Counseling and Psychological Services (CAPS)

**GOAL 1:** MEET THE MENTAL HEALTH NEEDS OF EMORY STUDENTS BY OPTIMIZING CAPS’ CLINICAL SERVICE DELIVERY MODEL.

**Objective 1.1:** Meet the increasing demand for mental health services.

A. Adjust and revise the clinical service delivery systems for providing crisis response, initial assessment, client assignment, and psychotherapy.
   Target date for completion: December 2016 and ongoing as needed.

B. Expand access to services by adding evening hours (for psychotherapy only) one day per week. Assess utilization and determine need moving forward.
   Target date for completion: September 2016.

C. Fulfill staffing needs of CAPS by filling current vacancies (social worker position; Associate Director for Training position) and an additional psychologist position made available through the increased mental health fund. Attend to diversity needs of the agency as we fill these positions. Hire contract psychotherapists as needed.
   Target date for completion: August 2017.

**Updates, September 2017:**

A. The clinical service delivery model for CAPS has been adapted to meet the growing demands for services and changing needs of the agency. This has included systems for crisis response (creation of daytime on-call teams and addition of clinical case manager), initial assessment (more initial assessments, centrally scheduled), and psychotherapy (reduced session limits for most clients with 70-20-10 caseloads for staff/trainees).

B. CAPS added evening hours one day per week to expand access for students, particularly those in the School of Medicine for whom daytime appointments were challenging.

C. A chief priority for CAPS this year was to fill staff vacancies. After extensive searching, CAPS hired the following staff: Dr. Mahkada Taylor, Luis Alvarez-Hernandez LCSW, Dr. Reisha Moxley, Dr. Romero Huffstead, and Dr. Katie Werner, who was subsequently promoted to Associate Director of Training. Contract therapists were also hired throughout the year to help in times of peak clinical demand.

**Update, March 2018:**

No new updates.
Update, September 2018:

CAPS has filled all staff vacancies with the hiring of Elizabeth Neri, LCSW, Meenakshi Palaniappan, PhD, and Tharyn Grant, LCSW.
GOAL 2: ENSURE THAT CAPS IS MEETING THE HIGHEST PROFESSIONAL STANDARDS OF EXCELLENCE IN THE FIELD OF COLLEGE MENTAL HEALTH BY MEETING ESTABLISHED CRITERIA OF ACCREDITATION THROUGH THE AMERICAN PSYCHOLOGICAL ASSOCIATION (APA) AND THE INTERNATIONAL ASSOCIATION OF COUNSELING SERVICES (IACS).

Objective 2.1: Successfully complete re-accreditation of APA Doctoral Internship in Psychology.

   A. Complete self-study.
      Target date for completion: December 2016.

   B. Complete site visit.
      Target date for completion: Spring 2017.

Updates, September 2017:

CAPS completed a self-study and site visit for its APA-Accredited Doctoral Internship Program in Psychology. Subsequent to the site visit, the Commission on Accreditation requested additional information prior to rendering a decision on reaccreditation. CAPS provided the requested information and awaits an outcome.

Update, March 2018:

CAPS provided the requested information; however, APA requested further information, which CAPS will provide to APA by June 2018.

Update, September 2018:

The American Psychological Association’s Commission on Accreditation re-accredited the Doctoral Internship Program in Psychology. The Commission recognized the quality of the training provided through granting the maximum 10 year accreditation.
Objective 2.2: Obtain accreditation from the International Association of Counseling Services (IACS), which is the accrediting association for university counseling centers.

   Target date for completion: January 2018.

   Target date for completion: August 2018.

Updates, September 2017:

CAPS plans to pursue accreditation from the International Association of Counseling Services (IACS), which is the accrediting association for university counseling centers. As part of this process, the Policies and Procedures Manual is being updated and an application will be submitted in summer 2018.

Update, March 2018:

No new updates.

Update, September 2018:

The Policies and Procedures Manual is actively being updated.
GOAL 3: PRIORITIZE OUTREACH AND COMMUNITY ENGAGEMENT FOR STUDENTS FROM MARGINALIZED AND UNDER-REPRESENTED COMMUNITIES.

Objective 3.1: Establish a peer ambassador program.

A. Enlist collaborators from across campus for mentorship & support.
   Target date for completion: Completed May 2016.

B. Recruit students to serve as peer ambassadors.
   Target date for completion: May 2016 and ongoing annually.

C. Provide oversight, mentorship, and training of peer ambassadors on an ongoing basis to identify goals for the program, support peer ambassadors as they offer mental health related programs, and solicit community feedback from students for CAPS.
   Target date for completion: December 2016.

D. Evaluate the peer ambassador program, make adjustments as needed, and identify/recruit students to serve as ambassadors for 2017-18.
   Target date for completion: June 2017 for inaugural year.

