

Student Affairs Annual Report

Department: Counseling and Psychological Services

Date: 7/15/2022

Academic Year: 2021-2022

Director: Sara Byczek, PhD, LP and Assistant Director: Charles Starkman, PsyD, LP

Department Mission: The Mission of Counseling and Psychological Services (CAPS) is to advance student success by promoting emotional wellness and psychological development by providing culturally competent, high quality, and confidential mental health services, prevention and educational programming, campus wide consultation, crisis response, and outreach. Our staff and trainees are committed to providing a safe, welcoming, and affirming environment for all students.

Department Vision: Counseling and Psychological Services is a trusted, visible, and wide-ranging university counseling center that continually strives to enhance the mental health and overall wellbeing of our students and the greater campus community.

Values/Principles: Inclusion and Equity, Integrity, Collaboration, Education
Connectedness and Support, Social Justice and Diversity, High Quality Service

Please share some wins/triumphs you/your department had during this academic year. Also, include any staff highlights:

- Hired CAPS full time administrative assistant

For the majority of the 2021-2022 academic year, CAPS front desk administrative assistant position was split between two part time positions. In May 2022 we conducted a successful search and as of July 1st 2022 Janet Vasquez started as the full time administrative assistant.

- Successful transition to hybrid model with record-breaking number of students served.

The 2021-2022 academic year provided the unique opportunity to implement a hybrid model where clients had options of meeting with a clinician in person, in office but using a “zoom room” to maintain social distance, or meeting online via zoom. All intake appointments (first appointment) were conducted via Zoom either in the CAPS office or at the location of the client’s choosing. This flexible model allowed CAPS to be more accessible, reaching students who wanted CAPS services but were unable to come to campus. This academic year, CAPS

saw more students and scheduled more appointments than any previous year. CAPS had a 36% increase in the number of students compared to last year and 15% increase in the number of sessions provided.

- CAPS conducted a satisfaction survey inviting all students who had contact with CAPS to participate. Some highlights included:
 - 86% of students either strongly agreed or agreed that they felt safe sharing with their counselor
 - 80% of students felt their counselor helped them meet their goals
 - 84% of students felt the issues they presented with were resolved
 - 67% of students felt their academic performance improved due to CAPS
 - 69% of students stated they are more likely to continue their education at UM Dearborn as a result of CAPS
 - 87% of students would recommend CAPS to a fellow student

- Implemented psychological testing

In the Winter 2022 semester, CAPS psychologists and doctoral level trainees completed a soft roll out of providing psychological assessments. These assessments include ADHD assessments, learning disability assessments (including dyslexia), and diagnostic clarification assessments. These assessments will be available for CAPS clients referred by their clinician and students referred from Disability and Accessibility Services. During this soft roll out, the CAPS director and assistant director developed a policy and procedure manual for completing assessments in order for this activity to be fully integrated into CAPS for the Fall 2022 semester.

- Implemented track model for training program that provided specific training opportunities for doctoral level candidates

In the 2021-2022 academic year, CAPS training team implemented two tracks of trainee seminars, one for CAPS Doctoral trainees and one for CAPS Masters level trainees and undergraduate interns. The Doctoral level trainees were provided specific topics including supervision, prepping for internship, and eating disorders. They were also provided the opportunity to complete integrated psychological assessments in the Winter 2022 semester.

- Continued multiculturally focused training

CAPS continued work on their identified social justice goals by hosting several speakers over the academic year focused on multicultural development. Some examples of topics included: working with Muslim students in therapy, providing mental health support for students with a disability, and providing support for BIPOC students' mental health.

- Implemented Mental Health and Wellness Peer Educators Wellness tables

The CAPS Mental Health and Wellness Peer Educators provided multiple services this academic year. One new program they provided were weekly wellness tables. Two days each week, the peer educators hosted a table in the University Center providing mental health and wellness resources along with a different mindfulness activity. These mindfulness activities could be done either in the UC or elsewhere in case a student who wanted to participate did not feel comfortable spending time in the UC.

Please share the challenges you/your department have met during this academic year. Include the steps taken, or plans to take, in addressing the challenges. Include where you may need help in the future:

- Connecting with students online

With the ever-changing impact of the pandemic, many students were not on campus as much or at all. In addition to providing a zoom option for students to attend counseling appointments, CAPS wanted to find methods to provide mental health resources to all students. One such solution was connecting with external relations and creating weekly content for the University's Instagram account. This partnership not only assisted in getting mental health resources to students, the presence of this information on the University's main Instagram account will help to normalize conversations about mental health.

Please list progress on strategic goals:

- Facilitate a smooth transition to a hybrid model of in-person and remote work

As noted above under the wins section, CAPS was successful in meeting this goal. We will continue to address this goal next academic year as we move to more days in office.

- Explore the possibility of CAPS offering psychological assessments/testing for students

Again as noted above under the wins section, CAPS accomplished this goal and is ready for a full roll out of this service for the Fall 2022 semester.

- Finalize a collaborative arrangement with Beaumont to allow students access to psychiatric services

The goal of finalizing an agreement with Beaumont to allow students access to psychiatric services was modified during this academic year after Beaumont was

unable to enter new agreements due to a merger. Instead, CAPS finalized an agreement with University Health Services (UHS) out of Ann Arbor to reach the goal of providing access to psychiatric services for CAPS clients. CAPS clients who are either underinsured and face financial barriers to access, or lack familial support and cannot utilize their insurance benefits, may access this service starting in Fall 2022. Policies and procedures were created and agreed upon with UHS and a MOU was created and signed.

- Create a track model for CAPS' training program that provides specific training opportunities for doctoral level candidates

As mentioned under the wins section above, CAPS was able to meet this goal. Moving forward, we plan to provide additional trainee seminars for doctoral trainees and guidance for assessment being a part of the practicum experience for doctoral students.

Resources - please list/share any areas where resources are lacking; what can help with this?

- Additional resources are needed for the future goal of applying for IACS accreditation. IACS stands for International Accreditation of Counseling Services, and is the gold standard of accreditation for university counseling centers. IACS-accredited centers provide the highest quality of clinical services, are valued by university administration, and maintain optimal levels of integrity and ethics. There are yearly fees associated with accreditation along with fees for initial and re-assessment of the center.
- With the addition of one clinical staff member, Zoom room for psychiatric services, and expansion of the trainee program, space has become an issue for CAPS. Even with remote work making some office space available, CAPS has exhausted its space. This may become an issue with the training program, as graduate trainees are only available certain days as they have courses to work around. Having 1-2 confidential offices within the University Center could assist with meeting this demand and allow CAPS to continue to meet students' needs.

Please share your goals for the upcoming academic year:

- Implement psychiatric services
- Continue to work towards having CAPS approved therapy dog onsite after he meets his training qualifications
- Restart clinical assessment (CCAPS) to better gauge progress students make at CAPS separate from the data received from the satisfaction survey

- Continue to offer multicultural professional developments for staff and trainees

July 2022