



**CAMPUS
HEALTH**

Counseling & Psych Services (CAPS) Annual Report

Fiscal Year 2023



CAMPUS HEALTH

**COUNSELING & PSYCH
SERVICES**

From the Desk of the Director

“a year of reshaping campus care”

For 60 years, CAPS continues to serve the University of Arizona (UA) student body and help students reach their full potential in both well-being and academic success. At the UA, and nationwide, demand for mental health services continues to rise (Active Minds Survey, September 2020). As the UA continues to innovate to meet student needs, we as an organization have collectively had to shape care to ensure that all students who need care, can access it when they need it.

In the Fall of 2022, CAPS introduced Care Pathways, shifted towards an urgent care model, and utilized Clinical Care Coordinators to assist students needing additional support. Reshaping campus care has allowed us to reimagine how we serve students. Just some of the changes and benefits we made are described here:

- Phased out triage services to allow students to receive individualized sessions to meet their most pressing need at the time of service
- Placed a larger emphasis on CAPS adjacent services to complement individualized counseling
- Fully trained specific employees to connect students to off campus resources including adding a Care Coordination team and student access to schedule Resource & Referral appointments online.
- Created a program to connect eligible students to the Arizona Health Care Cost Containment System (AHCCCS) who otherwise would not be able to afford healthcare coverage
- Created a provider search function to allow students to identify a provider before their visit
- Proposed a mental health crisis mobile team to aid students when they experience a mental health crisis
- Created a peer counseling program that aims to bring students together to get support, refresh coping skills, or figure out next steps.
- Fully staffed all cultural centers with a site-based embedded counselor to increase identity based mental support to BIPOC students.

At CAPS, we believe that mental health support comes in many forms and must strike a balance of providing high quality, trauma informed care while also meeting the growing needs of our increasingly diverse student body. As demands for services continues to grow, CAPS is committed to meeting students where they are, increasing access to mental health and psychiatry services both on and off campus, and continue to facilitate innovative counseling measures for the UA community.

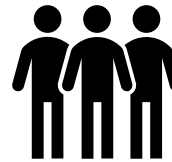
Aaron T. Barnes, PsyD
Director, Counseling & Psych Services (CAPS)
Campus Health Service, University of Arizona

CAPS Utilization Snapshot

As students returned to Campus in August 2022, their college experience more closely resembled pre-pandemic life. As the world adjusts to post-pandemic times, the impact of the pandemic on mental health persists. Now, more than ever it is essential for us to consider innovative approaches to care to meet the growing needs of our community. CAPS provided 17,037 unique services to 7,875 UA students. Nearly half of all CAPS visits in FY23 can be attributed to individual and couples counseling. Approximately 15% percent of visits were Triage/Counseling & Consultation, where students have the opportunity to meet one-on-one with a provider to learn about the resources available to them at CAPS and UArizona, and within the Tucson community. Additionally, 15% of all CAPS visits were site-based visits in college specific location and cultural centers with the remaining appointments being Oasis sexual assault and relationship violence counseling, Assessments of Risk, Psychiatry, and Clinical Care Coordination.



