



2023-24 Annual Report

OUR SERVICES

The MSU Counseling Center exists to serve students. Our center is staffed by highly trained mental health providers with diverse education and expertise who strive to meet student needs by prioritizing professional development, staying informed of mental health trends in higher education, partnering with community and campus resources to meet student needs and being present, available and responsive. Counseling services are confidential, require no additional cost and are available to all current MSU students residing in the state of Missouri. Consultation and referral services are available to the entire campus community.

A YEAR WITH UNIQUE CHALLENGES

2023-24 was full of changes in the Counseling Center. We started our second academic year utilizing a stepped care model to assess student needs and streamline access to services. Our new director started in June, and the year was characterized by changes in clinical staff, onboarding new graduate assistants and data-driven decision making that led to revising clinic procedures.

One of the biggest changes we made was switching the campus narrative from a set number of sessions to focusing on *individualized care and planning* for our students. In the fall semester, we were met with a lengthy waitlist for services; however, after making some changes in service access, we were able to avoid a waitlist second semester - even without being fully staffed.

Our clinical team also provided responsive support services in the midst of several significant events impacting our faculty, students and staff this academic year.

IMPACT SNAPSHOT

834

Individual Students
Served in the CC

4281

Counseling Sessions
Provided

2167

Students, Faculty, Staff attendees
at CC Outreach events

350

Hours of Outreach
provided by CC staff



Counseling Center Team

2023-24



Graduate Assistants - Spring 2024

Luis Medina, Ramsey Harvey, Randi Hammond, Hayley Charles

Student Workers

Richie Cordel, Kenzie Furlow, Abbi Horstman, Garrett Jacobs,
Janette Prather, Melody Whitman
Hannah Mills (case manager)

Senior Staff

ALLICIA BAUM, PSYD - **DIRECTOR**

LICENSED CLINICAL PSYCHOLOGIST

TAMMY DIXON, MS, LPC - **ASSISTANT DIRECTOR**

LICENSED PROFESSIONAL COUNSELOR

ROBERT ADKISON - **ADMINISTRATIVE ASSISTANT II**

MENTAL HEALTH CLINICIANS

JULIE BRAUCH, MS, EDS, LPC

CHIARA CITTERIO, MS, LPC

JASON ENGEL, PSYD

LAURA FOSTER, MS, PLPC

VICTIM SERVICES AND ADVOCACY SPECIALIST

HOLLY REYNOLDS, MS, LMFT

CAMERON SKINNER, MS, LPC

SUBSTANCE USE SPECIALIST

SARA WOLF, MSW, LCSW



PROJECTS

Align severity of service to training level of staff.

Add Triage and Case Management Services

Create more therapy groups to accommodate demand for counseling services

DETAILS

Second semester our senior staff members were each scheduled for designated clinic **Coverage** times. This meant that there was always someone available to consult on emergent student issues, particularly walk-in clients. This was previously done by GAs.

A **triage system** allows for unscheduled students to be seen and assessed for severity of symptoms. Our **case manager** was a MA level MSW student well-versed in campus and community resources. Triage services were also provided by senior-level GAs

With the demands for counseling growing nationwide, our center examined successful group therapy models utilized on similar campuses to determine what changes we might consider. We started by adding new rotating skills groups that were managed by our social worker team. We maintained our established groups as well.

OUTCOME

- Improved definition of "crisis" appointments
- Ability to match student need to type of service and skill-level of provider
- Decreased clinical risk
- Increased availability of clinical consultation time for unlicensed staff

- Students were triaged and set up with resources, a follow-up case management appointment or an Initial Consultation, depending on presenting concerns.
- Senior clinical staff were more available for counseling services and we avoided a waitlist.

- We had more students sign up for groups second semester with the added options; however, the no show rate was high.
- Our plan is to do a focus group this summer to prepare for group changes/updates in the fall semester.

Student Care is our purpose

Our Resources

The Counseling Center provides students with free access to several self-help resources through Protocol, Inc.

- **Welltrack Boost** - self-help resources via app or online
- **Welltrack Connect** - community resource guide for students
- **Togetherall** - online peer support community overseen by licensed providers
- **ProtoCall+** - 24/7 Crisis Support accessed by calling the CC afterhours

Our Model



90

Students called ProtoCall after hours.
26 calls were classified as "Urgent"



Our Space



Our Goal
To promote the personal development and psychological well-being of MSU students.

Reaching Students

Our team is continually looking for ways to connect with students and actively engage them in their own personal wellness. We do this through our outreach efforts such as workshops, groups and special events. Attendance at groups and workshops has been low ($n=80$), so we are reviewing what we offer, who we are reaching and how we are marketing, while considering how we can more actively utilize social media to connect with students. Our special events and outreach presentations have reached thousands of people this year. Here is what 2023-24 looked like:

Workshops - We added our workshops to **BearLink** second semester in order to improve visibility to students. Topics covered this year include: Managing Depression, Stress Management, Emotion Regulation, Healthy Relationships, Mindfulness, Overcoming Perfectionism, Finding Balance: Strategies for Navigating Alcohol & Drug Use in College, Family Boundaries, and more.

Groups - Students are added to groups through the Initial Consultation process or via referral from their individual therapist. This year we offered: Bear Abilities, Foundational Group, Skills Group, BIPOC Group, Connections, Grief in Common, Transgender/Nonbinary/Questioning Support Group

Special Events - These include our own sponsored events, as well as partnerships with other campus groups, with the goal of offering support and being seen by students. Examples include: Fresh Check Day, Belong-B-Que, May Day sensory room, Take Back the Night, Depression Screening Day, Eating Disorders Screening Week, Pride Fair, Summer Visit Days, Conversations with a Counselor, Wells Annual Root Beer Kegger



Our Flowcode

Provides quick access to our services. We are adding the QR code to buttons and other swag for the fall semester.

Partners

make positive outcomes for students possible.

2023-24 Campus Partners
Magers Health and Wellness
Multicultural Resource Center
Disability Resource Center
Res Life
Student Wellness
Foster Rec
Office of Student Engagement
Bear POWER
Campus Safety
Dean of Students Office
International Student Services
SGA
FSL
Student Activities Council
and MORE!

2023-24 Community Partners
Lost & Found Grief Center
APO
The Victim Center
Community Partnership of the Ozarks
Burrell Behavioral Health
Community Foundation of the Ozarks
Partners in Prevention



When caring for others it is important to also take care of yourself. The Counseling Center strives to make our work place enjoyable, safe and supportive. One way we do this is through our coffee and specialty drink station. Our "counselor baristas" have created personalized drinks for our staff and others on campus. This has built camaraderie and fun within our team. Please stop by sometime!



Thank you!!



Design by Robert Adkison



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