

Collegiate Mental Health University Counseling Center Services and Trends

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Outline

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

Counseling Center Use

This Past Academic Year 2017-18

1046 Clients

8285 Appointments

6.3% of Student Body

Main concerns:

Anxiety
Depression
Stress
Relationships
Low Self-
Confidence



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Center for Collegiate Mental Health (CCMH) Trends

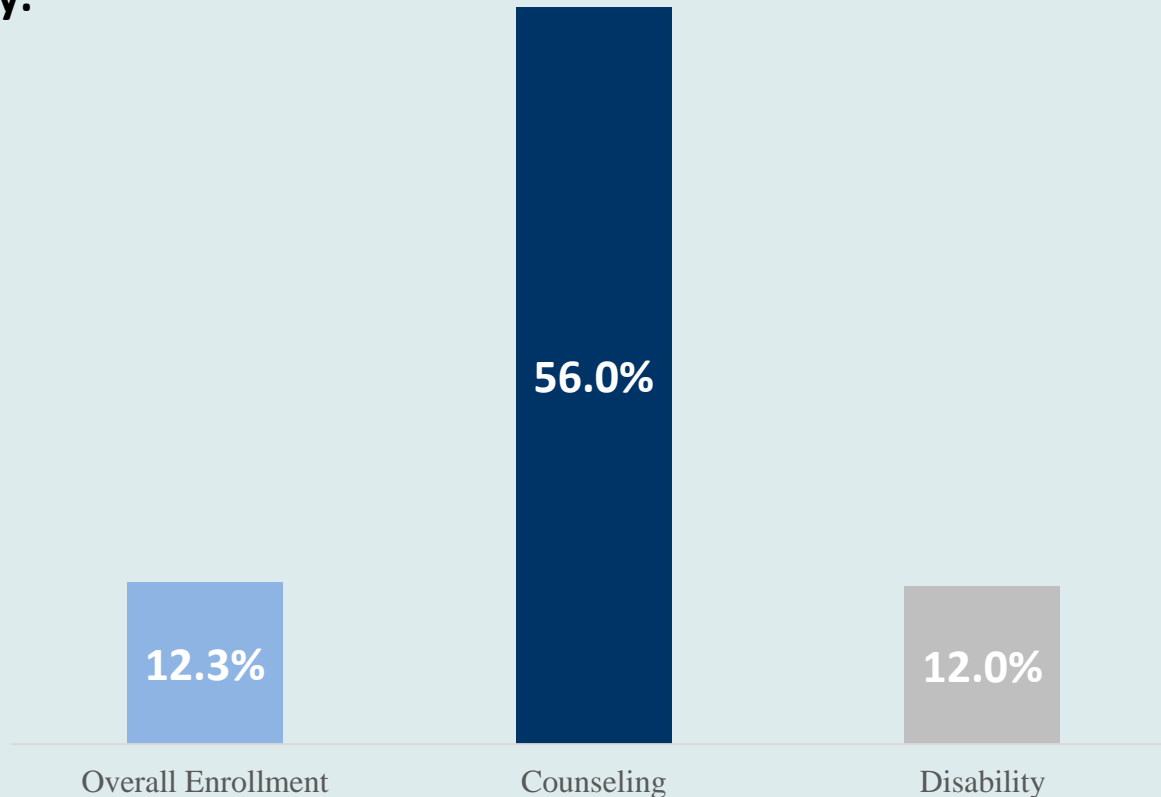
National average length of treatment (individual)
4.9 visits (range 2-10)

UNCW Average
10% attend >10 visits per year

Most common reasons to seek counseling
Anxiety and Depression (collapsed)

Trends in Student Support Services – 5 Year Comparison

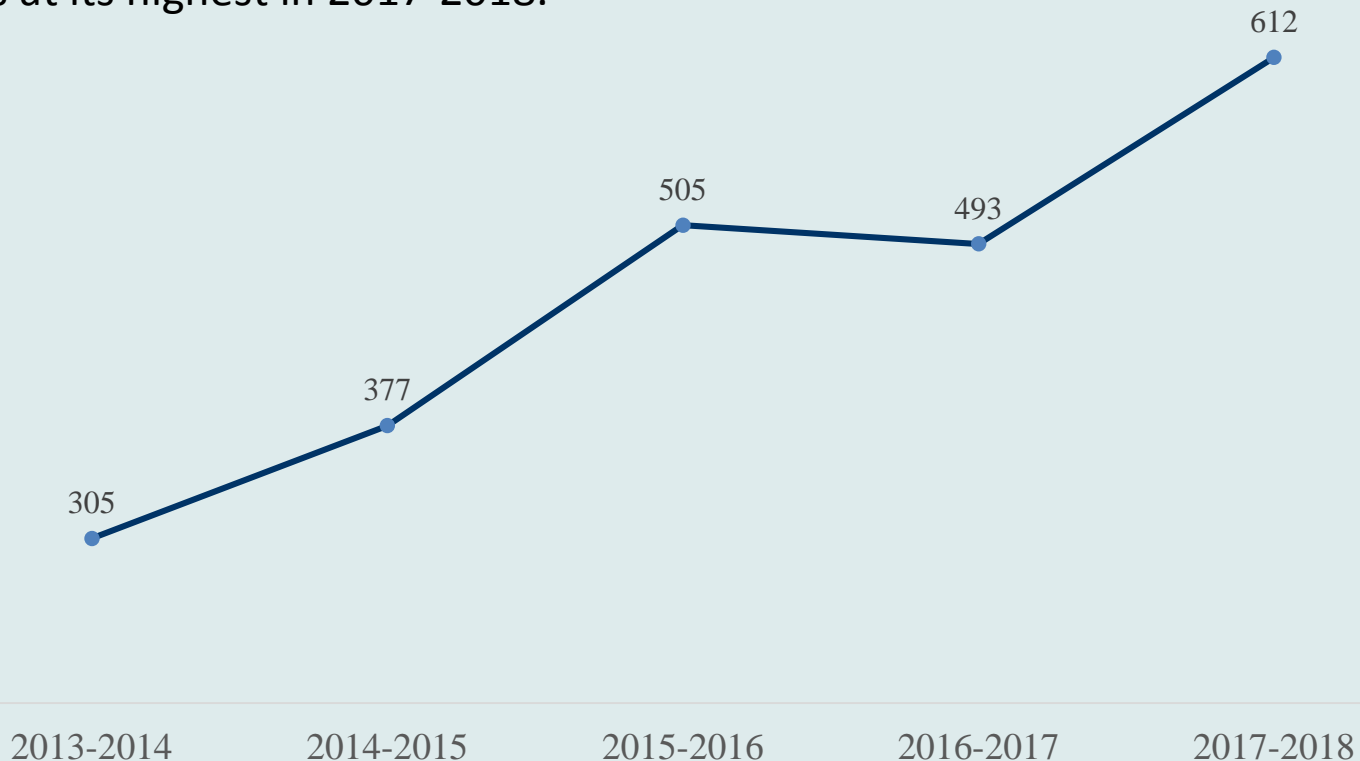
Counseling services has seen a significantly higher amount of growth over 5 years compared to the overall enrollment at the university.



