

Mission

The Mission of Counseling and Psychological Services (CAPS) is to advance student success by promoting emotional wellness and psychological development via 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.

Vision

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

Core Values

Inclusion and Equity, Integrity, Collaboration, Education, Connectedness and Support, Social Justice and Diversity, and High Quality Service

Staff

Director: Sara Byczek, PhD, LP

Assistant Director and Training Coordinator: Charles Starkman, PsyD, LP

Group Coordinator: Lusine Hambarzumyan, M.S., M.A., LLP

Coordinator of Clinical Case Management: Jimmy Vuong, MSW, LMSW

Coordinator of Outreach: Joanna Ransdell, MSW, LMSW

Coordinator of Multicultural Services: Carmen Bell, PsyD, LPC

Administrative Assistant: Janet Vasquez

Staff Changes

Janet Vasquez was hired as the full time CAPS administrative assistant after serving in a part time temp role in the previous year. In recognition of the expanding administrative duties connected to the training program, the coordinator of training role was created and filled by Dr. Starkman, CAPS Assistant Director. Dr. Starkman's previous role of coordinator of Outreach Services was filled by Joanna Ransdell.

Clinical Services

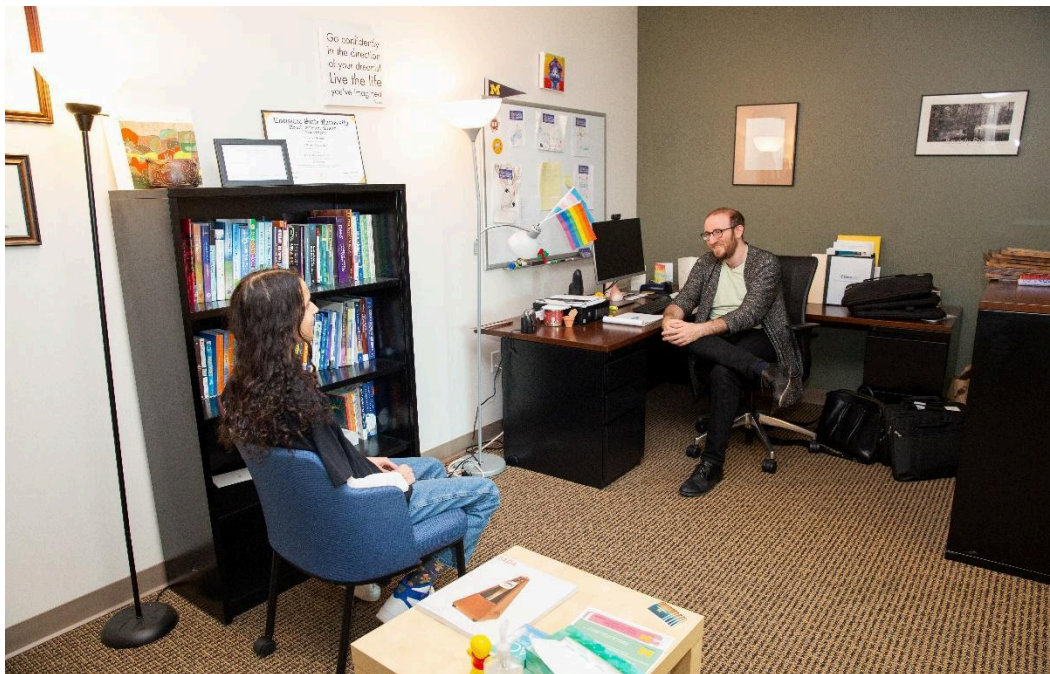
CAPS provides a variety of clinical mental health services for registered University of Michigan-Dearborn students including:

- Solution-focused individual counseling
- Group counseling

- Couples Counseling
- Crisis Services
- Case management and referrals
- UHS Psychiatry and Medication Management
- Psychological Assessments
- Therapy Dog
- Workshops and Presentations

This year (July 1st, 2022- June 30th, 2023) CAPS scheduled over 4500 appointments with 442 students. The average number of sessions per student was 7.27. Approximately 53% of students received 1-5 sessions, 26% received 6-10 sessions, and 17% received 11-20 sessions. The most common diagnoses were Generalized Anxiety Disorder, Adjustment Disorder with Anxiety and Depression, and Major Depressive Disorder. Of the 442 students who sought out therapy services, 84% of these requests were marked non-urgent, 15% semi-urgent and 1% urgent. The average wait time for an intake appointment was 9 days from the time the student completed their assessment.

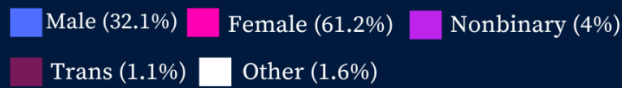
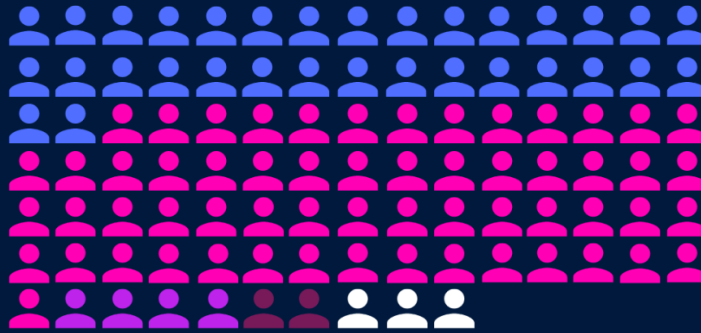
This academic year 11 groups were offered for students including several interpersonal process groups, Umoja Group, Body Image Group, Trauma Survivor Group, and an ACT/DBT Skills Group. All of the groups were conducted in person. Thirty psychological assessments were completed this academic year totaling over 150 direct hours and 129 hours of report writing. Nineteen clients were referred to University Health Services for psychiatric medication consultation.



