



MISSOURI STATE UNIVERSITY

# ANNUAL REPORT **COUNSELING CENTER**

2024-2025

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# 01 COUNSELING CENTER OVERVIEW



The Missouri State University Counseling Center exists to serve students.

Our center is staffed by highly trained mental health professionals with diverse education, training and expertise. This Senior Staff clinical team strives to meet student needs by prioritizing professional development, staying informed of local, state and national mental health trends in higher education, collaborating with community and campus partners, and being present, available and responsive.



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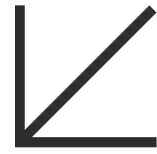
SARA WOLF, LCSW  
MENTAL HEALTH  
CLINICIAN

Counseling Center services are confidential, require no additional cost to students and are available to all currently enrolled Missouri State University students residing in the state of Missouri at the time services are rendered.

Consultation and referral services are available to the entire campus community.

# 02

## STUDENT IMPACT – STAFF



The Counseling Center prioritizes student development through opportunities such as graduate assistantships, practicums/internships and work study. By providing meaningful learning experiences for students within the scope and practice of our center, we grow competent professionals and encourage positive relationships with our student staff. In return, they become critical foundational support in the services we offer to the campus community.

Often our student workers stay with us for two or more years.

Investing in future mental health professionals is mutually beneficial and fiscally responsible.

### + Graduate Assistants

The Counseling Center has four Graduate Assistants that are enrolled in one of the graduate programs within the School of Mental Health and Behavior Sciences. They receive clinical supervision and training from our senior clinical staff in partnership with their respective training programs. Our GAs provide services such as campus outreach, groups and counseling services appropriate to their level of training.

### + Clinical Trainees

Through collaboration with the School of Mental Health, we have expanded practicum and internship opportunities for graduate students beyond our GA positions. This has increased clinical availability for clients, decreased wait times, sustained triage and case management services implemented last year and doubled our clinical training program capacity.

### + Front Office and Support Services

Our student workers provide front office support that is foundational to function of the Counseling Center. They schedule appointments, answer calls, support students who walk in with various needs, communicate between clients and clinicians, and more with an emphasis on discretion, professionalism, empathy and confidentiality. Many of them are also training for future work in the field of mental health.



# + Mental Health Ambassadors

Mental Health Ambassadors are MSU undergraduate and graduate students with an interest in providing peer support and resources to fellow students across campus. They positively represent the Counseling Center at outreach events, provide weekly drop in hours for students and plan connection activities such as hosting Pet Therapy of the Ozarks for student and pet fun on the North Mall.



### MENTAL HEALTH AMBASSADORS

Mental Health Ambassadors are MSU students who want to offer you peer support and resources regarding mental health.

We're trained to listen attentively, provide unbiased feedback, make appropriate referrals, and share useful resources that benefit YOU!

**Come See Us**

Monday	2-4pm PSU 308A
Tuesday	6-8pm PSU 308A
Wednesday	3-5pm PSU 315A
Thursday	3-5pm PSU 317B

Info: mostatemha  
counselingcenter@missouri.edu mental\_health\_ambassadors@msu



### MEET THE MENTAL HEALTH AMBASSADOR

### mostatemha

### MEET THE MENTAL HEALTH AMBASSADOR

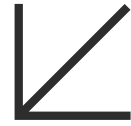


Bears helping Bears



# 03

## STUDENT IMPACT – SERVICES



We continued our stepped care service model during the 2024–25 school year, while focusing on student access to services. Our goals were to reduce wait times for initial appointments, match students with the the appropriate level of support for their presenting concerns and prevent waitlisting students during peak times in the semester.

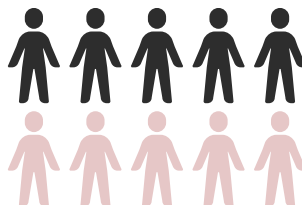
We accomplished these goals by prioritizing the following:

- **Added online scheduling as an option for Initial Consultation (IC) appointments.** In direct response to student feedback, the Counseling Center built and implemented a new online scheduling option for first-time appointments.
- **Scheduled ICs no more than three weeks out at a time.** This improved show rates for appointments and guaranteed new appointments became available daily.
- **Expanded case management services.** By utilizing a contracted provider and graduate trainees to coordinate our initial process, we freed up clinicians to provide more counseling services. This ensured that students were able to initiate contact with the CC, get connected to resources and create a personalized care plan.
- **Utilized triage and senior staff Coverage times for unplanned visits/walk-in clients.** This process utilized self-screeners to determine the appropriate level of response to unplanned visits during business hours. The updated process paired the best equipped clinical staff members with the specific presenting client concern.



4971

Counseling Sessions  
Provided



975

Individual Students  
Served

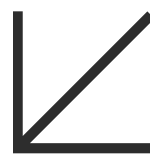


16.5%

Increase in Sessions  
Provided and Students  
Served  
(as compared to 2023–24)



# 04 OUTREACH



Our approach to outreach is two-fold:

- 1 Meet the identified needs of the students, faculty and staff by offering relevant and timely outreach presentations and events.
- 2 Be active members of the campus community.

