INTRODUCTION

Significant Achievements 2010-2011

✓ Successful International Association of Counseling Services, Inc. site visit and re-accreditation status
✓ Development and opening of the Wellness Zone – a mental health wellness center for students
✓ High client satisfaction reported via assessment efforts
✓ Continued leadership of national organization of counseling center outreach work
✓ Data presented from Phase III of the College Student Mental Health Survey (random sample of all UM students). The survey is an on-going research initiative conducted by CAPS.
✓ Seven new staff joined CAPS and were successfully oriented to the CAPS team.
✓ Implemented an innovative set of daily workshops - Common Concerns meetings – designed to address the top mental health needs of students
✓ APA Accreditation self-study report completion

In 2010-11, Counseling & Psychological Services (CAPS) supported thousands of students in their pathways to mental health via clinical work, prevention and education work, our student engagement work, and the support of faculty and staff who in turn support students. In addition, CAPS continued to provide leadership for the campus in student mental health, and leadership for the nation in counseling center prevention work. We also continued the implementation of intentional growth to meet current UM student mental health needs.

As we entered the new decade, we found ourselves asking additional questions and finding emerging answers – some of these “answers” are found in this report. We hope you find the markers of this past academic year helpful in your work, with colleagues and students, and we ask that you share this report widely with interested parties.

And, most importantly, we invite everyone to join us as we continue to strive to have “20/20” vision for the next 10 years – as we approach the year 2020.
Providing direct clinical services is only one of the many methods by which CAPS fosters the emotional well being of U-M students. It accounts, however, for a significant portion of our efforts to create a healthy emotional climate on our campus. In 2010-11 students made 16,342 clinical visits to CAPS. Demand for CAPS services is up 52% since 2000-01.

U-M students rate CAPS services very favorably – 99.2% would refer a friend to CAPS, 98.8% would come back to CAPS if they had a similar problem in the future, and 94.2% rate CAPS services as generally or definitely high quality.

Not surprisingly, CAPS provides more individual counseling than any other type of clinical service, accounting for 63% (first appointments and individual follow-ups combined) of all appointments over the past year. The next largest types of services are group counseling (8%), psychiatric services (8%) and crisis/same day services (7%).
Consistent with recent national trends, anxiety (64%) is the most frequent presenting concern cited by UM students who seek CAPS services, followed by depression (60%), self-esteem concerns (44%), academic problems (42%), and relationship difficulties (31%).

Building on CAPS’ mission to provide multiculturally appropriate services to students from diverse cultural backgrounds, nearly one third of CAPS’ clients are students of color. Asian American/Asian students (13.5%) comprise the largest of these groups followed by African American/Black (7.9%), Multi-Racial (3.9%), and Hispanic/Latino/a (3.9%).

Graduate and professional students comprise 30% of CAPS clients. Undergraduates account for 70%.
OUTREACH SERVICES:
PREVENTION, EDUCATION, AND HEALTHY COMMUNITY BUILDING

doing something...reaching out on campus and around the country

REACHING OUT TO STUDENTS, FACULTY & STAFF

One of the goals of CAPS is to increase college student mental health awareness across the University of Michigan community through “outreach”. Outreach is a broad term including prevention, education, increasing awareness and decreasing stigma. Through outreach efforts, CAPS is able to provide services to the thousands of students who do not use more traditional clinical services as well as to faculty and staff who are often times the first points of contact with students who may be in distress.

Outreach provides information to students in a non-threatening and student-centered way, thereby decreasing students’ reluctance or fear regarding help-seeking.

Outreach is time and cost-effective. By sharing useful information with groups of students during a tabling event, workshop or presentation, many more individuals are touched by CAPS in an accessible and approachable manner.

Outreach also allows for creativity and “reaching students where they’re at” and provides an important role for counseling centers on a college campus. Outreach creates a “web of caring” so that friends, staff and faculty can learn how they can help themselves or a friend.

SPECIFIC EFFORTS

CAPS outreach efforts are multi-faceted and comprehensive. Through outreach, CAPS staff can connect, educate and intervene with the larger UM community and ultimately strengthen our “community of caring.” Examples of our prevention, education and awareness efforts include:

QPR—a 2 hour, suicide prevention training program targeted at all students, faculty and staff on the UM campus

Highlights

- Provided training to the following units this past year: Law School, Psychology, Ross Business School, Residence Education, Mortar Board Honor Society, Leaders and Best Mentoring Program and DSA Professional Development.
- Overall evaluation of QPR: 1.82 (1=Outstanding and 5=Poor)
**MiTalk**—an interactive mental health website created specifically for UM students containing tools in which students can help themselves or a friend on a variety of mental health topics. MiTalk is accessible 24 hours a day.