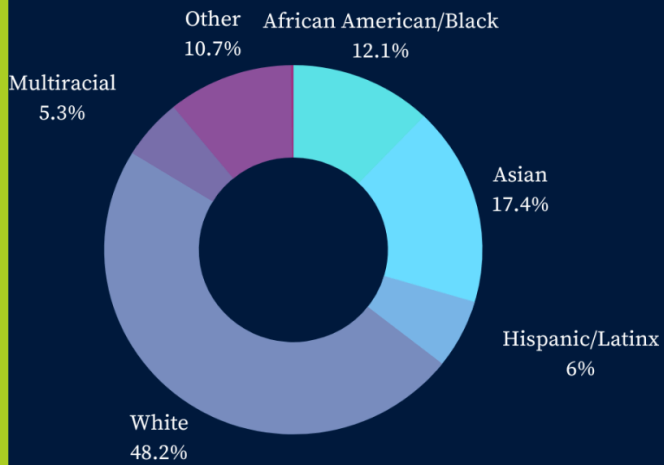
CAPS Clients

DEMOGRAPHICS

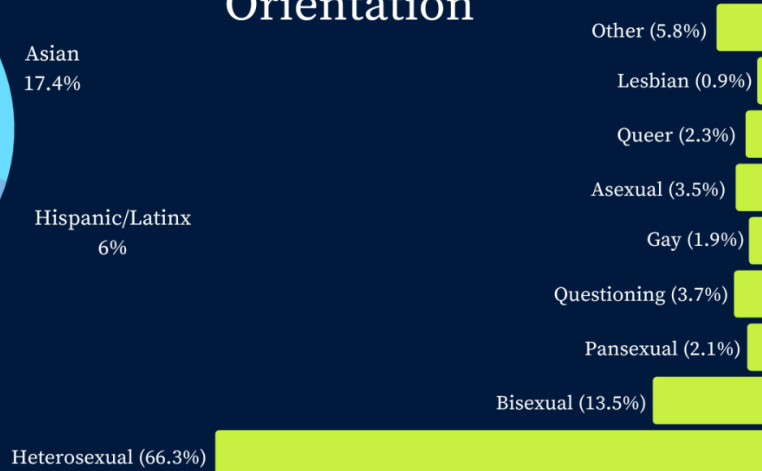
Gender



Race

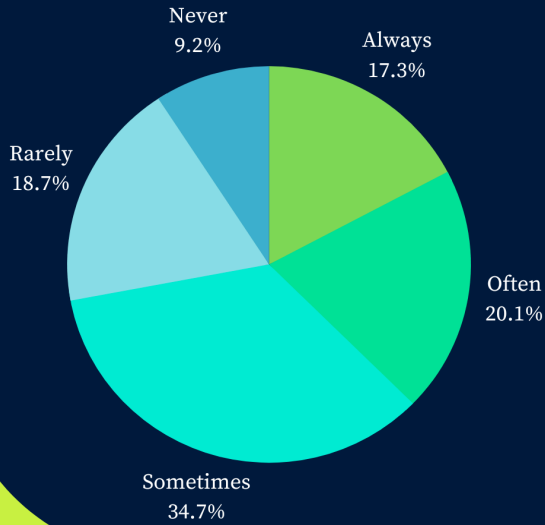


Sexual Orientation



DATA

Clients experiencing financial stress



43% of clients say this was their first experience with therapy



8.6% of clients have been previously hospitalized



30% of clients are 1st generation students



27% of clients are transfer students



12.6% of clients are also registered with Disability and Accessibility Services

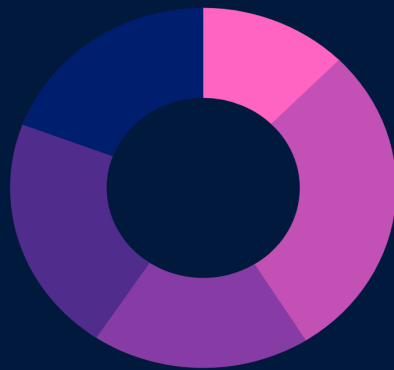


11.6% of clients are international students

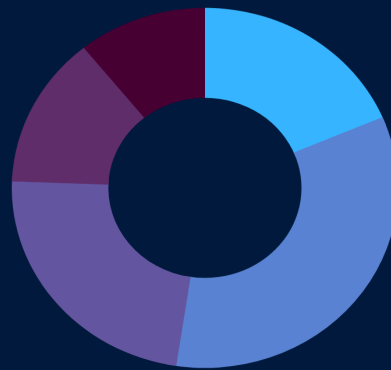


SUPPORT

Feels Supported by Family



Feels Supported Socially



Strongly agree (12%)

Somewhat agree (28%)

Neutral (18%)

Somewhat disagree (21%)

Strongly disagree (19%)

Strongly agree (18%)

Somewhat agree (34%)

Neutral (23%)

Somewhat disagree (14%)