Outreach in 2024-25 took many forms - here are a few:



Bear Bash



Student Presentations



Community Outreach:  
Prospective Students



Tabling Events



Fresh Check Day



Athletics Outreach/  
DOSA Outing



120th Birthday Bash



Dean's Staff Fun



Spirit Week

**382**  
HOURS OF  
OUTREACH

## Most Requested Topics:

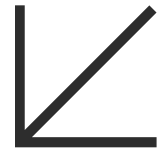
- Counseling Center Services
- Healthy Relationships
- Boundaries
- Managing Stress/Anxiety

**3967**  
INDIVIDUALS  
REACHED

## Who Attended:

- 76% students, faculty, staff
- 19% SOAR students and families
- 4% TRIO / other prospective students
- 1% community members

# 05



## BEYOND COUNSELING – RESOURCES FOR STUDENTS

A critical component of the stepped care model is matching students with the best tools and resources for their specific needs. Our team regularly trains on the resources we endorse and are continually vetting new resources to offer. This ensures that we offer relevant and timely options that our students can access with confidence.



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

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



### Our Flowcode

Provides quick access to our services. This is our most up-to-date access point for resources and services.



We also work with campus and community partners to identify and meet student needs

#### 2024-25 CAMPUS PARTNERS

MAGERS HEALTH AND WELLNESS  
BEAR CAVE STUDENT RESOURCE CENTER  
DISABILITY RESOURCE CENTER  
RES LIFE  
FOSTER REC  
OFFICE OF STUDENT ENGAGEMENT  
BEAR POWER  
CAMPUS SAFETY  
DEAN OF STUDENTS OFFICE  
INTERNATIONAL STUDENT SERVICES  
SGA / FSL / SAC  
GRADUATE COLLEGE  
MCHHS – SCHOOL OF MENTAL HEALTH & BEHAVIORAL SCIENCES  
AND MORE!

#### 2024-25 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  
MENTAL HEALTH 417

79  
STUDENTS CALLED PROTOCOL AFTER HOURS.  
34 WERE CLASSIFIED AS "URGENT"

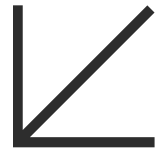


*\*\*Upgrades to the Relaxation Station Made Possible By the DOSA Pawsitivity Awards Grant.*



# 06

## TOOTING OUR OWN HORN



### Celebrations

- Fully staffed senior clinical team
- Managed increased demand for services without a waitlist
- Worked together as a team to grow our visibility on campus
- Updated and streamlined our Policy and Procedure Manual
- Moved our GAs from Level 1 to Level 3 to reflect the specialized skills required for the position
- Expanded our clinical trainee program
- Created new partnerships on and off campus

### Staff Features

- Dr. Baum was invited to present at the Leadership Springfield-High School conference
- Laura presented at the Stop the Violence Conference.
- Tammy was featured in a KMSU series on how parents can support their new college students.
- Dr. Baum was interviewed by Greta Cross for an article featured in USA Today. She was also interviewed by News-Leader correspondent, Wyatt Wheeler, about mental health in high school and collegiate athletes.
- Shai and Chiara provided a talk back session with TRIO students following a group viewing of Dear Evan Hansen at The Hall.

### Professional Development - featured opportunities

- Eight members of our clinical team were granted full scholarships to attend Meeting of the Minds.
- Chiara completed the MSU LEAD – LEAD Others – The Supervisor Series.
- Holly completed Autism Spectrum Disorder Clinical Specialist Certification.
- Lily, graduate assistant, completed the Trained Peers program through Togetherall and now serves as a peer mentor on the online platform.

### Service

- Tammy sits on the board for The Victim Center and serves as the secretary for the executive council. She is also on the pink committee for the American Cancer Society local chapter.
- Dr. Baum joined the advisory board for the McQueary College of Health and Human Services as a representative for the School of Mental Health and Behavior Sciences.
- Chiara is a member of the Greene County Suicide Prevention Network and Springfield Black Tie Planning Committee.
- Chiara & Shai attended the LGBTQIA+ community task force meetings with Burrell.



# 07 WHAT OUR STUDENTS SAY

*"The individual counseling she provided helped me get through the semester in one piece, and I am better off because of therapy with her."*

*"This service really helped keep me stable through an unstable season."*

*"My counselor was very kind to me and really helped me without judgement."*

*"I was concerned because of my age, but my counselor was so kind and truly helped me feel connected and validated."*

*"I appreciate that there are multiple outlets for me to improve my mental health."*

*"Thank you guys for doing what you do! This campus is better because of it!"*

*"Having someone to talk to about the stressors in my life without immediately telling me how to fix it was helpful."*

*"It was obvious from the start that my counselor was interested in getting to know me so she could give me goals, tools, and resources to help."*



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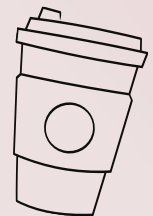
[www.missouristate.edu/counseling](http://www.missouristate.edu/counseling)



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*\*\*Photo Credit: Robert Adkison, Admin Assistant*