17,037
Total Visits



7,875
Students Served



9,784
Counseling visits



3,946
Psychiatry visits



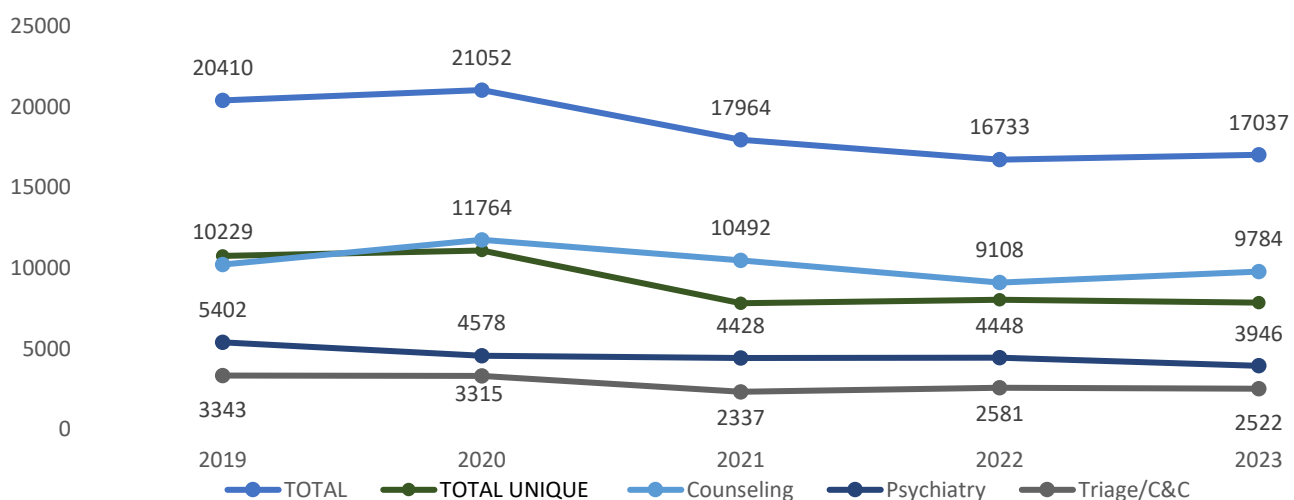
2,522
Triage/C&C visits



2,535
Site-Based visits

While total counseling visits are decreasing over-time, the initiation of care pathways and referring high acuity students to community partners, CAPS has reframed how to assist all students in need at the UArizona. This allows students to access CAPS quickly – decreasing wait times and improving quality of care.

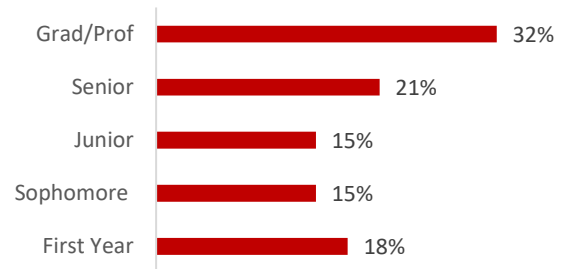
CAPS Visit Trends



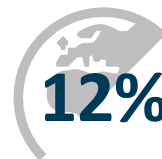
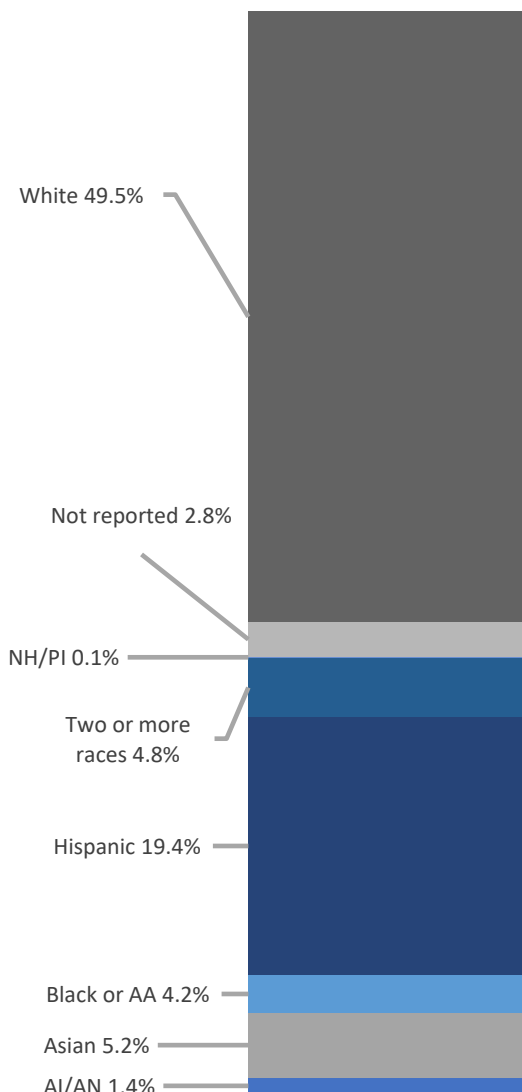
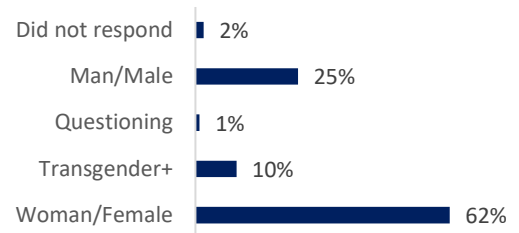
Who is using CAPS services?

