



Counseling and Psychological Services

*Presentation to the
Student Fees Advisory
Committee*

October 30, 2017





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.



CAPS Staff

- ✓ Licensed Psychologist
- ✓ Licensed Professional Counselors (LPC)
- ✓ Licensed Clinical Social Workers (LCSW)
- ✓ Graduate Trainees
- ✓ Administrative Assistant
- ✓ Office Supervisor
- ✓ Office Assistant II



CAPS Services for Students

Walk-in System:

- 8:30 and 4, Monday-Friday (Main campus)
- Mondays, 8 – 5 and Thursdays, 2 – 5 (Sugar land campus).

24/7 Crisis Intervention Service: 713-743-5454

Psychotherapy Services: Individual, Group, 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.

Workshops and Trainings



Question, Persuade, Refer: 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 Stress and Anxiety, How to Relax before Finals, Healthy Relationships, Understanding Depression, and Healing after Sexual Assault. Workshops occur every Wednesday from 12pm to 1 pm.

A young woman with long dark hair is smiling broadly, looking slightly to the right. She is wearing a dark blue top and large hoop earrings. The background is a blurred classroom with other students. Overlaid on the image are two white-bordered boxes containing text.

UNIT SUCCESSSES

ACCOMPLISHMENTS



Accomplishments



Accessibility:

- ✓ Increased accessibility, connecting with more students since Spring 2017 via walk-in system.
- ✓ During a critical point when they are ready to seek help.
- ✓ We've experienced a **45% ↑** in unique clients compared to fall 2016.

Crisis Services: CAPS utilizes ProtoCall for after-hours crisis calls.

- ✓ Over 250 organizations, such as the University of Texas System, use Protocall.
- ✓ A **450% ↑** when compared to fall 2016.



Accomplishments Cont.

Salaries: CAPS was successful in raising staff salaries to assist with recruiting and retaining clinicians.

Site Visits: CAPS successfully completed 2 site visits, IACS in 2/2016 & APA for our doctoral internship in 7/2017.



Unit Success: Supporting Data

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

- ✓ 63% students agreed/strongly agreed

Outcome Data: *Counseling Center Assessment of Psychological Symptoms (CCAPS)*

- ✓ 23% students reliably improved with regards to academic distress. This means that not only did the students scores significantly improved during the course of treatment but their last score on CCAPS Academic Distress scale was below the cut-off point to generate the report.
- ✓ 41% of students indicated statistically significant reductions in overall distress and were below the cut-off for clinically significant overall distress at the time of their last CCAPS administration.



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.
- ✓ Training for UH's Counseling and Clinical Psychology graduate programs via practicum training program.
- ✓ Education/prevention via mental health workshops.
- ✓ Consultants for staff and faculty to promote a caring campus.



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.”

“That it really is worth speaking to someone at CAPS, even if students feel as though they don't need to. I think a lot of students worry that there is something wrong with speaking to someone, which isn't true”

“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

- ✓ 90% 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.
- ✓ 70% 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)
 - \$77.75 from student fees (CAPS budget is equal to approximately 10.77% of the student fee funds)

Total= \$102.75

- 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 (BCBS of Texas)
 - \$25 co-pay per visit (5 visits=\$125)