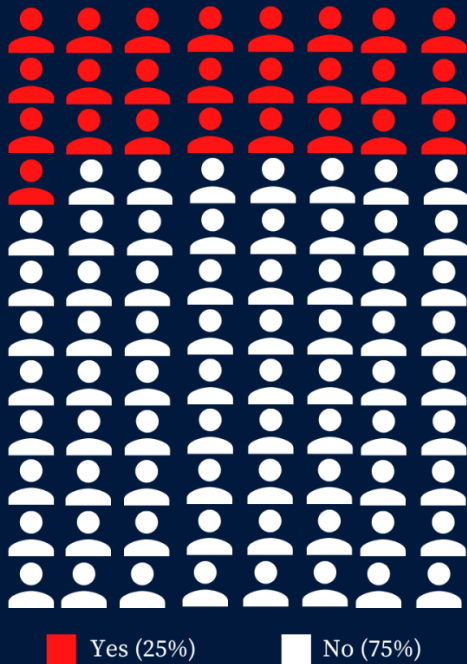
Strongly disagree (11%)

REPORTS

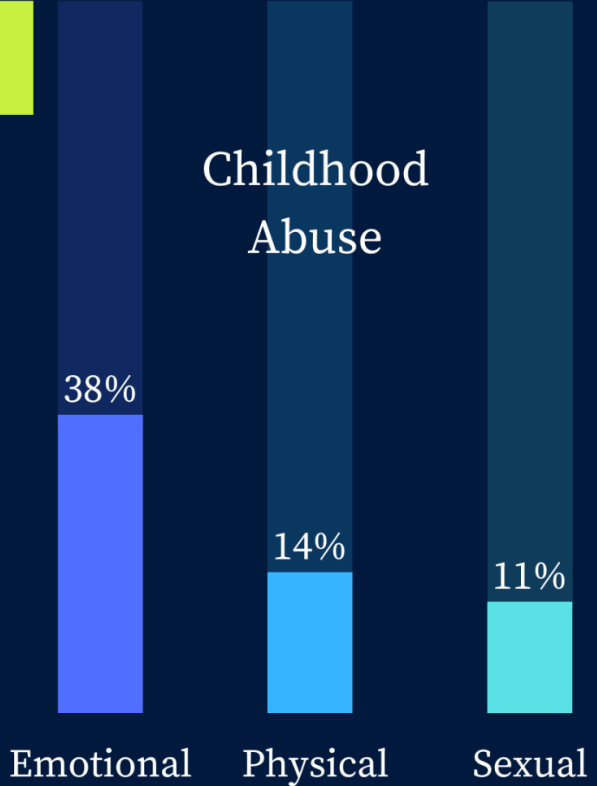
Have experienced harassment and/or abuse



Have had an unwanted sexual experience



Childhood Abuse



8.6% of clients received prior psychiatric hospitalization



25.1% of clients engaged in self injury at least once



36.1% of clients have considered suicide at least once



10.7% of clients have attempted suicide at least once



Training Programs

Counseling and Psychological Services has been a training site for doctoral and masters level psychology and counseling trainees for more than 15 years. The training program offered by CAPS is developmentally based. Trainees enter their experience at the office at different points in their graduate degree and therefore their experiences are individually tailored to meet their unique needs. The program trains all trainees in evidence-based practices and approaches. The center takes a social justice approach to working with clients and helps to work with trainees in developing their own multicultural competencies and lens while having the opportunity to work with a diverse student population.

Training is an important part of CAPS' identity. The experience of having graduate level trainees completing their practicums at the office not only provides more options of clinicians from various backgrounds for UM-Dearborn students, but enriches the experiences of CAPS staff who work with the trainees as well. This year we were able to offer six positions, two masters-level psychology students, one masters-level social work student and three doctoral level psychology students. These graduate trainees came from three different universities and four different programs.

Psychology & Social Work Masters Training Program

Rachael Les and Sydney Rumley (Eastern Michigan University) were the master's level psychology trainees. David Hay (University of Michigan Ann Arbor) was the master's level social work trainee. Master's-level practicum students are expected to carry a caseload of 6-8 individual clients, engage in outreach/program activities, participate in weekly individual and group supervision, attend weekly professional development seminars, engage as a liaison for a pre-identified area on campus, and assist in co-leading a therapy group. The Masters level graduate trainees liaised with the Office of Student Life and the Wellness Collaborative.

Master's-level trainees are assigned clients whose reported concerns are less severe in order to match their developmental level as a clinician, as this practicum is typically their first experience engaging as a therapist. The severity of the presenting concern does increase as the trainee gains more experience, skills and confidence. All graduate trainees are required to video record all sessions and provide their individual supervisor with at least one hour of recordings each week to be reviewed. These three trainees provided 14% of all the clinical appointments for the Center this year.

Doctoral Training Program

Jasmyn Irvin, Caroline Callaway, and Rebecca Jarvis made up the cohort of doctoral level psychology trainees, and all three attended Michigan School of Professional Psychology. Students in this practicum carry the same expectations as the masters-level trainees with the addition of providing clinical services to students presenting with significantly more distress and concerns. The three doctoral level trainees provided 22% of all the clinical appointments for the Center this year and liaised with the Center for Social Justice and Inclusion and the Mental health and wellness peer educator program.