CAPS continues to see a diverse profile of student users, complementary with CAPS' goal of providing inclusive care for all UArizona Students. The utilization of site-based counselors has improved access to care for historically minoritized communities. This will be discussed in greater detail later. Many of the FY23 demographics are consistent with previous years and are in line with health service utilization in general (larger proportion of users are graduate students or identify as female).

% Students Served by **Class**



% Students Served by **Gender**



12% of visits were completed by international students

16% of visits were completed by Pell Grant recipients



CAPS student demographics by ethnicity had slightly smaller proportions of single race students utilizing services compared with past semesters. We theorize this is related to students being able to select more than one race via IPEDS. We will continue to follow this data point to establish trend data

Counseling and Consultation

In Fall of 2022, CAPS phased out triage services and implemented counseling and consultation (C&C) sessions to align with the sought-after urgent care model. C&C provides an entry point to students to access mental health care at CAPS and CAPS adjacent services. C&C sessions permit student to address their most pressing concerns in a 45-minute 1 on 1 counseling session with a provider of their choosing.

While CAPS currently sees less students daily, the average number of counseling sessions per student saw an expected decrease due to C&C appointments and the cohesive implementation of care pathways. We will continue to follow this data point to determine any future trends.

Top Priorities for C&C visits:

- ✓ Serve as a standardized entry point for CAPS services
- ✓ Allow students to receive a mental health “tune-up”
- ✓ Gather information about care pathways
- ✓ Accessibility
- ✓ Set and achieve mental health goals
- ✓ Decrease wait times

Use the provider search feature to **find providers** based on specialties, identities, insurance, availability, and more.

Explore ideas for how to **bring self-care into your life** and talk about them with your counselor.

Take a **free** mental health survey and talk about your results with your counselor.

Explore 9 domains of wellness, **set goals that matter to you**, and talk about them with your counselor.

How are C&C appointments different than individualized counseling?

Care Pathways Counseling & Consultation Sessions are just one kind of counseling and one-on-one support offered at CAPS. These sessions are where everyone starts and focuses on the students most pressing needs. C&C is a great option if a student is seeking a couple of tune-ups during the semester or interested in getting connected to other CAPS services. C&C sessions are collaborative, and the CAPS provider works with the student to develop a care plan that meets their needs. When students visit CAPS, their provider explains the purpose of a C&C visit: “during your appointment, you'll talk about anything that would ordinarily come up in a counseling session with a specific focus on naming strategies for managing that situation, exploring self-care options, and collaborating in planning any next steps with services or resources.”



Site-Based Counselors

In FY2022, CAPS hired 3 new site-based counselors to be embedded in the UA cultural centers – Native American Student Affairs, African American Student Affairs, and the Guerrero Student Center. In the Spring of 2023 (FY23) all positions, including Asian Pacific American Student Affairs, were filled allowing historically marginalized communities the ability to access mental health care at no cost.

FY2023 marked a full calendar year of site-based support for cultural centers and designated colleges. Currently, CALES, ISS, and College of Veterinary Medicine employs site-based counselors to serve their students. CAPS has begun the discussion of partnering with additional colleges to implement the site-based counselor program.

“Embedded counselors in cultural centers seems like a great resource especially for specific populations and certain issues”

CAPS Site-Based Counselors Utilization

2,535

Total visits



565

Students

4

Average visits
per student



44%

Students reported **not seeking help** from a counselor or a therapist because they felt they would not understand or identify with their sociocultural backgrounds, or personal identities

80%



Students reported financial cost as top barrier to accessing mental health services. Students from the LGBTQ+ community, students with disabilities, first generation students, and international students reported cost as a barrier more often

“When looking for care and resources, <Cultural Center> was going to be one of the first places I was going to go to because I felt like they understand who I am, my background.”

