CLINICAL SERVICES

Under our mission we promote the following ideals

- Student Self-Acceptance
- Development
- Positive Connections through Ethical and Collaborative Processes for Change

Our Core Values

- Cultural Consciousness and Identity Development
- Compassion, Acceptance and Respect
- Resiliency and Prevention
- Goal Development and Creative Problem Solving
- Competency and Integrity
- Support and Being a Catalyst for Change
- Altruism and Service

Our Mission: Every student matters!

Our Goal:
The primary goal of Missouri State Counseling Center is to provide preventive and therapeutic mental health services for the university student community.

CLINICAL SERVICES

Monthly Clinical Contacts
July 2018 - June 2019

In 2018-19, clinical staff provided 4,854 clinical service hours to students. Clinical services include:

- Consultations
- Intake assessments
- Individual counseling
- Couples counseling
- Crisis interventions

Counseling Sessions Provided
July - June

The Counseling Center experienced another record-breaking year in student demand for services. Counseling center staff provided 4,701 individual and couples sessions and counseled a total of 1,484 MSU students during FY 19. Since 2010, there has been an over three-fold increase in the number of students seeking counseling services. Primary areas of treatment include:

- Anxiety (68%)
- Relationships (59%)
- Depression (57%)
- Academics (43%)
Students in crisis are our #1 priority at the MSU Counseling Center. Students presenting in crisis have been on the rise since 2010, however, the center has experienced a significant increase in the number of crisis appointments over the past three years, compared to previous years. This is in part due to changes made in how the center schedules intake and crisis appointments, contrasted with previously managing all appointments on a walk-in basis.

Session Utilization

The majority of MSU Counseling Center clients attend 1-5 sessions each semester (89.6%). This is in keeping with national trend data for college and university counseling centers.

Direct vs. Indirect Clinical Utilization

Direct, face-to-face clinical services include one-on-one and couples counseling, crisis intervention sessions, consultations and supervision. Indirect services include case management, clinical preparation, meeting attendance, administrative time, training preparation, professional development and many other miscellaneous duties.

Crisis Assessments

July - June

No Show/Cancellation Rate

N=9 (includes full-time, ¾-time and GA staff; percentages are adjusted to reflect this.)

Counseling Center Staff – 2019

Rhonda Lesley, MA, LPC
  Director, Licensed Professional Counselor
Ann Orzek, PhD
  Licensed Psychologist
Doug Greiner, PhD
  Licensed Psychologist
Tammy Dixon, MS, LPC
  Licensed Professional Counselor
Justin Johns, MSW, LCSW, CRADC
  Substance Abuse Assessment Specialist
Shaun Fossett, MS, LPC
  Licensed Professional Counselor
Jane Henke, MS, LPC
  Licensed Professional Counselor
  Victim Services and Advocacy Specialist
Chiara Citterio, MS, PLPC
  Provisionally Licensed Professional Counselor
Anthony Franklin, MS, PLPC
  Provisionally Licensed Professional Counselor
Graduate Assistants:
  Hannah Meyer, BS  Sara Johnson, BS
  Christie Fletcher, BS  Caleb Hatz, BA
  Robert Adkison, Administrative Assistant II
In order to provide a clearer understanding of student symptom changes from session to session and to assist in providing outcome measurements data for improved services, the MSU Counseling Center began administering the Counseling Center Assessment of Psychological Symptoms (CCAPS) during the spring semester of 2017. MSU’s Counseling Center, along with over 152 college and university counseling centers across the U.S. are compared in the graph below, including 179,964 unique college students seeking mental health treatment; 3,723 clinicians; and over 1,384,712 appointments.

The data reveal that for students who present with elevated symptoms, MSU Counseling Center’s effectiveness in reducing elevated symptoms is in the 78th percentile for depression, 74th percentile for generalized anxiety, 97th percentile for social anxiety, 97th for social anxiety, and 99th percentile for alcohol use.

For after-hours and weekend mental health emergency support, the MSU Counseling Center contracts with ProtoCall Services, Inc., the nation’s leading provider of seamless access to crisis assessment, intervention and stabilization assistance provided exclusively by Masters and Doctoral-level clinicians. During 2018-2019, a total of 109 calls were managed through ProtoCall.
Approximately 5-6% of the MSU student body seek counseling support annually, and the total number of students served has steadily increased over the years. Students seeking counseling on campus come from a variety of diverse backgrounds, including international students, minority cultures, LGBTQ+, disabled students and veterans.