**Highlights**
- Hired a new MiTalk program manager
- Incorporated social media, including Facebook, Twitter and a blog
- Created new student-centered videos
- Changed the look of the homepage
- Increased accessibility to the site

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**Workshops and Presentations**—CAPS staff provide educational workshops to student, faculty and staff groups on a variety of topics (e.g., overview of CAPS services, stress management, procrastination).

**Highlights**
- 200 staff hours were spent in providing presentations to faculty, staff and students
- Overall evaluation of educational workshops: 4.76 (1=Poor and 5=Outstanding)

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**Liaison relationships**—CAPS has 39 formal relationships with units and departments across campus. Through consultation, collaboration and sharing information regarding the needs, resources and lives of students we are able to best meet the needs of UM students.

**Highlights**
- Appointed a new Coordinator of Liaison Services
- Concentrated effort on strengthening current liaison relationships
- Establishing new relationships, especially with North Campus departments
**Tabling events**—connecting with students in order to decrease mental health stigma and increase awareness about CAPS services (e.g., Festifall, Winterfest, GayzCraze)

**Highlights**
- Over 100 staff hours were spent tabling at events during the course of the year
- We engaged with approximately 2000 students in quick conversations about CAPS, gave information in a ‘quiz’ format, and reinforced the messages of do something, help yourself, and help a friend

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**CAPS Student Advisory Board**—a diverse group of undergraduate and graduate students who work closely with CAPS in order to increase college student mental health awareness across campus.

**Highlights**
- Overall evaluation of the CAPS SAB: 1.1 (1=Outstanding and 5=Poor)
- Topics addressed this year included:
  - developing, implementing and promoting the Wellness Zone
  - providing feedback on the MiTalk website and participating in MiTalk videos
  - providing feedback and participating in the filming of videos on men and mental health issues
  - creating fun activities and tips for students to manage stress
  - creating and participating in an informal interview process for 2011-12 CAPS SAB applicants
Video—the rise in video technology use has also influenced how we increase awareness and education across campus. Videos have highlighted student stories, awareness events, new initiatives and general CAPS information.

**Highlights**

- Created six new videos (e.g., Wellness Zone pre-opening, New Questions for a New Decade) with several new videos currently in production.
- Shared how CAPS has incorporated videos with counseling center professionals from across the country during the 4th National Outreach Conference for Counseling Centers.
- Total CAPS video views = 7,412

**Association for University and College Counseling Center Outreach (AUCCCO)**—In 2008, UM CAPS created and hosted the 1st National Outreach Conference for Counseling Centers in order to provide counseling center outreach professionals a place in which to gather, receive support and learn more about one of the hallmarks of counseling center work, outreach. After hosting the first two conferences, UM once again led the way in establishing a formal association for outreach professionals named the Association for University and College Counseling Center Outreach (AUCCCO).

The mission of the Association for University and College Counseling Center Outreach (AUCCCO) is to assist professionals involved in the leadership of outreach, consultation, and campus community interventions. AUCCCO provides opportunities for networking, professional identity development, idea exchange and creating standards for quality outreach services. AUCCCO promotes a broad understanding of outreach, prevention and education services based on the assumption that outreach must extend the expertise of counseling centers to the larger campus community. AUCCCO recognizes that, as the campus climate has a profound influence on students' lives, outreach services must be informed by perspectives that address the intersection of multiple social identities, promote social justice, and celebrate diversity in all its forms.

**Highlights**

- Dr. Christine Asidao continues to lead the AUCCCO in her role as Chair of the organization.
- This year marked the fourth year of the National Outreach Conference for Counseling Centers.
- Created the AUCCCO website ([www.auccco.com](http://www.auccco.com))
- Building the membership base.
“Talk therapy” requires intimate sharing of personal information within the safety of a trusting, confidential, and professional relationship. Understanding the theory and research of behavioral interventions is only the first step...applying that knowledge in our work with individuals, couples and groups requires years of practice. Excellent supervision and training is required not only to help save the lives of those in crisis but also to help student clients develop their human potential.

We offer training that is broadly applicable but we specialize in the unique niche that is college student mental health. *This means focusing not only on the assessment and treatment of mental illness, but also on the developmental needs of early adulthood and on helping students find or create ways to be healthy and well.* Our trainees learn to provide the multiple services necessary to support college student mental health, including: clinical practice for individuals, couples and groups; consultation and crisis intervention; prevention and educational programming; and training and supervision of other mental health providers.