Crisis Response

In the Fall of 2022, the UArizona community faced a number of emergencies that prompted the utilization of UAlerts to the greater UofA community. With numerous UAlerts being sent out, it was determined that after a UAlert is sent, **CAPS and CAPS adjacent services** see a significant increase in demand for crisis support. This includes a **26.5%** increase in services following the tragedy that took place in October of 2022.

As poor mental health among UA students continues to be a concern (in line with national trends), the need for expanding and re-imagining campus mental health support remains as pressing as ever. With correlations in current events and poor mental health outcomes, students are faced with increased moments of crisis, and therefore turning to CAPS for crisis support.



increase in same-day crisis appointments was seen at CAPS in FY23

From **411 students** seen at CAPS in **FY2022**, same-day crisis appointments more than doubled to **795** in **FY2023**

From students who engaged in **self-harm behavior** before their entry to CAPS services:

53% reported that their first appointment helped them with a plan for dealing with self-harm behaviors

From students who reported extremely high to moderate levels of **suicidal thoughts** before their entry to CAPS services

52% reported that their first appointment helped them with a plan for dealing with those thoughts

Students in Crisis at UA:

691 UA students sought crisis support services during the Fall 2022 and Spring 2023 Academic Term

27 UA students were sent to a hospital based on their current mental health crisis in FY23

Looking to the future:

- Establish a crisis team in conjunction with CAPS, DOS and UAPD for front line intervention.
- Identify a location on campus for the crisis team to operate.
- Hire and recruit necessary personnel to expand current and future crisis response efforts.

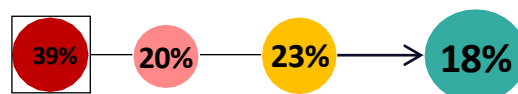
CAPS Continues to Make a Difference

CAPS uses the [Celestehealth Behavioral Health Measure 43-item questionnaire](#) (BHM-43) to measure both clinical outcomes as well as relevant screening information to assist providers. Students complete the BHM-43 at every visit, so we can look at changes between their scores at intake and the last recorded visit. From FY22 to FY23, BHM scores improved by 2% year over year. Substantial improvements in these clinically-relevant outcomes were seen in students with 2 or more visits during FY2023. In FY23 more students presented as severe at intake compared to years past.

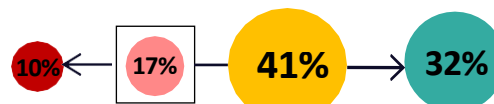
60%
of students
with 2 or more
visits improved
in their Global
Mental Health
scores

Global Mental Health Score Comparisons between

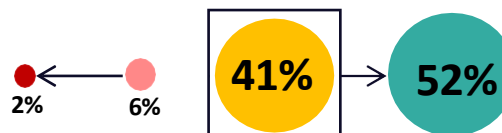
Severe at Intake:
61% improved



Moderate at Intake:
73% improved



Mild at Intake:
52% improved



Key:

