Collegiate Mental Health
University Counseling Center Services and Trends

Mark Perez-Lopez, Ph.D. | Director
Outline

- Usage Statistics and National Mental Health Data
- 5 year Trends and Increasing Complexity
- University Counseling Center Services
Main concerns:

- Anxiety
- Depression
- Stress
- Relationships
- Low Self-Confidence

Counseling Center Use

This Past Academic Year 2017-18

- 1046 Clients
- 8285 Appointments
- 6.3% of Student Body
Center for Collegiate Mental Health (CCMH) Trends

National average length of treatment (individual)
4.9 visits (range 2-10)

UNCW Average
10% attend >10 visits per year

Most common reasons to seek counseling
Anxiety and Depression (collapsed)
Counseling services has seen a significantly higher amount of growth over 5 years compared to the overall enrollment at the university.
Crisis Consultation Walk-Ins

The number of crisis consultation walk-ins has increased since 2013-2014 and was at its highest in 2017-2018.

- Average 12 students per week
- Average 13 night/weekend calls per month (Protocall)
Prevention & Outreach Services

- Includes academic classes, tabling events, orientation for students as well as faculty/staff

<table>
<thead>
<tr>
<th>Year</th>
<th>Service Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-15</td>
<td>5400</td>
</tr>
<tr>
<td>2015-16</td>
<td>6653</td>
</tr>
<tr>
<td>2016-17</td>
<td>6243</td>
</tr>
<tr>
<td>2017-18</td>
<td>6807</td>
</tr>
</tbody>
</table>
UCC Response to Trends

Increased services that serve **more than one client** at a time:
  - Group therapy, Outreach & Prevention work

Increased services that **help with referrals**:
  - Case Managers, Social Workers, Relationships with off campus providers
Staffing

7 Licensed Psychologists

2 Licensed Professional Counselors

1 of the 2 LPCs serves as Case Manager

2 Post Doctoral Residents

Specializing in college mental health
Counseling Center
Services Offered

For Students:

Individual Counseling
Couples & Group Counseling
Campus Outreach Programs
Crisis Intervention
Consultation Services
Referral Services

For University Community:

QPR suicide “gatekeeper” training
FAC/STAFF consultations
Threat assessments

All services are free to students
Psychiatric services available--SHC
24/7 Phone Consultation

Protocall -- After Hours and Weekends Phone Consultation

- Live professional counselor
- Assessment, Triage/Crisis Support, Problem Solving, Referrals

Average 13 calls/month
Community Referral

Specialty Providers

Longer –term treatment and consistent support across entire time at UNCW

Case manager role

Students able to use UCC for other adjunctive needs
Faculty and Staff
Guide for Managing Distressed or Disruptive Students

DISTRESSED STUDENTS
Behavior:
- Marked change in behavior or academic performance
- Exhibiting signs of depression and/or anxiety
- Hyperactivity or very rapid speech
- Irritability or aggressiveness

DISRUPTIVE STUDENTS
Behavior:
- Yelling or screaming
- Unreasonable demands for time and attention
- Harassment or threats
- Repeated threats of suicide/self harm and resisting help

IMMINENT HARM TO SELF OR OTHERS:
CALL UNIVERSITY POLICE (UPD) AT 911.
Then follow up with a call to the Office of the Dean of Students at 962-3119.

CONSULTATION OR QUESTIONS
Sometimes it may be unclear how best to help a student. In these situations, it is often helpful to consult about possible solutions so that the student can obtain support.
- Office of the Dean of Students ...................... 962-3119
- Counseling Center ........................................ 962-3476
Questions?