Growth from AY 2012-2013 to AY 2016-2017

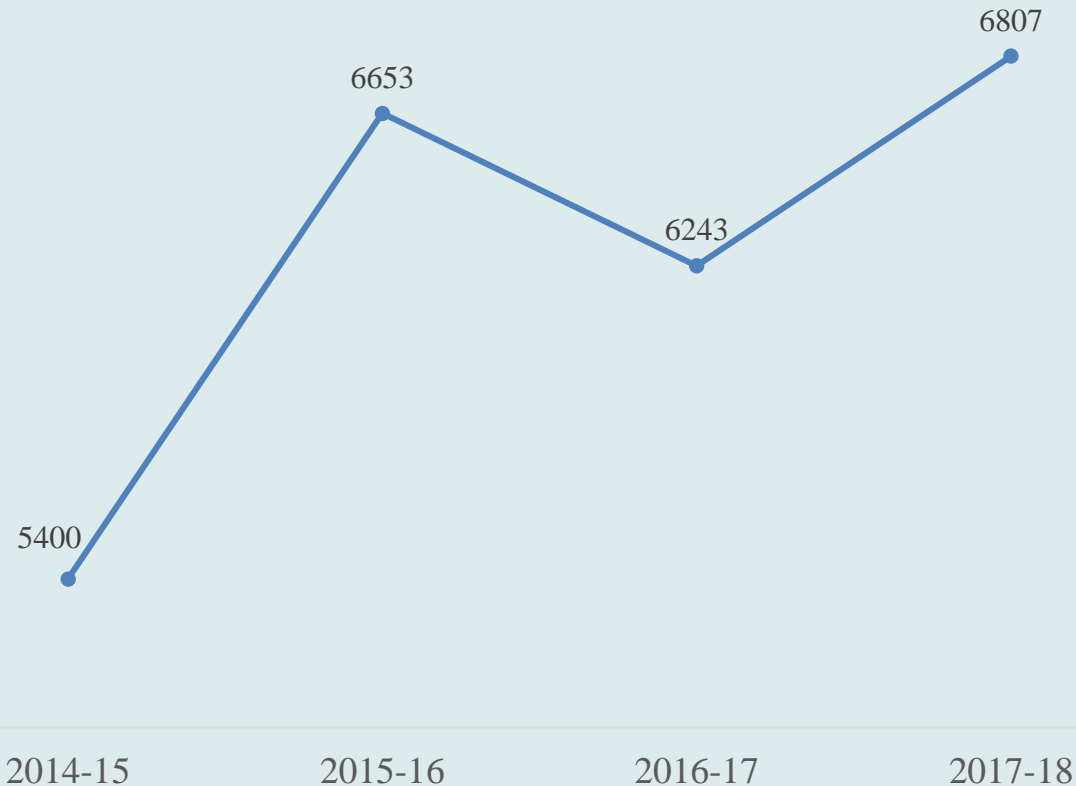
Crisis Consultation Walk-Ins

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

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



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Counseling Center Services Offered

For Students:

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

All services are free to students
Psychiatric services available--
SHC

For University Community:

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



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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

UNCW Faculty and Staff '911' Guide



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The Division of Student Affairs has developed this information guide to aid faculty and staff as they assist students experiencing distress or address students who may be disruptive.

IMPORTANT NUMBERS TO HAVE:

- University Police (UPD) 962-2222
- Emergency ... 911
- Counseling Center 962-3476
- Office of the Dean of Students 962-3119
- Housing and Residence Life 962-3241
- Student Health Center 962-3280
- CARE (Sexual Assault / Domestic Violence) 962-2273

EMERGENCY AND SAFETY CONCERNS

If you are concerned for your safety or that of others, particularly when there is an identified threat:

- Immediately call University Police (UPD) at 911.

If you are concerned that a student is considering suicide:

- If immediate action is required, call University Police (UPD) at 911.
- If not imminently suicidal, call the Counseling Center

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?



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