Severe

Moderate

Mild

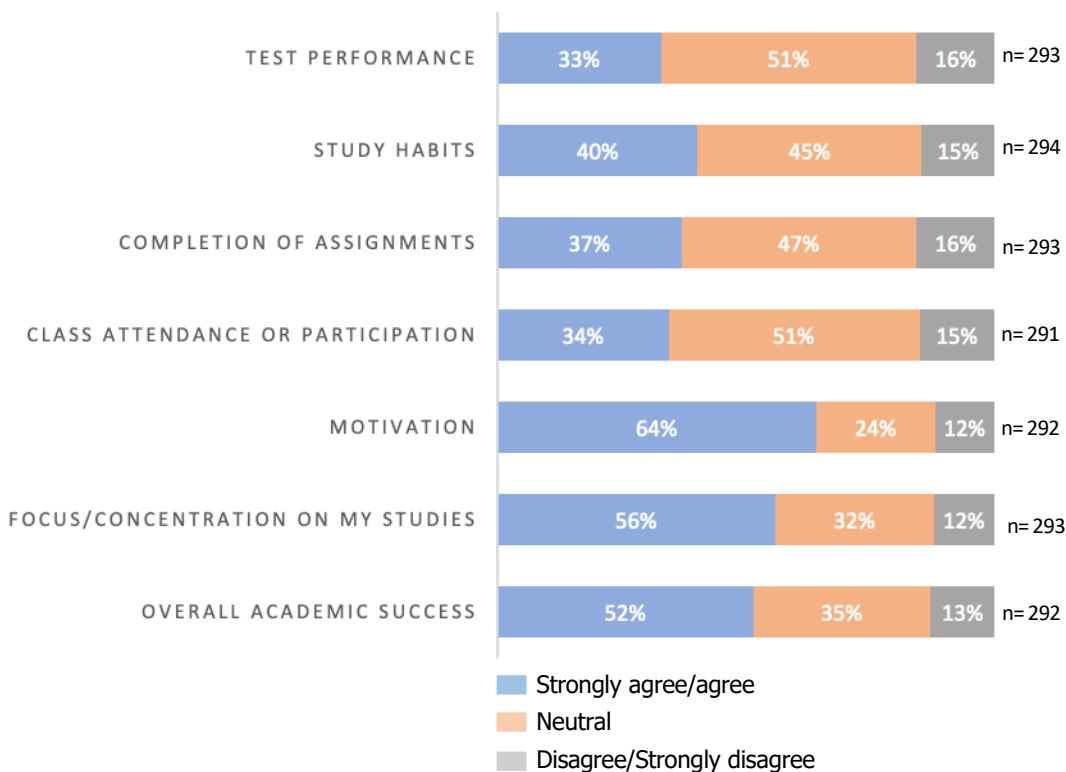
Recovered

"I met with [my provider] for the past year and can confidently say he has helped me tremendously. He boosted my confidence, validated my feelings, supported me when I needed it and listened to me. He is the best counselor!" -CAPS Patient Satisfaction Survey, Fall 2022

"I have loved my psychiatrist from the very start! He always asks for my input and listens to how I want to proceed with my medications while making sure I'm fully informed about my medications and my care." -CAPS Patient Satisfaction Survey, Fall 2022

CAPS Patient Satisfaction Fall 2022

Impact of CAPS services on academic outcomes



85%

of students who had low or extremely low hope levels **before** visiting CAPS reported moderate to high hope **after** using CAPS

56%

of students agreed that the **change in hope** they experienced now is **directly related to CAPS services**

80%

of students who had high or extremely high distress **before** visiting CAPS reported low to moderate stress **after** using CAPS



While majority students had **neutral responses** when asked whether CAPS helped with their **test performance, study habits, assignments, class participation**, majority of the students **agreed** that CAPS services helped them with their **motivation, focus, and overall academic success**

69%



of students felt that their counselor supported them after a crisis

85%



students agreed that their provider wanted their input while planning next steps

"I really appreciated that they helped me find a more permanent counselor off campus. That was something I meant to do for a long time but it stressed me out too much to figure it out alone, but they took that on for me"

Top 10 Diagnoses

The top diagnoses of CAPS users reflect common issues that college students are facing nationwide - anxiety, mood, and adjustment disorders. These diagnoses are also consistent with previous years, allowing CAPS personnel to develop programs based on diagnosis trends.

The diagnoses students receive at CAPS also give a glimpse into how critical counseling and psychiatry are to helping students resolve issues that can interfere with academics. A smaller percentage of students have more serious diagnoses and require more support, which is provided either through CAPS or an off campus provider to manage their condition and allow them to focus on academic and personal success.

74% of students were diagnosed with at least one of the top 3 diagnoses

Diagnosis Type	Percentage
Anxiety Disorders	26.28%
Adjustment Disorders	19.56%
Depressive Disorders	19.08%
ADHD and Attention Disorders	9.97%
Mood Disorders	6.39%
Stress and Trauma	6.22%
Relationship Concerns and Abuse	3.11%
Bipolar Disorders	2.01%
Body image and Eating Concerns	1.77%
Academic Related Concerns	1.49%

(Please note: percentages are not additive)

Anxiety disorders include all general anxiety diagnoses as well as panic disorders, and social phobias. **Mood disorders** include all mood disorders, obsessive compulsive disorders, bereavement, and dysthymia. **Adjustment disorders** often include symptoms of anxiety and depression but are separated out here as they are often indicative of a more temporary diagnosis. In FY23 CAPS providers saw a total of 328 unique diagnoses.