A sample of this year’s training activities includes:

- An extensive orientation for each trainee group
- Didactic training in ten different seminars throughout the year
- Use of unobtrusive digital session recordings as essential feedback tools
- Over 1,000 hours of intensive individual supervision provided by senior staff
- Over 3,000 hours of high quality clinical service provided by trainees

Trainees are encouraged to pursue specific learning opportunities, which often coincide with *unique clinical services and outreach/education programming* being offered. UM students have benefitted this year from some of these special services:

- Body Image
- CAPS 101
- Connections Process Group
- Creating a Body-Positive Campus Workshop
- Graduate Women’s Group
- Helping Students in Distress
- I Can’t Sleep Workshop
- Introduction to Mindfulness Meditation
- Mind-Body Empowerment Group
- Moving Forward: Transitioning to College with Asperger’s Syndrome
- Procrastination: Stop Putting It Off!!
- Recognizing Students in Distress
- Self-Care in Counseling Case Management
- Social Confidence Group
- Stories of Recovery: Eating Issues Group
- Stress Reduction through Mindfulness
- Time Management
- Yoga + Talk for Depression
TRAINING PROGRAMS FOR MULTIPLE DISCIPLINES

CAPS offers seven training programs in the disciplines of social work, psychology and psychiatry, providing intensive supervised training to more than a dozen graduate students and new professionals each year. To have such a large, vibrant and diverse set of training programs is unusual in college counseling centers, and we are pleased to offer training to the following:

- **Post-Doctoral Psychology Fellows**, selected from a national search
- **Post-MSW Fellows**, selected from a national search
- **Psychology Interns** finishing a Ph.D. or Psy.D., who are “matched” at CAPS through a national electronic process
- **Psychology graduate students** from local programs such as EMU and the Michigan School of Professional Psychology
- **Social Work Interns** completing an MSW at the UM School of Social Work
- **University of Michigan Psychiatric Resident**
- **University of Michigan Clinical Psychology Intern**, from the UM Consortium, which provides students enrolled in the University of Michigan’s Clinical Psychology program with a diverse array of clinical internship experiences, one of which is CAPS

We are very proud to be a part of the professional training of so many wonderful people. The names of this year’s trainees can be found at the back of this document.
TRAINING HIGHLIGHT: THE PRE-DOCTORAL INTERNSHIP IN PROFESSIONAL PSYCHOLOGY

This program exemplifies “Leaders and Best!” The pre-doctoral internship is the “capstone” training experience for graduate students in clinical and counseling psychology, which occurs after four or more years of coursework and practical experience. Like medical school students, the psychology students applying for internship enter into a national search process that encompasses many months; it culminates in an electronic “match,” the results of which are made public on a specified date in February. There are presently many more applicants than there are internship positions, making it a very competitive process.

CAPS received approximately one hundred applications for our three positions. Our program, fully-accredited by the American Psychological Association, is a highly sought-after training site for many reasons, among them: our commitment to diversity; our extensive investment in training; the intensity of our service learning opportunities and the strength of our support systems. We are always pleased to welcome a diverse cohort of highly qualified psychology interns each year!

Our National Impact

We know that our former trainees are contributing to the growth and well-being of countless others through their work in agencies, hospitals, and private practice, among other settings. However, because we have a special affinity for college student mental health, we are particularly pleased when our trainees choose to continue working on college and university campus across the country. Here is a list of some of the institutions where our “graduates” have gone after leaving CAPS:

- Arizona State University-West
- Ball State University
- Boston College
- Central Michigan University
- Colgate University
- Cornell University
- DePaul University
- Dennison University
- Fordham University
- George Washington University
- Lake Forest College
- Kenyon College
- McMaster University
- NC State University - Fayetteville
- Northwestern University
- Roosevelt University
- San Francisco State University
- School of the Art Institute
- Seattle University
- The Ohio State University
- Wayne State University
- Wright State University
- University of Arizona
- University of Central Florida
- University of Delaware
- University of Kentucky
- University of Michigan
- University of Michigan-Flint
- University of Missouri
- University of North Carolina
- University of San Diego
- Western Michigan University
During the 2010-11 academic year, the CAPS Student Advisory Board worked with the CAPS staff to develop the Wellness Zone -- a state of the art mental health wellness center grounded in today’s college student needs. The Zone is meant to complement and connect to the more traditional clinical work we do as well as providing resources for students in general. CAPS is proud to promote mental health in this new and creative manner.

A focus on mental health wellness can help students develop a sense of self, increase resiliency to stress, increase control over one’s life, and provide social support and connectedness. This, in turn, leads to generalized self-efficacy, a more positive and meaningful approach to life, and an increased sense of life balance and contentment.