Updates, September 2017:

CAPS collaborated with Black identified students to establish a peer ambassador program, which the students elected to name Black Mental Health Ambassadors (BMHA). The organization, which emerged in response to the formal demands of the Black Students at Emory in 2015, seeks to advocate for Black undergraduate and graduate students in relation to mental health. In Spring 2016, students from the working group for Demand 3 (http://dialogue.emory.edu/racial_justice/demands/3/index.html) led recruitment efforts for the peer ambassador program. In its inaugural year 2016-2017 year, BMHA members received training from CAPS staff on mental health, self-care, and suicide prevention bystander intervention (Question, Persuade, Refer or QPR Training). In addition to receiving training themselves, BMHA hosted or co-sponsored 7 events during the academic year and reached 367 community members. The events included signature programs (e.g., Let’s Talk About It) that the group plans to continue in 2017-18.

Update, March 2018:

The Black Mental Health Ambassadors (BMHA) have hosted or co-sponsored five events this academic year, including two Wonderful Wednesdays, two Let’s Talk About It events, and support for Black Ops (a two-day retreat that creates a space for Black students to discuss mental health, resiliency, and build community).
Update, September 2018:

During the 2017-2018 academic year, BMHA hosted or co-sponsored seven events, including two Wonderful Wednesdays, two Let’s Talk About It events, support for Black Ops (a two-day retreat that creates a space for Black students to discuss mental health, resiliency, and build community), and a people of color study break. BMHA also held its first organizational retreat, which focused on group bonding, support, and planning for community events that serve Black and African American students. BMHA reached over 100 Emory community members through their programs and partnerships. BMHA was advised by CAPS staff member, Dr. Mahkada Taylor, who will continue in her role for the upcoming year. For 2018-2019, BMHA plans to solidify its organizational infrastructure, focus on student leadership development, and increase programming.
**Objective 3.2:** Provide targeted suicide prevention efforts for students from historically marginalized communities.

A. Support the establishment of a multidisciplinary team for training community members on suicide prevention utilizing the QPR (Question, Persuade, Refer) training model.  
   Target date for completion: June 2017.

B. Prioritize QPR Trainings to support students from marginalized communities by reaching out to offices that support these students to promote, sponsor, and complete trainings.  
   Assess schedule of trainings and identify new trainers and target groups for 2017-2018.  
   Target date for completion: July 2017 for inaugural year and annually thereafter.

**Updates, September 2017:**

A. CAPS has successfully supported the creation of a multidisciplinary training team for QPR. In addition to three CAPS staff members, the QPR training team now includes two staff members from Residence Life and one staff member from the Alumni Memorial University Center (AMUC).

B. In 2016-2017, CAPS prioritized QPR trainings for Residence Life staff, many of whom are students who hold marginalized identities themselves, and all of whom serve as first responders to students who live on campus. In addition, CAPS provided QPR trainings to BMHA and to LGBT Life Queer Discussion Group Facilitators. In total, CAPS staff trained 411 participants with QPR.

**Update, March 2018:**

Consistent with 2016-2017, CAPS prioritized QPR trainings for Residence Life staff, many of whom are students who hold marginalized identities themselves, and all of whom serve as first responders to students who live on campus.

**Update, September 2018:**

Consistent with 2017-2018, CAPS prioritized QPR trainings for Residence Life staff, many of whom are students who hold marginalized identities themselves, and all of whom serve as first responders to students who live on campus.
Objective 3.3: Improve access to mental health resources for students from historically marginalized groups.

A. Update CAPS website and informational materials to promote the center’s commitment to diversity.
   Target date for completion: December 2016.

B. Increase promotion of the Interactive Screening Program (ISP) for Stress & Depression with a focused roll out for Black/African American students.
   Target date for completion: December 2016

C. Promote services for students of color (e.g., Students of Color group; Steve Fund crisis text line) through promotional materials, peer ambassadors, campus partners, outreach programs, and on the CAPS website.
   Target date for completion: December 2016

Updates, September 2017:

CAPS provided targeted mental health support and suicide prevention efforts for students from historically marginalized communities through information on the CAPS website and an invitation by Dr. Nair and Dr. Collins to participate in the Interactive Screening Program (ISP) for Stress & Depression with a focused roll out for Black/African American students. CAPS also promoted support resources (e.g., Students of Color group; Steve Fund crisis text line) for students of color through promotional materials, BMHA, Active Minds, campus partners, outreach programs, and on the CAPS website. In total, CAPS staff interacted with 381 students through the Interactive Screening Program.

Update, March 2018:

Consistent with 2016-2017, CAPS continued to promote support resources (e.g., Students of Color group; Steve Fund crisis text line) for students of color through promotional materials, BMHA, Active Minds, campus partners, outreach programs, and on the CAPS website.