Wellness Programs and Outreach

CAPS works to promote mental health and wellbeing throughout the community with a variety of programs and services:

Friend2Friend encompasses peer-to-peer programming, such as

Peer counseling, where students trained in Psychological First Aid provide brief sessions to encourage and model healthy coping strategies

WellCats, (students trained in all things CAPS) provide outreach and presentations to the campus community. FY23 marked the first year of WellCats and have since grown the program to 12 volunteers who work to destigmatize mental health support and talk about the breadth of CAPS services.

Together We Care focuses on supporting mental health as a campus community. Under this umbrella CAPS outreach services provide a variety of trainings for faculty, staff, and instructors, including:

1. Kognito

A program supported by a provost grant which allows employees to practice communicating with students about mental health in a stimulated environment

2. Mental Health First Aid

An eight-hour course which helps individuals learn how to identify, understand, and respond to signs of mental illness and substance use disorders. This year we certified **three** instructors outside of Campus Health to help support our ability to meet demand

3. Notice.Care.Help

A brand-new curriculum created by CAPS which provides valuable insights into how faculty/staff/instructors can insert wellbeing into their work with students. Topics such as de-escalation and how to work with students in crisis are two focal points of the training. 101.

CAPS Commitment to Inclusion

Social Justice Steering Committee

The Social Justice Steering Committee (SJSC) is a volunteer group of CAPS employees dedicated to improving social justice within the CAPS and UA community. SJSC serves to advise the Director Team on matters related to diversity and inclusion. This past year, the SJSC started a QT+BIPOC consultation group for staff, provided a framework for DEI competencies on annual performance reviews, consulted with directors about accessibility and inclusion in CAPS Main lobby renovations, organized an all-staff training on intersectionality, and formed a working group to review and improve crisis procedures for international students

White Accountability Group

The White Accountability Group (WAG) is a staff maintained bi-weekly meeting time for White identifying CAPS providers to meet and discuss their role in serving a diverse university campus. This then initiated the leadership team WAG for similar discussion. As a summer project, the WAGs are reading and discussing the book titled, “Me & White Supremacy.” In March of 2023, WAG members presented at the UA DEI Symposium and have since consulted with other departments about how to start a WAG in their units.

Staff Training

The Social Justice Steering Committee also organized trainings focused on improving the cultural responsiveness of the CAPS staff. This includes a training focused on intersectionality as it relates to CAPS’ work with queer students of color, the role of consultation in this work, and how to discuss intersectionality in the context of supervision. CAPS also invited Denée Jackson, who specializes in the areas of racial equity, LGBTQ+ equity, gender equity, organizational structure and alignment, conflict and healing. The CAPS’ training focused on racial justice, inclusivity, cultural humility, and power and oppression in the context of mental health.

CAPS Specialty Services and Clinics

ADHD Clinic

The ADHD Clinic provides psychodiagnostics evaluations, medication management, and workshops for students with diagnosed or suspected ADHD, as well as consultation services for students, families, and staff. The ADHD Clinic team works closely with other campus entities like the SALT Center and Disability Resource Center to ensure students have as many options for support with attention difficulties as possible.

Eating Disorder Assessment Team (EAT Team)

The EAT Team is a multidisciplinary group comprised of Physicians, Nurse Practitioners, Counselors, and Dietitians. Primary focus is on case management including evaluation, identification of treatment approaches, determination of levels of care, and assessment of progress for a variety of student cases presented at the Campus Health Service. The entire continuum ranging from eating disorders to disordered eating and from body image issues to body dysmorphia is addressed during the year. EAT Team collaboration offers opportunities for learning and growth to the professional staff as well as improves direct service to students.

