

# Counseling Services

## Belonging

### Goal Description:

Fostering a sense of community that is engaging, respectful, and inclusive.

RELATED ITEMS/ELEMENTS - - - - -

#### RELATED ITEM LEVEL 1

### Diversity Training

#### Performance Objective Description:

As a result of the impact that the current socio-political climate is having on the mental health of students from traditionally marginalized communities, the Counseling Center has added a soicial justice element to its mission. As a first step in realizing this mission, our HAVEN team is working to expand the scope of its trainings, in addition to investigating ways to measure the impact of said trainings.

#### RELATED ITEM LEVEL 2

### HAVEN Training

#### KPI Description:

An assessment of Haven Training effectiveness was developed to identify the attainment of key outcomes from training participation. These outcomes cover the following areas: Vocabulary, Identity, Risk Factors, Power/Privilege, Legislation, and Alliship. After going through the training, 80% of participants will have successfully attained these outcomes.

#### Results Description:

Review of the assessment data from the FY17 Haven trainings showed that approximately 92% of participants attained the identified learning outcomes.

#### RELATED ITEM LEVEL 3

### HAVEN Action

#### Action Description:

Based on the results of the assessments tied to the HAVEN program, it is clear that this type of training experience can have a positive impact on program participants, and by extension the campus community. The HAVEN committee will work with HR to make this offering available via Talent Management in an effort to impact a broader segment of the campus population.

## Development

### Goal Description:

Create programs and services that encourage the personal growth and well-being of students.

RELATED ITEMS/ELEMENTS - - - - -

#### RELATED ITEM LEVEL 1

### Practicum Training Effectiveness

#### Learning Objective Description:

Due to some changes in state requirements around the provision of clinical supervision, it has become necessary to begin assessing the impact of our practicum training program beyond simple measures of trainee satisfaction. We will pilot an evaluation focused on clinical learning outcomes to begin this process.

#### RELATED ITEM LEVEL 2

### Practicum Training Evaluations

#### Indicator Description:

The effectiveness of our practicum training program will be measured via an assessment of basic clinical skills that will be administered at the beginning, middle, and end of the training expereince. This assessment consists of five scales that measure the following areas: Professionalism, Ethical Behavior, Therapy Skills, Effective Use of Supervision, and Cultural Fluency.

#### Criterion Description:

Over the course of their training experience, practicum students will advance an average of two points on a five point scale across each of the identified areas of focus.

#### Findings Description:

Review of assessment data from the practicum student evaluations showed no movement to minimal movement in any of the measured areas from the baseline measurement to the measurement that was conducted at the mid-point of the semester, but did show movement based on the final evaluation. Scores on Cultural Fluency increased an average of 3 points, Therapy Skills and Effective Use of

Supervision increased an average of 2 points, and Professionalism and Ethical Behavior advanced an average of one point on the five point scale.

RELATED ITEM LEVEL 3

**Practicum Training Action**

**Action Description:**

Based on the overall assessment process, it appears that the mid-term evaluation may be unnecessary, as measurable changes in learning were not apparent after approximately 7-8 weeks. Future semesters will only feature assessments at the beginning and end of the semester, with a guided discussion about progress at the mid-term. Overall, both supervisors and practicum clinicians appeared to believe that the new assessment was useful. Supervisors noted that for the scales related to Ethics and Professionalism, trainees were already somewhat advanced in these areas, leaving little room for overall growth. Based on the results and feedback, the current evaluation will continue to be used.

RELATED ITEM LEVEL 1

**Counseling Center Productivity**

**Performance Objective Description:**

During FY15 & FY16, the Counseling Center implemented new expectations for direct service standards in an effort to keep up with clinical demand. Based on the positive impact of these changes, the decision was made to begin gradually increasing the direct service requirement to its limit of 60% thru FY20 in order to keep up with the growth of SHSU and related growth in clinical demand. However, an unprecedented spike in requests for service during the first month of FY17 has led to the decision to increase the expectations around direct service to its limit now. The impact of this decision will be monitored during the FY17 to determine what other steps might need to be taken to keep up with clinical demand.

RELATED ITEM LEVEL 2

**Direct Service Outcomes**

**KPI Description:**

Based on the adjustments made to service expectations, the amount of time spent in Direct Service should be approximately 60%, the amount of time spent in Indirect Service should be no more than 25%, and the amount of time spent in Administrative tasks should be no more than 15%.

**Results Description:**

A review of service utilization data from FY17 showed the Direct Service rate as 58%, the Indirect Service rate as 20% and the Administrative Service rate as 22%.

RELATED ITEM LEVEL 3

**Direct Services Action**

**Action Description:**

Despite the increased expectations regarding clinical service delivery and being fully staffed, the Counseling Center still had a difficult time keeping up with clinical demand, with approximately 180 students on a waitlist during our busies time of the year. Because this represents an untenable situation, the Counseling Center's leadership team will investigate alternative service delivery models to implement during FY18.

**Update to Previous Cycle's Plan for Continuous Improvement**

**Previous Cycle's Plan For Continuous Improvement (Do Not Modify):**

As a result of information gathered during the current assessment cycle, significant additions have been made to various aspects of the Counseling Center's clinical program. An extra session of our DBT group was offered at the start of FY17, and additional staff members have been identified for training in this modality. New therapy groups focused on coping skill development were added to address the needs of the large numbers of clients who come in to cope with symptoms of stress, depression, and anxiety, and we have begun exploring the possibility of incorporating a new program called TAO Connect into our service delivery model, which specifically targets Major Depression and Generalized Anxiety Disorder (this will involve obtaining budgetary resources and some staff training in the new modality).

Based on the end result of the clinical productivity study, we have decided to add two additional clinical hours per clinician and will continue to audit schedules to ensure that time is being used appropriately. Lastly, we have developed some new outcome paperwork for our groups in an effort to reassess group therapy outcomes.

**Update of Progress to the Previous Cycle's PCI:**

Despite taking the steps outlined in the previous cycle's plan for continuous improvement, the Counseling Center continued to struggle to keep up with the overall demand for clinical services. Based on continued assessment of center utilization rates, clinician productivity levels, and benchmarking data from other institutions, it became clear that the introduction of new and novel approaches to treatment would be necessary to keep up with demand. The decision was made to purchase and implement TAO Connect in FY18, along with an overall restructuring of the Counseling Center's service delivery model.

**Plan For Continuous Improvement**

**Closing Summary:**

After careful review of various options and effectiveness research, the Counseling Center's leadership team made the decision to switch to a hybrid Stepped-Care/Triage model of service delivery. The new model will be developed during the summer of FY17 and implemented at the start of FY18. It is anticipated that all assessment activities for the FY18 assessment cycle will be focused on various aspects of the new service delivery model.

The success of the revised HAVEN training has led to other opportunities for the Counseling Center to support social justice issues on campus, including providing support for students who were impacted by the recent changes to DACA.