classification

|                | Fall 2018<br>(8/20-10/23) | Fall 2017<br>(8/21-10/24) | Y/Y change        | Y/Y %-<br>change  |
|----------------|---------------------------|---------------------------|-------------------|-------------------|
| Priority Level | Number of clients         | Number of clients         | Number of clients | Number of clients |
| Emergent       | 73                        | 49                        | +24               | ≈ + 49.0 %        |
| Urgent         | 255                       | 157                       | +98               | ≈ + 62.4%         |
| Routine        | 401                       | 394                       | +7                | ≈ + 1.7%          |
| Total          | 729                       | 600                       | +129              | + 21.5%           |



## What Students Say

*“It is very nice in the Health 2 building; the other building is dark & less welcoming.”*

*“Frequency of appointments and shorter wait times”*

*“Timing of appointments can be random, sometimes front desk is under staffed”*



# Unit Needs

## ADDITIONAL LICENSED CLINICIANS

| FY | clinicians | students | Ratio of Students Per Each Counselor |
|----|------------|----------|--------------------------------------|
| 18 | 17.5       | 45,364   | 2592                                 |
| 19 | 21         | 46,355   | 2207                                 |
| 20 | 22         | 46,355   | 2107                                 |
| 21 | 23         | 46,355   | 2015                                 |
| 22 | 24         | 46,355   | 1931                                 |
| 23 | 25         | 46,355   | 1854                                 |
| 24 | 26         | 46,355   | 1782                                 |
| 25 | 27         | 46,355   | 1716                                 |
| 26 | 28         | 46,355   | 1655                                 |
| 27 | 29         | 46,355   | 1598                                 |
| 28 | 30         | 46,355   | 1545                                 |
| 29 | 31         | 46,355   | 1495                                 |
|    |            |          |                                      |

The background features a dark, semi-transparent overlay on a photograph of a calculator, a pen, and a spreadsheet. The calculator is on the left, the pen is on the right, and the spreadsheet is at the bottom. The text is centered in the upper right quadrant.

EXPLANATION OF  
BASEALLOCATION  
USAGE/EXPENDITURE

**\$271,945 addition to fund equity due to lapsed salaries and benefits. Line-item, *Exempt Category Employee Salaries.***

QUESTIONS?