Substance Misuse and Abuse

CAPS has licensed clinicians that specialize in substance use and misuse. They provide short-term counseling, assessment, and referral to students that present with these issues. In addition, they are the faculty advisors for Wildcats Anonymous, a student run organization, that supports students in recovery via meetings, programming, peer mentoring, and free activities that actively promote alcohol and substance abuse awareness. The dedicated CAPS clinicians also provide an alternative to activities commonly associated with alcohol, such as hosting a sober tailgate before football games.

Survivor Support Services

Survivor Support Services are a confidential resource made up of professional counselors and advocates, who serve students of any gender identity who may have been impacted by stalking, sexual assault, dating violence, revenge porn, abuse, or harassment. In FY23 Survivor Advocates saw a **45% increase** in referrals, began a well-attended support group, and partnered to offer events such as yoga for healing. Additionally, Survivor Advocates provided strangulation training to Campus Health and now have a self-scheduling option for survivor support counseling sessions online.

CAPS Training Program

As CAPS continues to explore strategies for supporting the mental health needs of our campus, we are excited to grow and evolve our long established and successful Training Program. The CAPS Training Program prepares the next generation of health service mental health professionals to serve as ethical and skilled clinicians in a variety of settings. Through the Training Program, CAPS is able to collaborate with campus partners more and serve historically underserved populations on campus including through training placements and outreach. Further, training at CAPS includes ample and consistent opportunities to collaborate with other units and staff across the UArizona Campus Health Services including the medical clinics and Health Promotion and Preventive Services (HPPS). In addition to preparing mental health professionals, the CAPS Training Program affords CAPS increased capacity to serve our students.

The CAPS Training Program continues to grow every year. After appointing a Training Director in 2022, a Training Committee was formed, which has been tasked with program development and oversight. CAPS continues to have consistent training cohorts of 4-6 trainees each semester. An increasing number of staff are involved with directly supervising trainees as CAPS becomes expands its identity as a training site.

The CAPS Training Program also received a \$48,000 Provost Investment Fund grant to install a state-of-the art secure recording system to be used primarily for training. With it, CAPS supervisors and trainees have secure access to viewing the trainee providing direct services with clients who consent to be recorded. This invaluable training tool has already vastly increased our capacity to train competent and ethical clinicians.

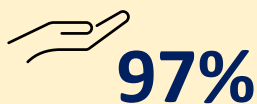
As a matter of priority, the Training Director has been tasked with developing an APA Doctoral Internship for doctoral clinical or counseling psychology students. This internship will represent the capstone training experience for doctoral students before receiving their degree. They will be full-time, paid trainees. The CAPS Doctoral Internship Program (CDIP) has already received status as a member in the Association of Psychology Postdoctoral and Internship Centers, which facilitates “The Match” for placing interns at sites. The Training Director and Training Committee involved in CDIP are now working to establish accreditation through the American Psychological Association.

What CAPS Staff is Saying

In the Fall of 2022, CAPS leadership committed to learning the experiences and satisfaction of CAPS Staff. CAPS leadership team sought out a way to measure burnout, employee morale and communication needs in the wake of numerous departmental changes. It was decided an anonymous survey would be sent to staff and analyzed by the Campus Health Evaluation Team to ensure data privacy. Over 50% of CAPS staff participated in the survey and provided leadership with valuable information pertaining to how programmatic changes have impacted the staff and their satisfaction within their role.



88%
of staff feel that communication between staff and leadership is effective



97%
of CAPS staff feel nourished by their work

94%

of staff feel support from their direct supervisor, and can speak openly to them

Staffs' Most Fulfilling Aspects of Work

- Professional Development
- Direct provision of service to students
- Outreach
- Heard and supported by supervisor
- Working with and helping students
- Working with BIPOC students
- Continued learning and training
- Connecting and collaborating with colleagues
- Being able to facilitate change on a higher level
- Bringing up systemic issues
- White Accountability Group
- Seeing student progress
- Collaborating on projects
- Facilitating groups and workshops
- Feeling effective
- Administrative and committee work

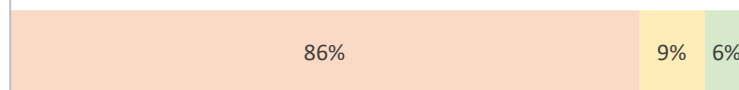
I can comfortably meet the demands of my work



I feel supported by the CAPS Director team



I am able to be effective with my work



I feel a connection with colleagues



Strongly Agree/Agree Neutral Strongly disagree/disagree

"I am happy to be part of the team; thank you" "Glad to be on the team"

"I'm very excited about the changes we're making!"