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

Total = \$600-900

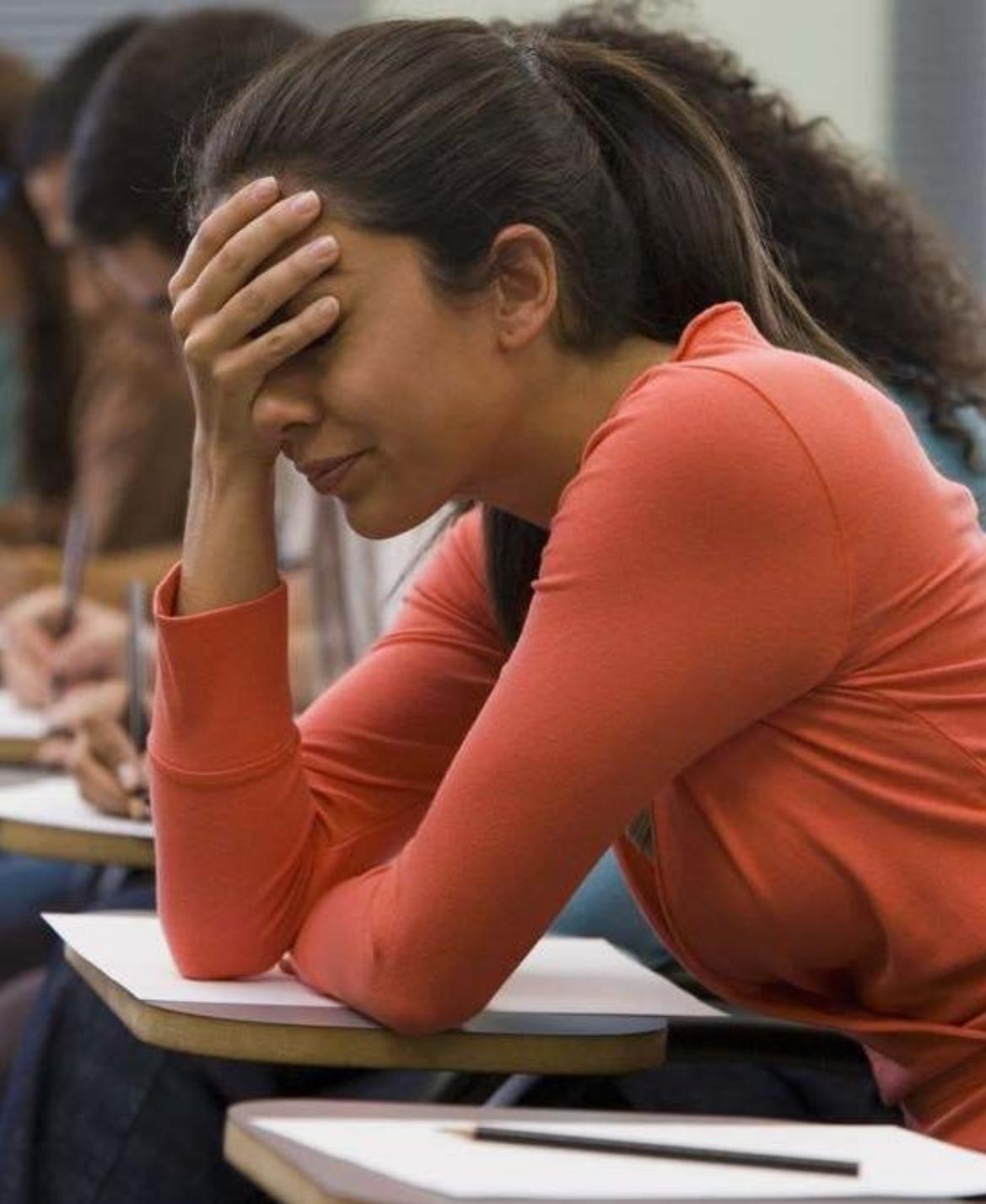
CAPS Unit Challenges

STAFF SIZE

FACILITY

**ACCESSIBILITY VS.
TREATMENT**





What Students Say

“The premises are somewhat claustrophobic”

“Frequency of appointments and shorter wait times”

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

Benchmarking Data: Staff to Student Ratio Fall 2017

University	Enrollment	Clinicians	Ratio
UT-Austin	51,331	45.35	1:1,132
Texas A&M	62,527	29	1:2,156
Texas Tech	37,000	14	1:2,642
UH	45,364	16.625	1:2,728
Texas State	38,694	12	1:3,224

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





Unit Needs

ADDITIONAL LICENSED CLINICIANS

FY	clinicians	students	Ratio of Students Per Each Counselor
18	17	45,364	2668
19	20	45,364	2268
20	21	45,364	2160
21	22	45,364	2062
22	23	45,364	1972
23	24	45,364	1890
24	25	45,364	1814
25	26	45,364	1744
26	27	45,364	1680
27	28	45,364	1620
28	29	45,364	1564
29	30	45,364	1512



**Square footage
of CAPS suite (2nd floor):**

@4,362 sqft

Square footage of CAPS suite (3rd floor)

@703 sq ft

Waiting area:

@98.7 sqft

Office size:

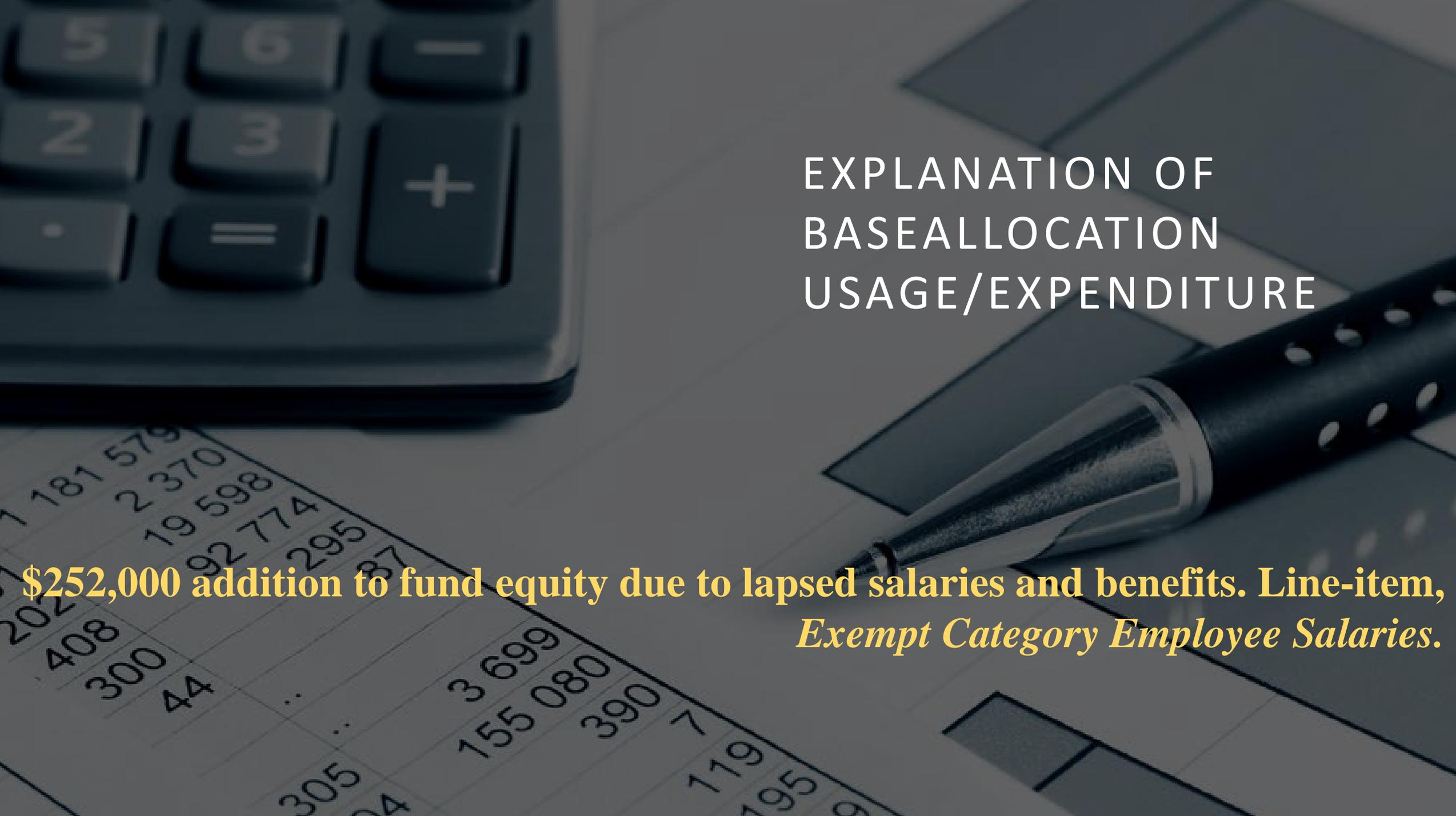
@80-120 sqft





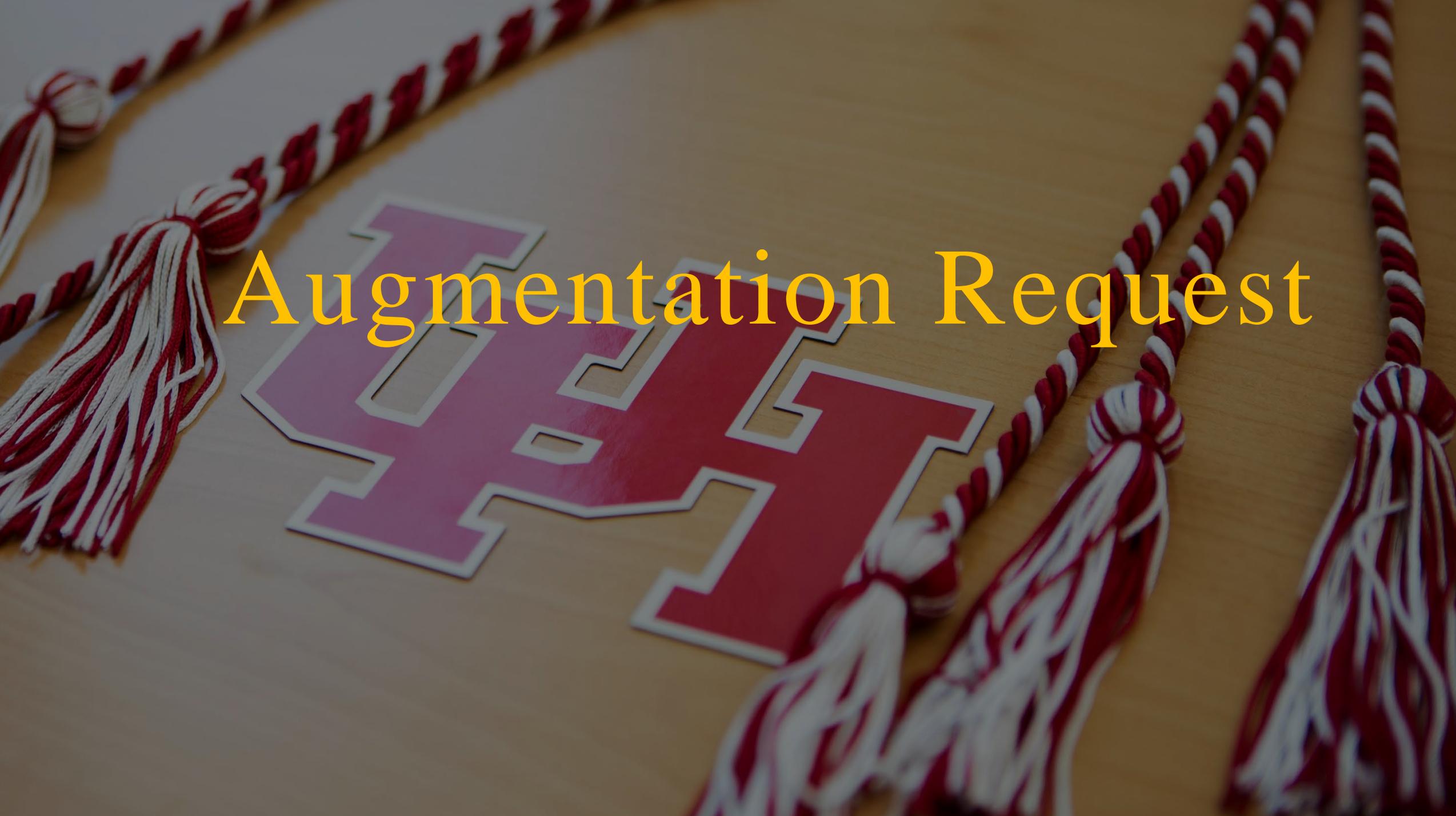






EXPLANATION OF
BASEALLOCATION
USAGE/EXPENDITURE

\$252,000 addition to fund equity due to lapsed salaries and benefits. Line-item, *Exempt Category Employee Salaries.*

A close-up photograph of a graduation tassel and a portion of a diploma cover. The tassel is made of red and white braided cords, with a large, multi-strand tassel at the bottom. The diploma cover is light-colored with a large, stylized red letter 'H' in the center. The text 'Augmentation Request' is overlaid in a yellow, serif font across the middle of the image.

Augmentation Request



MORE STAFF

✓ 1 FTE Licensed Clinician = 107,325 (*Salary, Fringe Benefits, Admin Charge*)

✓ 1 FTE Office Assistant = 43,074 (*Salary, Fringe Benefits, Admin Charge*)

Total Augmentation Request = 150,399



JUSTIFICATION

1. CAPS' clinical services is accredited by the International Association of Counseling Services (IACS); we must strive toward the **recommended ratio**.
2. **Increased Demand for Mental Health Services**
 - ✓ A national concern and trend on college campuses.
 - ✓ 45% ↑ in unique clients when compared to fall 2016.
3. We **occupy offices on two different floors**
 - ✓ Need an additional support staff to check-in clients and process information for the electronic medical records.

QUESTIONS?