Updates to Training Program

Over the past year, CAPS made significant changes to our training program in order to maximize use of our electronic medical record system (Titanium) and streamline our supervisory processes. First, Dr. Starkman worked with Dr. Byczek to enable Titanium's supervision features and created supervision recording feedback forms, as well as summary forms that are completed after each supervision session. During the 2022-2023 academic year, Dr. Starkman developed a supervision manual outlining the responsibilities of supervisors and trainees, as well as core competencies that trainees must meet before they can begin seeing clients. Additionally, Dr. Starkman developed a manual for the Training Coordinator position. This manual includes the responsibilities associated with the position and a timeline of expectations and tasks that the training director must complete over the course of the training year.

Outreach

CAPS provided over 100 different outreach presentations/events this year reaching over 2800 members of campus. Some highlights from this year include:

- Dr. Sara Byczek attended several departmental and college wide faculty meetings throughout the academic year. She presented at the State of the University Address, both provost roundtables on mental health, student government meeting, and executive leadership meetings. Her presence at these events alerts university leadership to the needs of our department, as well as the mental health needs of the greater campus community.
- This Winter semester the Mental Health and Wellness Peer Educators emailed over 150 faculty offering to come into their course and give a brief presentation on CAPS services and UM Dearborn mental health challenges (identified by the Healthy Minds data). A pre-recorded presentation was also offered. Forty faculty responded with over 50 classrooms provided with the presentation.
- In March 2023, Joanna Ransdell was a member of a panel titled "All We Can Save: Confronting Eco-Anxiety & Moving Towards Action". This event was hosted through a partnership with the FYE Faculty Senate Committee, Student Government, CAPS, and the Planet Blue Ambassador program. The discussion focused on managing the anxiety many students face related to climate change.



In addition to in person outreach/presentations, CAPS continued its efforts towards reaching and supporting the campus community through electronic means. Information on CAPS was included in every Dean of Students Weekly email and the Weekly Wellness Wednesday emails that focus on wellness tips continued throughout the year. In the Fall semester, information related to mental health and CAPS was shared on the University's Instagram page each week as well. Lastly, with the introduction of CAPS' therapy dog Moses, Dr. Carmen Bell (his owner), created an Instagram page to share his adventures on campus.

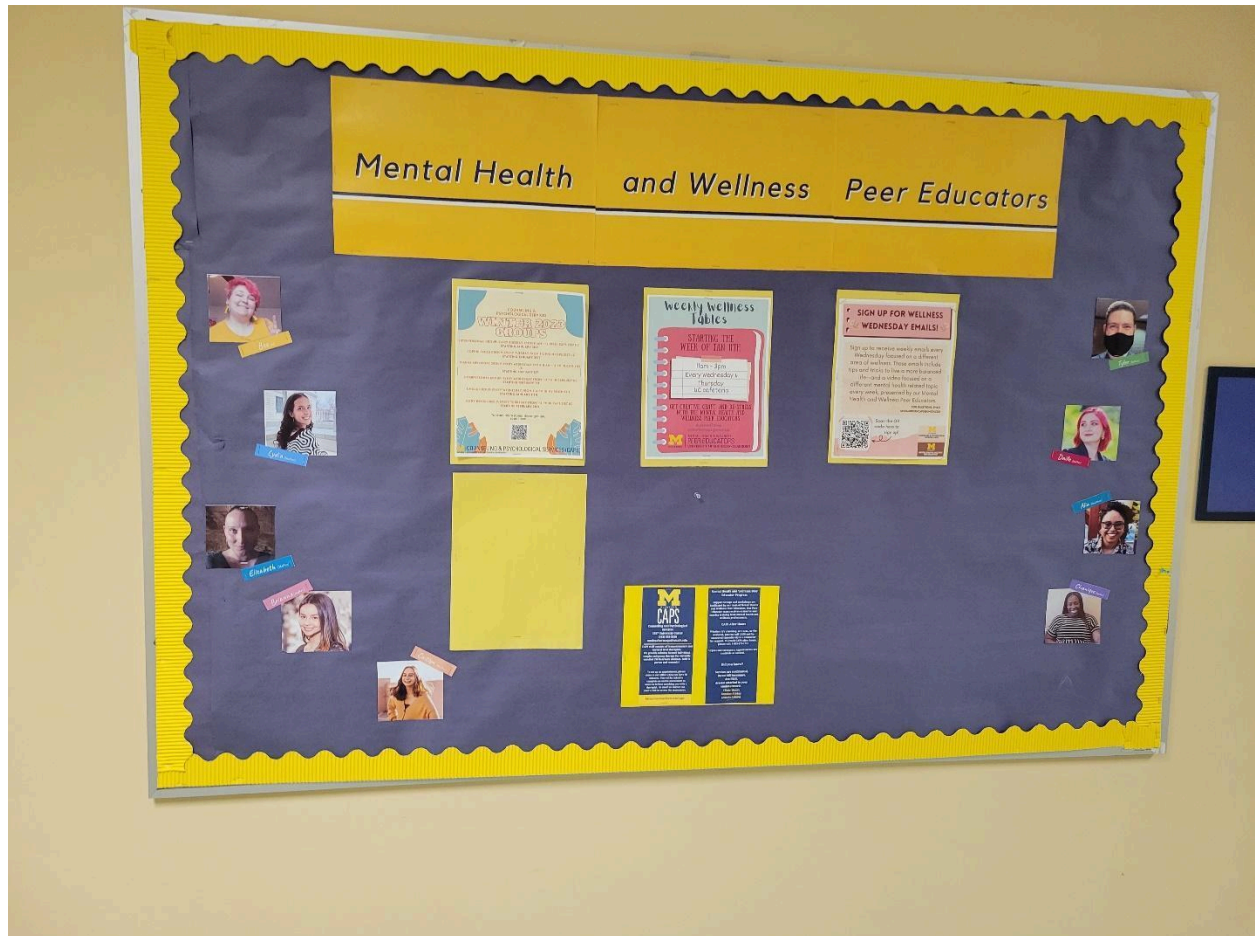
CAPS clinicians also shared their expertise outside of the Dearborn campus with Dr. Carmen Bell and Dr. Charles Starkman co-presenting at the annual Depression Conference held on the Ann Arbor campus. Their workshop titled "A Matter of Access: Equity, Social Justice, and Technology on a Commuter Campus" was accepted at this highly competitive conference and provided information on how university counseling centers, specifically those on commuter campuses, can utilize technology to meet the mental health needs of a diverse student body within a social justice framework.