*All Demographic graph percentages based on 1,333 individual students.*
*All Demographic graph percentages based on 1,333 individual students.
Counseling helped me identify personal areas for improvement or change.

Student survey comments:

“There is always hope.”

“I didn’t feel judged, I felt accepted.”

“Amazing, truly helpful, I will always appreciate this experience.”

“Everyone was so genuine and kind. They really have a desire to help you.”

“I appreciate that it is free and accessible to all students.”

“They were willing to listen to any problems I had.”

“What was most helpful about MSU’s Counseling Services was being able to talk to an objective person who took my emotions seriously.”

“I learned about how I could improve relationships with others.”

“I’ve learned to feel better about myself and to take better care of my needs...”

“The Counseling Center has been super helpful. I love how calm it is.”

*The above percentages are based on 325 students surveyed.*
Missouri State University’s Collegiate Recovery Program (CRP) is a program dedicated to assisting students as they live a life in recovery.

The CRP provides students with support group meetings, alternative sober activities, service work/community engagement and a positive presence on the university campus as well as a safe and nonjudgmental community.

## Substance Abuse Assessments

<table>
<thead>
<tr>
<th>Year</th>
<th>BASICS</th>
<th>CASICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13</td>
<td>46</td>
<td>44</td>
</tr>
<tr>
<td>2013-14</td>
<td>48</td>
<td>46</td>
</tr>
<tr>
<td>2014-15</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td></td>
<td>66</td>
</tr>
<tr>
<td>2018-19</td>
<td>11</td>
<td></td>
</tr>
</tbody>
</table>

## BASICS/CASICS Assessments

**2018-19 AY**

<table>
<thead>
<tr>
<th></th>
<th>BASICS</th>
<th>CASICS</th>
</tr>
</thead>
<tbody>
<tr>
<td># of students</td>
<td>5</td>
<td>29</td>
</tr>
<tr>
<td># of sessions</td>
<td>9</td>
<td>56</td>
</tr>
</tbody>
</table>

**BASICS** - BASICS stands for Brief Alcohol Screening and Intervention for College Students

**CASICS** - CASICS stands for Cannabis Screening and Intervention for College Students

## Collegiate Recovery Program

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>2016-17 Stats</th>
<th>2017-18 Stats</th>
<th>2018-19 Stats</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery/Sober Evening Events</td>
<td>Avg. 5 students/mtg.</td>
<td>2 events, avg. 15</td>
<td>2 events, 5 students</td>
<td>On campus events</td>
</tr>
<tr>
<td>Active Minds Meetings</td>
<td>Avg. 5 students/mtg.</td>
<td>No meetings</td>
<td>No meetings</td>
<td>Student Group</td>
</tr>
<tr>
<td>Bears in Recovery</td>
<td>16 meetings/semester</td>
<td>16 meetings/semester</td>
<td>16 meetings/semester</td>
<td>Student meetings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2016-17 Stats</th>
<th>2017-18 Stats</th>
<th>2018-19 Stats</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Avg. 4 students/mtg.</td>
<td>Avg. 2 students/mtg.</td>
<td>Avg. 2 students/mtg.</td>
<td>Student meetings</td>
</tr>
<tr>
<td></td>
<td>8 unique individuals</td>
<td>7 unique individuals</td>
<td>6 unique individuals</td>
<td></td>
</tr>
</tbody>
</table>
Outreach is an important aspect of campus mental health. Each year, Counseling Center staff reach thousands of students by providing prevention education and mental wellness information through presentations, panels and support work.

### Outreach Attendees

<table>
<thead>
<tr>
<th>Year</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>925</td>
</tr>
<tr>
<td>2012</td>
<td>1,028</td>
</tr>
<tr>
<td>2013</td>
<td>2,168</td>
</tr>
<tr>
<td>2014</td>
<td>2,072</td>
</tr>
<tr>
<td>2015</td>
<td>960</td>
</tr>
<tr>
<td>2016</td>
<td>2,316</td>
</tr>
<tr>
<td>2017</td>
<td>3,103</td>
</tr>
<tr>
<td>2018</td>
<td>3,867</td>
</tr>
</tbody>
</table>

### 2018-19 Outreach Topics

The Counseling Center staff provided 178 presentations and/or support programs addressing the following topics:

- Stress
- Resiliency
- Test-taking
- Counseling Center services
- Sexual assault
- Relaxation/Yoga
- Relationships
- Distressed students
- Adjustment to college
- Anxiety
- Depression
- Suicide
- Eating disorders
- Mindfulness

