Mental Health Support Services for Faculty, Staff and Students

April 6, 2021
We would like to first pay honor and tribute to the original inhabitants of this land. This region includes the ancestral homelands of the Tohono O’odham Nation and the Pascua Yaqui Tribe.
Housekeeping

• **To ask questions live** during the webinar, please **submit your question in the Q&A window and raise your hand** using the hand icon located on the bottom of Zoom page.

• When called upon, you will be unmuted for others to hear. Please expect a slight lag. Due to Zoom limitations, we regret we are not able to show your video image without losing your access to the Q&A and chat history.

• The Chat function allows you to send chat messages to your colleagues in the meeting.

• The webinar Recording, the Q&A feed, the Chat feed, and any presentation materials will be available after the webinar at [https://provost.arizona.edu/content/provost-forum](https://provost.arizona.edu/content/provost-forum).
Topic: Mental Health Support Services for Faculty, Staff and Students

Presenters/Panelists:

Josephine Corder, Director, Life & Work Connections

David Salafsky, Interim Executive Co-Director, Campus Health Service

Glenn Matchett-Morris, Director, Counseling and Psych Services
Inspiring WellBeing

Physical

Emotional

Environmental

Social

Financial

Intellectual

Professional

Spiritual

You
Health Promotion

- Health Impact Program (HIP)
- Flu Shots
- Mini-health Screenings *(returning Fall 2021)*
- Mammography Screening
- Prostate Screenings
- Financial Literacy
- Department Health Challenges
- Health Presentations
- Suicide Prevention
- Paid Sick Time
- Banner Fast Pass
Employee Assistance Counseling

- Short-term Counseling
- Referrals and Resources
- Skill building Workshops
  - Mindfulness
  - Burnout Prevention
  - Stress Management
  - Resiliency Skills
- Department Workshops
Employee Assistance Counseling

Free, confidential short-term counseling is available to all benefits-eligible employees, their dependents, and members of their households.

- 12 counseling sessions per issue per year.
- Extended appointment times
- Statewide network of providers
- A range of service modes
- English- and/or Spanish-speaking counselors, and translation services for other languages.
Adult and Elder Care

- Elder Care Consultations
- Adult Care Consultations
- Caregiver Consultations
- Caregiving referrals and resources
- Workshops and seminars
- Department Presentations

- Expanded Emergency Sick Leave
- Expanded FML
Childcare Services

- Childcare Consultations
- Parenting Consultations
- Childcare Choice
- Flexible Spending Accounts
- Sick and Back-Up Childcare
- Parents at Work (PAW)
- Department Presentations
- Lactation Room Consultations
- For Parents – webpage
The Family Resource Map
Upcoming Workshops

• Cultivating Hope
• It’s Time to Talk: Quality of Life and Caregiving
• QPR Gatekeeper Training for Parents
• The Trauma-Informed Workplace: Transformation Through Awareness
• Parents at Work: Parenting Styles
• Turning Your Savings Into Retirement Income
• Money at Work 1: Foundations of Investing

And so much more . . .
Content On Your Time

On-Demand Videos

The Latest

Tools
Wellness Ambassadors
Your Team

Here for You!
lifework.arizona.edu
(520) 621-2493
The University of Arizona
Campus Health Service

Counseling & Psych Services (CAPS)
520-621-3334 (CAPS Main)
520-626-3100 (CAPS North)

Glenn Matchett-Morris, PhD - Director

www.health.arizona.edu
Today’s Agenda - CAPS:

✓ Annual Report ‘18-’19 Data
✓ Who We Are
✓ Where We Are
✓ What We Do
✓ Crisis Access to CAPS
✓ Routine Access to CAPS
✓ Client Feedback
✓ Questions
## Annual Report ‘18-’19

<table>
<thead>
<tr>
<th></th>
<th>FY 18/19</th>
<th>FY 19/20</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Students Served</td>
<td>4,437</td>
<td>4,502</td>
<td>1%</td>
</tr>
<tr>
<td>Total Visits</td>
<td>20,305</td>
<td>20,289</td>
<td>1%</td>
</tr>
<tr>
<td>Triage (Walk-In) Visits</td>
<td>3,344</td>
<td>3,294</td>
<td>1%</td>
</tr>
<tr>
<td>Counseling Visits</td>
<td>9,114</td>
<td>10,274</td>
<td>13%</td>
</tr>
<tr>
<td>Psychiatry Visits</td>
<td>5,289</td>
<td>4,496</td>
<td>15%</td>
</tr>
<tr>
<td>Groups and Workshops</td>
<td>869</td>
<td>1,618</td>
<td>88%</td>
</tr>
<tr>
<td>Assessments of Risk/ DOS</td>
<td>179</td>
<td>190</td>
<td>6%</td>
</tr>
<tr>
<td>CAPS Liaison Visits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Same-Day Crisis Visits</td>
<td>601</td>
<td>497</td>
<td>17%</td>
</tr>
<tr>
<td>Oasis Visits</td>
<td>556</td>
<td>410</td>
<td>26%</td>
</tr>
<tr>
<td>Care Coordination Visits</td>
<td>759</td>
<td>812</td>
<td>7%</td>
</tr>
</tbody>
</table>
Annual Report ‘18–’19

10 Year Trends in CAPS Utilization -
**Total Visits** by Academic Year

12,913

14,799

20,289

10/11  11/12  12/13  13/14  14/15  15/16  16/17  17/18  18/19  19/20

10 Year Trends in CAPS Utilization -
**Unique Students** by Academic Year

2,704

3,390

4,502

10/11  11/12  12/13  13/14  14/15  15/16  16/17  17/18  18/19  19/20
In July 2020, CAPS completed a Telebehavioral Health Satisfaction Survey (n=158). Students reported overall very positive experiences with their Virtual Visits:

- **95%** were satisfied with their CAPS Virtual Visit
- **93%** felt comfortable using Zoom for their visit
- **95%** said it was easy and convenient to use Zoom for their visit
- **91%** said CAPS Virtual Visits helped them manage the issues they were seeking help for
- **67%** said they would continue using CAPS Virtual Visits in the future even when in-person is available
Interdisciplinary Team of
Licensed Professional Staff and Support Staff:

- MD - Psychiatrists
- NP - Psychiatric Nurse Practitioners
- PhD/PsyD - Psychologists
- LPC - Licensed Professional Counselors
- LCSW – Licensed Clinical Social Workers
- LMFC – Licensed Marriage & Family Counselor
- Trainees – Masters & Doctoral Level Counselors, NP
- Support Staff – Medical Assistants + Administrative Support
CAPS - Where We Are:

✓ CAPS Main: At Highland Commons, 3rd floor of Campus Health Service

✓ CAPS North: Inside North REC, 2nd floor

✓ Yuma Satellite: Behind Yuma Dorm, Separate Entrance

✓ Dean of Students: Embedded Counselor

✓ Four Cultural Centers: Embedded Counselors
Counseling & Psych Services
What We Do:
CAPS - What We Do:

Three Service Lines:

✓ Consultation
✓ Outreach
✓ Clinical Services
Consultation:

✓ In House – Campus Health Medical Providers
✓ Friend to Friend - Website
✓ Parents Matter – Phone & Email
✓ Call & Consult – University Community
Outreach:

- Presentations / Training – e.g., Stress Management, Working w/ Distressed Students, Test Anxiety, Sleep Hygiene
- Overview of CAPS Services / How to Access
- Responses to Significant Campus Events
- QPR (Question, Persuade, Refer) – Suicide Prevention Training – In collaboration with HPPS and LWC
CAPS – What We Do Con’d:

Clinical Services: Common Presenting Concerns

- Anxiety/Stress/Panic
- Depression/Sadness
- Relationship Difficulties
- Family Problems
- Adjusting to College
- Academic-Studying, Learning, Grades
- Sexual Orientation & Gender identity
- Sexuality Issues
- (Excessive) Compulsive Behaviors
- Trauma (past or recent)
- Food and Body Image Concerns
- Alcohol/Drug Concerns
- ADHD
- Life Crises
CAPS - What We Do Con’d:

Clinical Services: Overview

✓ Self-Help
✓ Workshops
✓ Support / Psychoeducational / Therapy Groups
✓ Short-Term Counseling – Individual & Couple
✓ Psychiatry
✓ Crisis Response
✓ Clinical Care Coordination
✓ Referral Support
Clinical Services:

- Self-Help
  - Welltrack
  - TAO – Therapy Assisted Online
  - Calm
  - Headspace

- Workshops
  - Peace in the Pandemic
  - RIO – Recognition, Insight, Openness
  - Anxiety Toolbox
CAPS - What We Do Con’d:

Clinical Services:

- Support Groups
  - Gender Spectrum
  - Grief & Loss
  - Students of Color
  - LGBTQIA+
  - Graduate Students
CAPS - What We Do Con’d:

Clinical Services:

- Psychoeducational Groups
  - Tips for Better Sleep
  - Guided Meditations
  - Yoga for Grief
- AMP – Attention Management Program
- The Art of Thriving as a Grad Student
CAPS - What We Do Con’d:

Clinical Services:

✓ Therapy Groups
  ✓ Finding Your Center
  ✓ Mental Health Master Mind
  ✓ Mental Health Master Mind – Grad Students
  ✓ CEDAR – Campus Eating Disorder Awareness & Recovery
What We Do:

Specialty Services:

✓ ADHD Clinic – Assessment & Med Mgmt
✓ Oasis – Sexual Assault, Relationship Violence, and Trauma Services
✓ Wildcats Anonymous / Recovery Community
✓ Stronger Than Initiative - Resiliency
✓ Crisis Response to Res Life Dorm Staff
Crisis Access to CAPS:

➢ 24/7 Access

➢ 8am-5pm, M-F
  ➢ Call for Appointment (520-621-3334)
  ➢ “Walk-In” via Virtual Triage at CAPS Website
  ➢ Physical Walk in to CAPS

➢ After Hours & Weekends
  ➢ Call CAPS – Speak w/ On-Call Counselor
Routine Access to CAPS:

- 1st Visit = Triage
- Triage = 20-30 Assessment Session

How To Access Triage

- Call (520) 621-3334
  - or -
- “Walk-In” Triage via CAPS website: https://health.arizona.edu/getting-started-caps

Outcome = Custom Care Plan =

Detailed Description of Next Steps
CAPS Custom Care Plan:

- Created at conclusion Triage collaboratively with student
- Student keeps a copy
- Updated as necessary
- Available for all CAPS providers to see, as necessary
“My counselor is one of the reasons why I am still here today. I will forever be grateful for her.”

“I think CAPS is a wonderful service, whether something is seriously wrong or you simply just need someone to talk to and help make sense of what’s going on in your life.”

“I am very grateful for all the CAPS counselors. They did amazing bringing me out of a very dark place.”
Counseling & Psych Services

Contact Information:
https://health.arizona.edu/counseling-psych-services
(520) 621-3334
Glenn Matchett-Morris, PhD
glenmm@arizona.edu

Questions?
THANK YOU!

https://provost.arizona.edu/content/provost-forum