Mental Health and Wellness Peer Educator Program

The mission of the Mental Health and Wellness Peer Educator Program is to provide support and education to UM-Dearborn students on mental health and wellness. The 2022-2023 academic

year was the fifth year of the Mental Health and Wellness Peer Educator program. This year's cohort consisted of 11 students the first semester and 9 students the second semester. Each semester, CAPS also matched with an undergraduate intern from the Psychology department whose main responsibilities included being a peer educator.



In the Fall semester, the peer educators hosted six weekly support groups for students, recorded weekly mental health Monday presentations to share on the University's youtube channel, and staffed twice a week Wellness Tables. In the Winter semester, instead of support groups, peer educators decided to focus on doing classroom presentations to help students learn more about CAPS resources and general mental health. Due to their outreach, over 50 classroom presentations were given during the semester. Also, in partnership with the EIC and the planet blue ambassador program, several nature walks were hosted during the semester, with these walks continuing throughout the Summer semester. Several of the Wellness activities were also focused on sustainability with assistance from Grace Maves, the new sustainability programs coordinator.

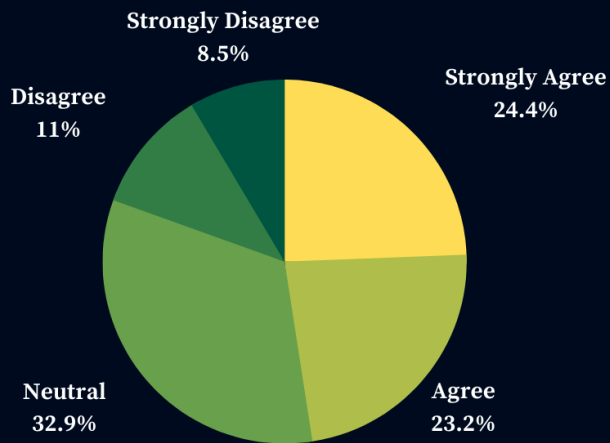


Satisfaction Survey

In June 2023, CAPS sent out a brief satisfaction survey to all students who completed the computer assessment to request counseling services this academic year. 90 students completed the survey that asked several Likert scale questions about their experience with CAPS and also provided open-ended space for any written feedback. Overall, students' experiences with CAPS were positive. One respondent described CAPS as "Very professional and welcoming environment. I found counseling through hearing about it through a presentation brought into one of my classes and instantly felt that I deserve to get help for my mental health". Another student shared their experience with their clinician stating "They are very empathetic and very good at what he does. I had him for many many sessions so I could go on for a while. He played a significant role in not just my improvement but "new beginnings." I have a very different outlook on life now that will set me up for contentment and success". Some suggestions for improvement included helping students more who meet with a graduate trainee to be transferred to a senior staff member after the trainee ends their practicum, being more clear about what kind of services are offered, and making sure to convey to students that they are being heard.

ACADEMIC PROGRESS

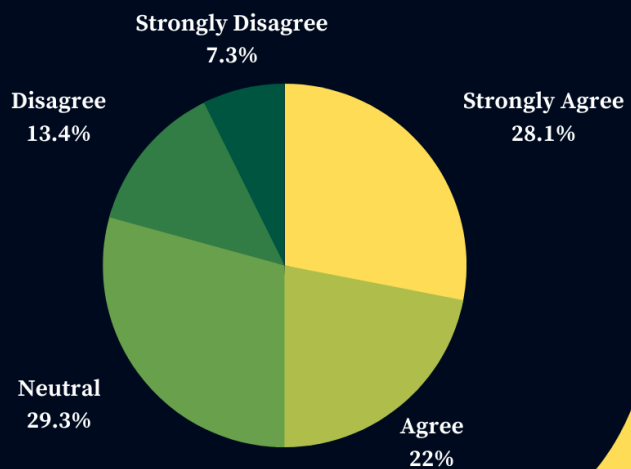
My Academic Performance Improved



59% of clients say they're more likely to continue their education at UM-Dearborn because of CAPS

CAPS Helped Me Make Decisions About My Academic Future

74% percent of clients say their ability to deal with their problems has improved



PROCESS



92% of clients felt that their first contact with CAPS was welcoming.



95% of clients felt that appointment and scheduling procedures were clearly communicated.