Goals for FY2024

Looking ahead to FY2024, CAPS aims to enhance, and fully implement many of the new services and programs offered. FY2024 will be a year of growth, following a year of change.

Fully Implement Care Pathways

Fiscal Year 2024 will be the second year of the Care Pathways Program, a program uniquely designed to help connect students with the many avenues of mental health support. CAPS will utilize lessons learned in the past Fiscal year to modify and adjust the program to best serve the UArizona Campus.

Increase Student Engagement and Outreach

Engaging students within mental health outreach is key to providing comprehensive support across campus and within campus communities. CAPS aims to partner with students to provide prevention resources and peer support to the UArizona community

CAPS also aims to fully launch the Together We Care program to faculty and staff across campus. All university personnel play a part in supporting student mental health. Together We Care will provide all interested staff members with the tools to support student mental health and academic success.

Enhance and Grow UArizona Partnerships

As CAPS continues to develop strategies for addressing growing demand for mental health services, one key factor to success is the adoption of a community health approach. The mental health of the community is a community concern, and growing partnerships across campus and in the Tucson community will help drive success in addressing the mental health of our students. The newly created Together We Care program, which CAPS aims to fully implement in Fiscal Year 2024, is one example of a community-based approach. Together We Care will provide participants with the skills and tools to support student mental health and academic success

Enhance Crisis Services

In Fiscal Year 2024 a greater focus will be placed on how CAPS and UArizona respond to mental health crisis, made possible through increased funding provided by UArizona senior leadership. CAPS, in collaboration with UAPD, UAEMS, Housing and Residential Life, the Dean of Students Office, and the Pima County Crisis System are joining forces to evaluate, improve, and expand crisis services on campus.

Summary

This past year has brought numerous changes to CAPS including the CAPS Care Pathways model which better accommodates more urgent care needs. We have learned several lessons along the way and plan in FY24 to utilize these lessons and build upon this strong foundation. As a priority, we aim to show the multiple avenues a student can take when caring for their mental health. Additionally, this past year brought significant enhancements to site-based services, increases in the availability of culturally responsive care for QT+BIPOC students, and the new Counseling & Consultation Urgent care appointment.

In the upcoming year, a primary goal is to improve same-day availability of appointments for students with more urgent needs, as well as develop a mobile mental health crisis team to attend to members of our community that need emergency mental health support. We will continue evaluation efforts to monitor both student satisfaction scores within students who utilize services, while also keeping a watchful eye on student mental health symptoms and experiences on campus.

We have also worked to expand CAPS services, including moving “upstream” to partner with students and colleagues to change the mental health conversation on our campus. We are grounded in the belief that the mental health of the community is the responsibility of the community. This means that University of Arizona community must work together to spread the message that we must collectively embrace the responsibilities for co-creating a community that considers mental health and wellness a foremost priority. Included in these upstream efforts is the Notice.Care.Help student supporter training for faculty, staff and students, expanding outreach services by partnering with Campus Health’s Health Promotion and Preventive Services (HPPS) department, and expanding peer-to-peer support.

As the landscape of University Mental Health continues to change, CAPS remains committed to partnering with our community as we continue to reimagine our mission and services. As we continue this endeavor, we are especially grateful to the students who partner with us to share their ideas and perspectives. As we look ahead to this coming year, CAPS will continue to provide the opportunity for all UArizona students to receive support in a way that best fits *their* needs, and help our students build the scaffolding for a lifetime of mental health after they graduate.

Sincerely,

Aaron T. Barnes, PsyD
Director, Counseling & Psych Services (CAPS)



FOR MORE
INFORMATION:

caps.arizona.edu

caps.arizona.edu/facts-figures

health.arizona.edu/weve-got-data

520-621-3334

For inquiries into this report, message:

Rachel Abraham, MPH

Evaluation Manager, Campus Health Service

rachelabraham@arizona.edu