We conducted a survey in which about 300 students responded with their definitions of mental health wellness, and their responses to what they would use/not use, what would help them, and other suggestions for us. Based on this, the Wellness Zone elements include: massage chairs, biofeedback equipment, yoga mats/blankets, meditation tools, light therapy, DVD's on relaxation, and a Kinect XBox gaming system. Additionally, we will have special events throughout the year.

We opened the WZ on March 31st, 2011 with over 200 students, faculty, and staff attending the opening function. In April 2011, on average 10-20 students a day came to use the various elements.
RESEARCH

CAPS is committed to clinical research projects that contribute to knowledge about mental health issues faced by the diverse student population at U of M from all around the globe. We believe that scientific research informs clinical practice and vice-versa. By focusing efforts on research, we hope to stay abreast of cutting edge advancements in the field of college student mental health. For a review of some of CAPS recent research endeavors, visit our research website: www.umich.edu/~caps/research.html.

For a list of presentations and publications from last year, see below:

PUBLICATIONS AND PRESENTATIONS

Almond, M.L.; Shangali, W.; Ringo, E.; and Adams, J.L. “Pilot of Measurement-Based Care Treatment for Depression in an HIV Clinic in Tanzania.” Poster presentation at the Institute on Psychiatric Services.


STAFF COMMITTEES AND MEMBERSHIPS

Division of Student Affairs

- Abuse Hurts Initiative Project Team
- DSA Assistants Team
- Blavin Scholars Program
- Business and Human Resources Team
- Dean of Students Behavioral Intervention Team
- Emergency Planning and Response Team
- Housing Review Board
- Leadership Assembly
- Professional Development Conference Planning Committee
- Sexual Assault Prevention Awareness Center – Director Search Committee
- DSA/Athletics Proposal Committee
- Student Health Insurance Committee
University of Michigan

- Academic Advisors interested in mental health
- Academic Services Board
- Campus Safety and Security Advisory Committee
- Campus-wide Emergency Health Response Team
- Chair - Mental Health Work Group
- Co-Chair - Depression on College Campus Conference
- Committee for Action Regarding Eating (and body image)
- Committee on Readmission Criteria
- Council on Student Veterans
- Depression on College Campuses Conference, Planning Committee

National/State

- Academy of Certified Social Workers
- Ad-hoc Reviewer, the Counseling Psychologist
- American Academy of Child and Adolescent Psychiatry work group on college student mental health
- American College Personnel Association (Commission on Counseling & Psychological Services)
- American Psychiatric Association
- American Psychological Association
- Association of Counseling Center Coordinators of Clinical Service
- Association of Counseling Center Training Agencies
- Association of University and College Counseling Center Directors
- Chair - Association of University and College Counseling Center Outreach

- Eating Issues Network
- Health Advisory Team
- Human Resources Management Team
- Institutional Review Board – Scientific Member
- Professional Nurses’ Council
- Psychology Consortium Internship
- Student Veteran Symposium Planning Committee
- Students of Concern Consultation Team
- Substance Abuse Education Network
- Substance Abuse Research Center

- Editorial Board Member, Journal of Counseling Psychology
- Elements of Excellence Task Force, Association of University and College Counseling Center Directors
- Health at Every Size Special Interest Group, Academy for Eating Disorders
- International Association of Counseling Services – Board of Accreditation Member
- International Association of Counseling Services – Site Visitor
- International Institute For Trauma And Addiction Professionals
- Michigan Council of Nurse Practitioners
- National Association of Social Workers
- Society for the Advancement of Sexual Health
- Universities Special Interest Group, Academy for Eating Disorders
2010-2011 COUNSELING & PSYCHOLOGICAL SERVICES STAFF