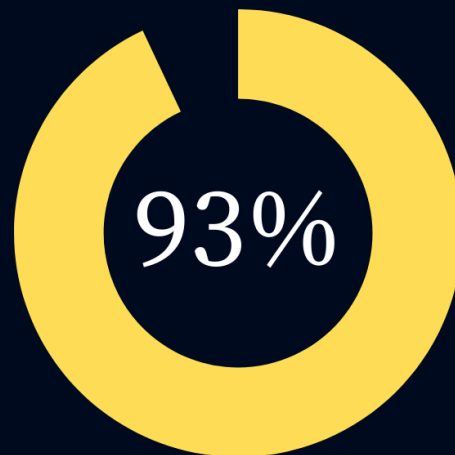


95% of clients felt that CAPS respected their privacy.



98% of clients felt that the intake process was professional and private.

93% of clients agreed that they were able to access CAPS services within business hours.



MY COUNSELOR...

Discussed my treatment options with me

72%
agreed

Assisted me in reaching my goals

84%
agreed

Treated me with dignity and respect

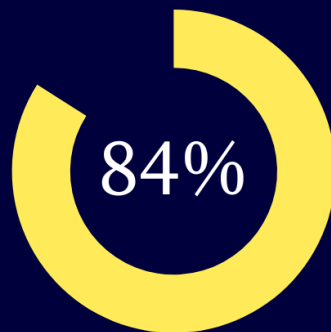
95%
agreed

Listened to and understood my problems

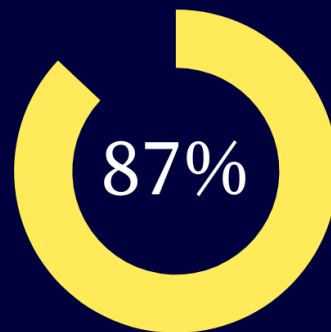
89%
agreed

Spoke to me using words I understand

98%
agreed



of clients say
they would
return to CAPS, if
needed

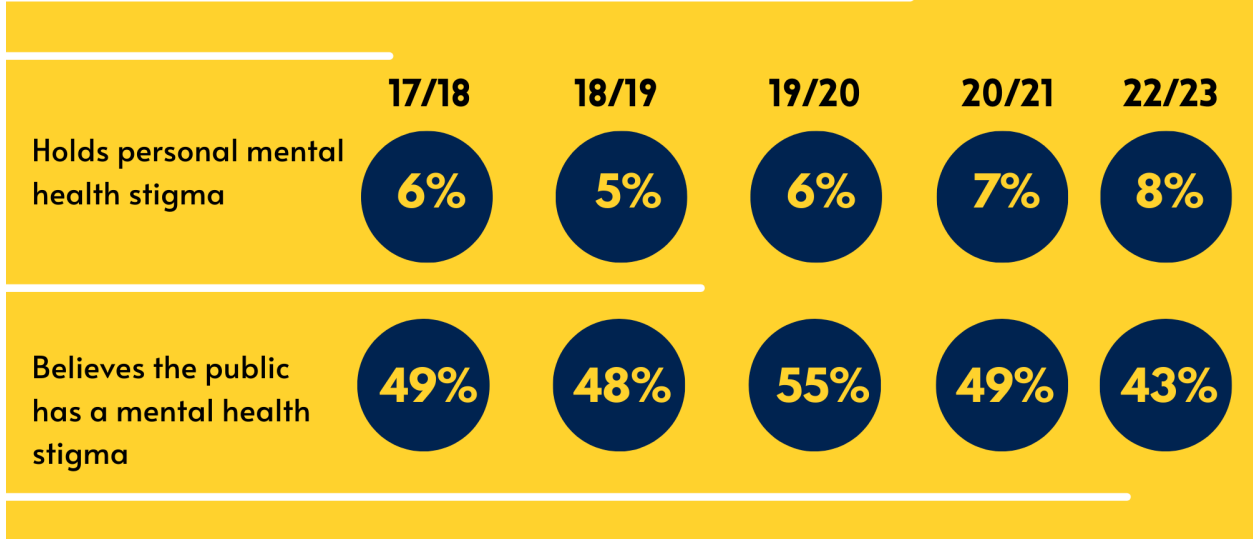


of clients say they
would recommend
CAPS services to
other students

Healthy Minds Data

The Healthy Minds Survey (HMS) is an annual web-based survey study examining mental health, service utilization, and related issues among undergraduate and graduate students. Since its national launch in 2007, HMS has been fielded at over 180 colleges and universities, with over 200,000 survey respondents. The 2022-2023 year was the fifth time in six years UM-Dearborn participated in the survey. Approximately 700 students participated in the research this year. Key findings from this year, along with comparisons from previous years, are highlighted below. New this year, faculty and staff were asked to complete the Faculty/Staff version of the Healthy Minds survey. Over 230 faculty/staff completed this survey, with the information gained passed on to the Dean of Students and Human Resources.

The following respondents reported their personal stigmas against mental health, then their beliefs about the public's stigmas against mental health.