### Outreach Programs Provided

<table>
<thead>
<tr>
<th>Year</th>
<th>Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-11</td>
<td>51</td>
</tr>
<tr>
<td>2011-12</td>
<td>60</td>
</tr>
<tr>
<td>2012-13</td>
<td>54</td>
</tr>
<tr>
<td>2013-14</td>
<td>56</td>
</tr>
<tr>
<td>2014-15</td>
<td>90</td>
</tr>
<tr>
<td>2015-16</td>
<td>82</td>
</tr>
<tr>
<td>2016-17</td>
<td>109</td>
</tr>
<tr>
<td>2017-18</td>
<td>134</td>
</tr>
<tr>
<td>2018-19</td>
<td>178</td>
</tr>
</tbody>
</table>

### RESPOND

**Partnersing for Campus Mental Health**

Everyone experiences emotional pain or distress at some point during their life. About 1 in 5 people will experience a diagnosable mental illness this year. Most of us want to help yet often feel uncertain about what to do or say. Participation in RESPOND empowers individuals to offer effective support to a student or colleague. The course provides a basic overview of symptoms often associated with mental health problems and offers an action plan to help individuals RESPOND effectively. The course also addresses campus policies such as FERPA and reviews campus and community mental health resources.

Since August, 2016, the MSU Counseling Center, in collaboration with the Dean of Students Office, has provided 8 RESPOND trainings to a total of 219 MSU Staff, Faculty and Students.

### Counseling Center Staff Trainings

- Anxiety
- Disability Resource Center
- TRIO
- Fresh Check Day
- ADHD + LDC
- Athlete Mental Health
- Diversity
- Generation Z
- The Leadership Challenge
- Addiction Counseling/Motivational Interviewing
- Counseling Ethics
- Magers Health and Wellness Center
- Burrell Behavioral Health
- Sexual Assault Prevention on Campus
- Brief Therapy
- Trauma
- Eating Disorders and Screenings
- Victim Center

### Fresh Check Day

**Fresh Check Day** is an annual mental health fair, co-sponsored by the JED Foundation and Jordan Porco Foundation. The purpose of Fresh Check Day is to educate MSU students in a fun and meaningful way about mental health and about seeking support, suicide prevention and how to be mentally well and resilient. 184 students and staff participated in Fresh Check Day during Fall 2018. Fresh Check Day 2019 will be held September 19, from 1-4 pm on the North Mall on campus.

[www.freshcheckday.com/missouristate](http://www.freshcheckday.com/missouristate)
Online Screenings

Online anonymous mental health screenings are free for MSU students for the following concerns:

- Anxiety
- Post-Traumatic Stress Disorder
- Eating Disorders
- Alcohol Misuse
- Substance use
- Depression
- Bipolar Disorder

http://counselingcenter.missouristate.edu/Online_Screening_info.htm

In-Person Screening Events

**National Depression Screening Day 10/09/2018**
- 40 Total screenings
- 25 Stress questionnaires
- 1 Substance use screening

http://helpyourselfhelpothers.org/

**National Eating Disorders Awareness Week (2/25-3/01/19)**
- 2 Eating disorder screenings

BODY U

255 MSU students accessed the BODY U program during 2018-2019.

GO TO THE BODYU WEBSITE FOR MORE INFORMATION.
**SOCIAL MEDIA OUTREACH**

**Facebook:**
- Post Reach: 4,866
- Post Reactions: 439
- Page Follows: 255

[https://www.facebook.com/counselingmsu/](https://www.facebook.com/counselingmsu/)

**Twitter:**
- 43,923 impressions
- 141 followers

[https://twitter.com/counseling_msu](https://twitter.com/counseling_msu)

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**Website Views**

![Graph showing website views from July 2012 to June 2019.]

**Annual Totals**

- 2018-19: 59,476
- 2017-18: 71,089
- 2016-17: 49,090
- 2015-16: 24,794
- 2014-15: 41,924
- 2013-14: 44,219
- 2012-13: 43,127

*Way to go, Counseling Center Team, for consistently helping MSU students create positive changes!*

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**Missouri State Counseling Center Staff – Fall 2019**

*Statistical reporting for years prior to the 2018-2019 academic year were for the period of June 1st through May 31st. Reporting methods have changed for the 2018-2019 academic year to be more consistent with Missouri State University fiscal year reporting and are for the period of July 1st through June 30th.*