Maria Luisa Ganan Almond, M.D. (Harvard Medical School), Staff Psychiatrist
Christine Asidao, Ph.D. (University of Illinois-Urbana/Champaign), Assistant Director of Outreach & Education
Alice Brunner, Ph.D. (University of California – Berkeley), Staff Psychologist
Amanda Byrnes, LMSW (Dominican University), Case Manager
Dwaine Campbell, Ph.D. (Michigan State University), Staff Psychologist
Donna Champine, M.D., M.A. (University of Michigan), Coordinator of Psychiatry Services
Hsiu-Lan Cheng, Ph.D. (University of Missouri – Columbia), Coordinator of Data and Research
La Reese Collins, Ph.D., LMSW, ASCW, BCD (University of Michigan), Staff Social Worker
Rachel Crutchfield, LMSW (University of Michigan), Staff Social Worker
Timothy Davis, Ph.D. (University of Maryland), Associate Director
Rachel Ducat, BAE (Eastern Michigan University), Clinical Services and Outreach Assistant
Jerome Dowis, Ed.D. (Indiana University), Staff Psychologist
Vicki Hays, Ph.D. (University of Wisconsin – Madison), Associate Director
Ed Huebner, LMSW (Grand Valley State University), Coordinator of Liaison Services
Kristin Kurzawa, MFA (University of Michigan), MiTalk Program Manager
Andrea Lawson, LMSW (Colorado State University), Coordinator of Eating and Body Image Concerns
Durriya Meer, Psy.D. (Wright State University), Coordinator of Psychology Practicum
Claudia Miller, APRN, BC, NP (University of Michigan), Psychiatric Nurse Practitioner
Laura Monschau, Ph.D. (Pacific Graduate School of Psychology), Coordinator of Student Wellness Initiatives
Tom Morson, LMSW (University of Michigan), Assistant Director of Social Work Training
Joy Mutinda, Ph.D. (Fordham University), Staff Psychologist
Moira Payne, B.S. (Eastern Michigan University), Office Manager
Ilona Phillips, LLMSW (The Ohio State University), Coordinator of Alcohol/Other Drugs Initiatives
Sandra Piedrahita, Ph.D. (Southern Illinois University – Carbondale), Coordinator of Clinical Services
Amanda Rico, B.B.A. (University of Michigan), Main Receptionist
Lynne Rose, LMSW, ACSW (University of Michigan), Coordinator of Website Services
Mark Sampson, Ph.D. (The Ohio State University), Assistant Director of Psychology Training
Ann Scott, B.S., MLS (Eastern Michigan University), Training Programs Assistant
Todd Sevig, Ph.D. (The Ohio State University), Director
Junichi Shimaoka, Psy.D. (Widener University), Staff Psychologist
Post Doctoral Fellows
Laura Clark, Psy.D.  (University of Indianapolis)
Bronwyn Murray, Psy.D. (Indiana University of Pennsylvania)

Practicum Students
Ramon Black, M.A. (Michigan School of Professional Psychology)
Edward Jackson, M.A.  (Michigan School of Professional Psychology)
Lisa Wolf, M.A. (Union Institute and University)

Post MSW Fellows
Brittany Bouffard, M.S.W. (University of Texas at Austin)
Liza Sagor, M.S.W. (University of Michigan)

Social Work Interns
Elizabeth Caritj (University of Michigan)
Kiyana Horton (University of Michigan)
Melissa Ontko (University of Michigan)
Hannah Zipes (University of Michigan)

Psychology Interns
Nicholas Joyce, M.A. (University of Akron)
Myoung Ah Lee, M. Ed.  (University of Denver)
Tatiana Vasilevskaia, M.S.  (Drexel University)

Temporary Staff
Stephen Aquino, Ph.D.
Stephanie Hite, M.S.W.
Wendy Kern, M.S.W.
Amal Killawi, M.S.W.
MISSION STATEMENT

The mission of CAPS is to foster the psychological development and emotional wellbeing of students through counseling and psychotherapy, preventive and educational programming, consultation and outreach, as well as contributions to the mental health professions. In collaboration with students, schools, colleges, and other units, CAPS strives to develop a diverse, inclusive and multicultural community. The main service goal of CAPS is to provide students with the highest quality of counseling, which will enable them to overcome personal and interpersonal concerns that interfere with their pursuit of academic and career objectives.

VALUES STATEMENT

As mental health professionals charged with the mission of serving the psychological needs of a diverse student population, the values we espouse shape the way we work, affect the lives of others and influence how we relate to each other as colleagues. We respect all persons and acknowledge their unique and diverse cultures, lifestyles, and philosophies. We value each individual’s right to be free and self-determining. We promote mental health through innovative and effective services, programs, and continuous evaluation. We value participatory decision-making and support the appropriate taking of both responsibilities and risks. Our collective efforts to maintain these values empower those we serve and ourselves.

DIVERSITY STATEMENT

As an agency, CAPS is committed to the promotion and full celebration of diversity in all of its forms. We are a multicultural, multidisciplinary, and multi-theoretical staff striving to provide culturally competent work in all we do, including clinical services, outreach programming, and training opportunities. We recognize that not all diversity is universally valued. For this reason, we feel a special obligation as a mental health agency to affirm diversity, to condemn oppression in every form and to encourage the utilization of our services by all students, including those that might be reluctant to receive standard/traditional forms of treatment. To this end we seek to provide a safe, welcoming and affirming environment for all persons that seek our services.