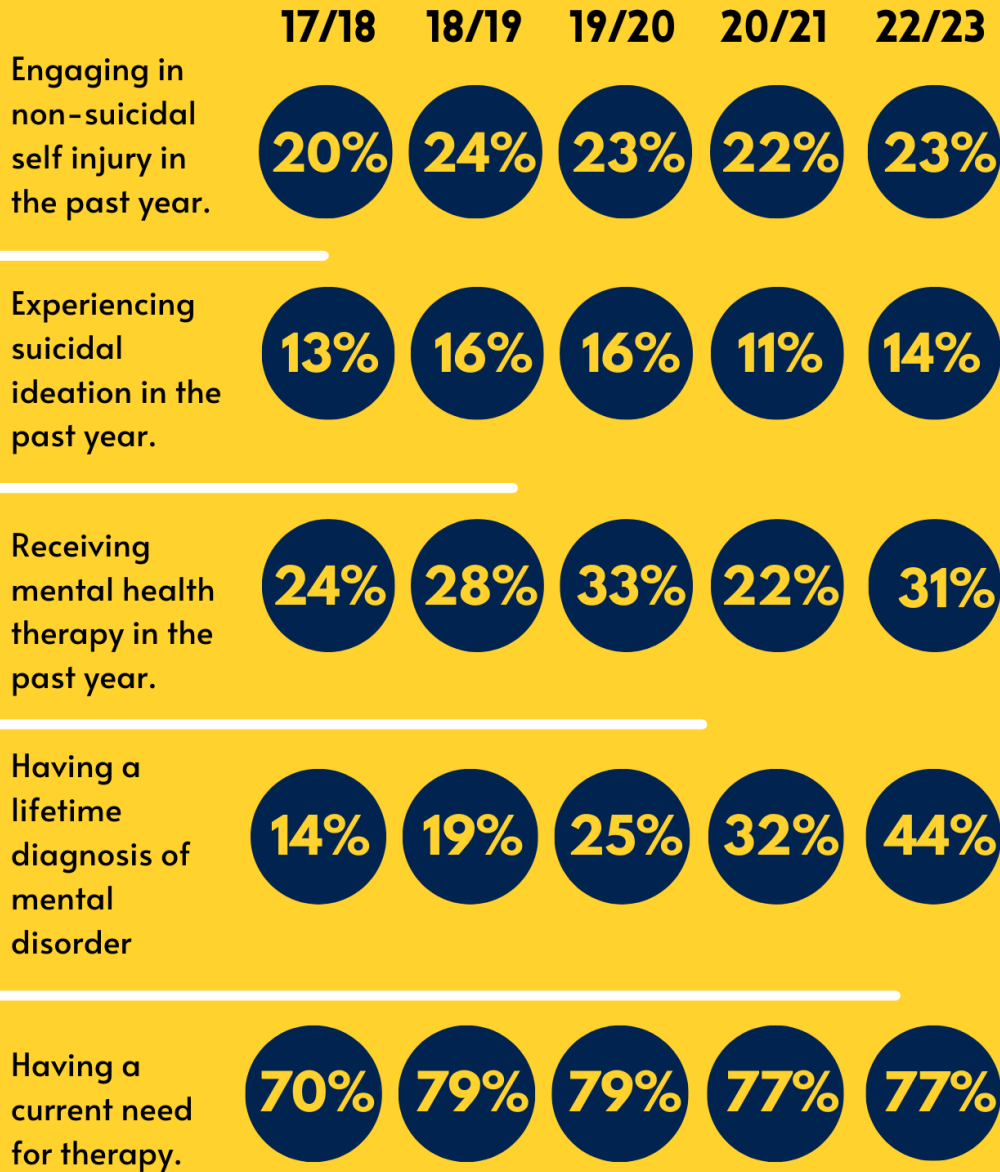


UM-Dearborn Healthy Minds Data 2017-2023

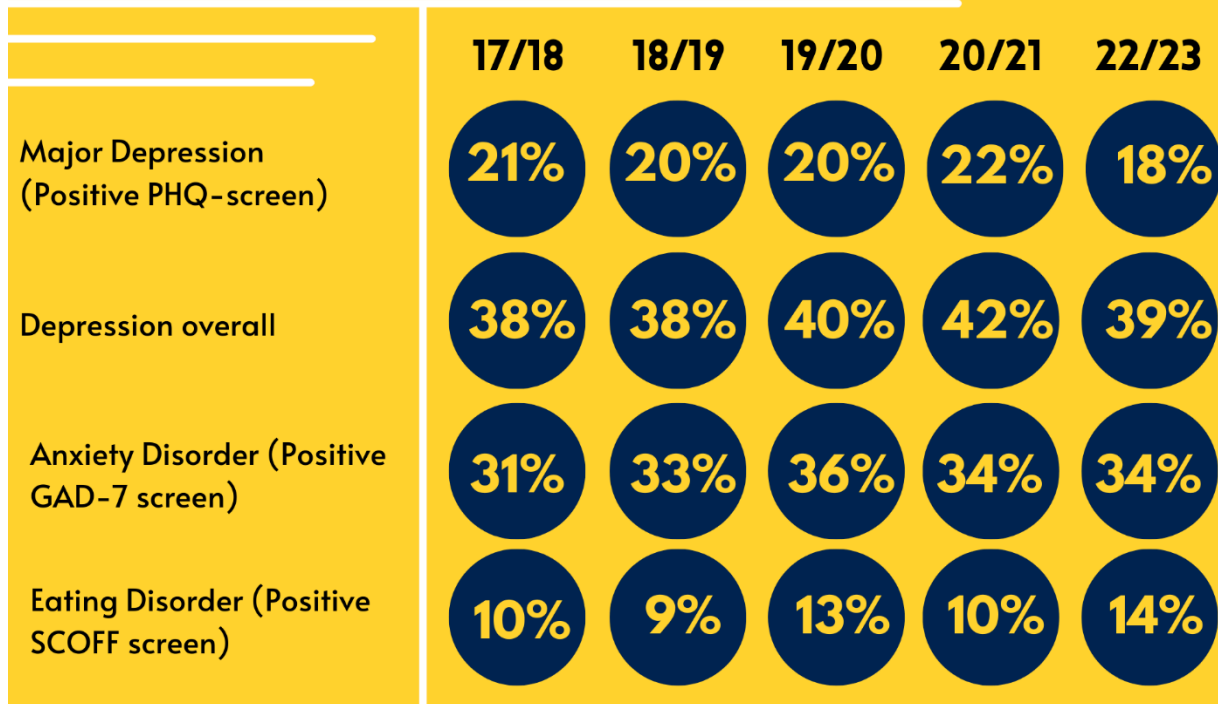
"Over the past two weeks, have you..."

	Had little interest or pleasure in doing things	Felt down, depressed, or hopeless	Felt tired, or had little energy	Felt nervous, anxious, or on edge
17/18	69%	66%	80%	70%
18/19	65%	68%	85%	75%
19/20	71%	69%	85%	77%
20/21	76%	70%	85%	76%
22/23	73%	69%	84%	81%

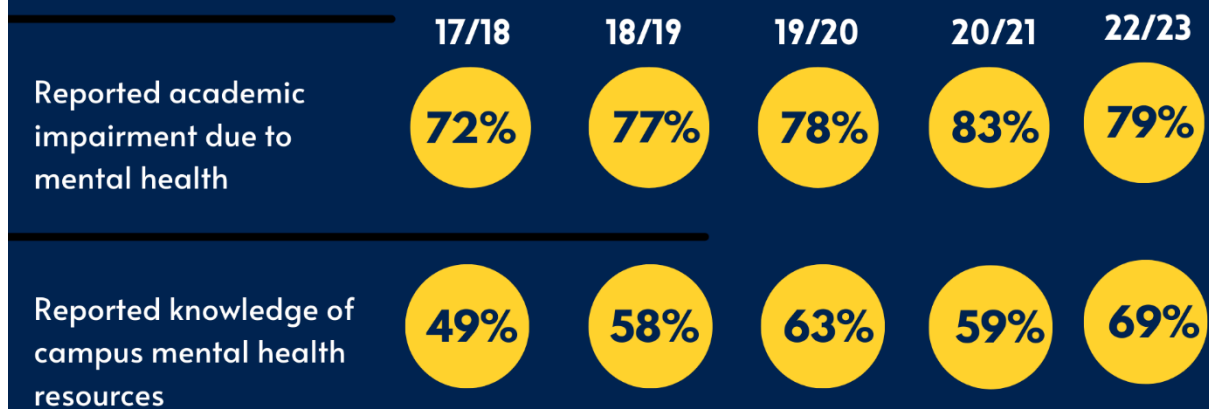
The amount of students below have reported...



The following percentage of respondents screened positively for...



The following respondents reported their mental health-related academic difficulties, as well as knowledge of campus resources.



Progress on Previous Goals

Goals set for this academic year included the following:

- **Implement psychiatric services-** CAPS was successful at meeting this goal with the development of the partnership with University Health Systems. Eighteen clients were referred and received psychiatric services due to this partnership. CAPS staff meets once a month via zoom with the UHS medical providers to help assure wrap around coordinated care for our students. We recognized the necessity of this component of mental health care due to persistent stigma surrounding psychotropic medication and the socioeconomic barriers faced by our students when attempting to access mental health services in the community. This collaborative effort respects the confidentiality of our clients and ensures they get the care they need and deserve.
- **Continue to work towards having CAPS approved therapy dog onsite after he meets his training qualifications-** CAPS is thrilled to add Moses the Goldendoodle to our team! Moses is a certified therapy dog who completed his training this Fall semester. His mother, staff psychologist Dr. Carmen Bell, brings Moses to campus when she works in person. Current CAPS clients can request to have Moses present for their individual and/or group therapy sessions. Moses is available for campus-wide events, as well, and has become a fan favorite on the Dearborn campus (and on Instagram!).



- **Restart clinical assessment (CCAPS) to better gauge progress students make at CAPS separate from the data received from the satisfaction survey.**- This past January 2023, CAPS staff implemented the practice of having students complete the CCAPS every 4th session. Once a month, Dr. Byczek randomly reviewed records of each clinician to assure that they were remaining in compliance with this new policy.
- **Continue to offer multicultural professional developments for staff and trainees-** CAPS continues to make multicultural and diversity related professional development and training a priority with examples of such trainings including GVSU Annual Multicultural Conference, Trans Affirming Care and Practices, Becoming an Antiracist Mental Health Clinician, and Sexual Harassment and Violence trainings.

Future Goals

- **Start process for IACS accreditation** - IACS accreditation is one of CAPS' key priorities for the upcoming training year. Dr. Byczek is in the process of completing the application for accreditation, which is a time-consuming process. If CAPS successfully obtains IACS accreditation, it will enhance our status and strengthen our credibility within the university community. Accreditation ensures that CAPS is complying with

best practices, providing the gold standard of mental health care to our clients, and can help with staff recruitment and securing budgetary requests in the future.

- **Fine-tune utilization of the stepped care model-** CAPS' staff is in the process of determining changes to our stepped care model in preparation for the upcoming academic year. Further clarification and streamlining of our service provision model is essential to meet the needs of our clients.
- **Develop more faculty training focused on mental health--** Faculty play a critical role in identifying possible mental health issues among students, as they interface directly with them on a regular basis. Currently, only QPR (Question Persuade Respond) training is offered to faculty and staff. This training focuses specifically on suicide prevention. CAPS would like to identify/develop a training that focuses more on general mental health struggles and what faculty specifically can do to support these students.