Update, September 2018:

CAPS continued to promote support resources (e.g., Students of Color group; Steve Fund crisis text line) for students of color through promotional materials, BMHA, Active Minds, campus partners, outreach programs, and on the CAPS website.
**Objective 3.4:** Create a greater sense of community and belonging for students from marginalized and underserved populations by participating in a sustained schedule of ECL programs and community building initiatives.

A. Participate in Orientation events for identified students.
   Target date for completion: August 2016 and annually thereafter.

B. Participate in ongoing support meetings with identified student population(s), identify additional target populations, and build relationships with faculty and staff who serve these students.
   Target date for completion: July 2017 and annually thereafter.

**Updates, September 2017:**

Providing outreach and consultation to the larger Emory community is a critical part of the mission of CAPS. “Outreach” refers to the ways in which CAPS promotes its services, builds relationships across the institution, and brings expertise about mental health to the larger Emory community. Our aim is to empower students, faculty, and staff through presentations about mental health, participation in orientation, tabling events, campus committees and project teams, community efforts to support students after tragic events, advisement of student groups committed to mental health education and promotion, and through social media. CAPS supports a social justice approach to outreach with a belief that outreach is of particular importance for students from marginalized and under-represented groups who benefit from community level interventions and less formal connections with CAPS staff, particularly staff who hold similar marginalized identities.

CAPS was engaged in 463 outreach events this year, including 45 programs focused on mental health education; 31 presentations on CAPS services; and 63 community engagements/facilitations (e.g., Know Justice-Know Peace, International Student Coffee Hour, APIDEX discussion group, post-election debriefings in Centro Latino/EBSU). Of the 463 total outreaches, 153 (33%) demonstrated a commitment to social justice and 4,550 people (30%) were served in these events. In total, there was contact with 15,351 participants through outreach interventions this year.

**Update, March 2018:**

CAPS has maintained a strong commitment to outreach, including a social justice approach to outreach. Numbers of outreach programs are pending the end of the academic term.
**Update, September 2018:**

CAPS was engaged in 486 outreach events during the 2017-2018 academic year, including 48 programs focused on mental health education; 28 presentations on CAPS services; and 46 community engagements/facilitations. Of the 486 total outreaches, 191 (39%) demonstrated a commitment to social justice and 3,012 participants (25%) were served in these events. In addition, CAPS staff trained 340 participants with QPR (Question, Persuade, Refer – suicide prevention training). This year, CAPS changed on-line platforms for student self-evaluation of mental health concerns. In prior years, CAPS has used the Interactive Screening Program for Stress and Depression. In 2017-2018, CAPS moved to using ULifeline. A noteworthy increase in utilization occurred with the move to ULifeline: 520 students completed the self-evaluation for themselves, while an additional 16 students completed the evaluation on behalf of a friend. In total, there was contact with 11,825 participants through outreach interventions this year.
GOAL 4: SUPPORT THE MENTAL HEALTH NEEDS OF THE ENTIRE CAMPUS COMMUNITY BY RAISING AWARENESS ABOUT MENTAL HEALTH RESOURCES AND SUPPORTING EFFORTS TO REDUCE STIGMA ABOUT MENTAL HEALTH AND HELP SEEKING.

Objective 4.1: Advisement of student groups that support mental health.

A. Continue advisement of Emory HelpLine, including training and weekly group supervision.
   Target date for completion: Current and ongoing.

B. Continue advisement of Emory’s Active Minds chapter.
   Target date for completion: Current and ongoing.

C. Provide advisement of CAPS’ Peer Ambassador Program renamed as Black Mental Health Ambassadors (BMHA) (see Obj 3.1)
   Target date for completion: June 2017 for inaugural year.

Updates, September 2017:

CAPS has provided oversight, supervision, and advisement of three student groups:

A. Emory HelpLine (HL) is a confidential peer-counseling telephone hotline that serves the Emory community. It is open from 8:30 PM-1:00 AM, 7 days/week, during the regular academic year, except major student holidays. HelpLine responded to 151 calls during the 2016-17 academic year.

B. Active Minds seeks to provide the Emory community with a range of programs to educate students about mental health, connect students to resources, and change negative perceptions of mental illness. Active Minds hosted several programs throughout the 2016-2017 year, including programs such as Speak Out for Mental Health and Pop Your Stigma.

C. Black Mental Health Ambassadors (BMHA) is an organization created by Black students in partnership with CAPS. The organization, which emerged in response to the formal demands of the Black Students at Emory in 2016, seeks to advocate for Black undergraduate and graduate students in relation to mental health. In its inaugural year, BMHA hosted or co-sponsored 7 events during the year and reached 367 community members. The events included signature programs (e.g., Let’s Talk About It) that the group plans to continue in 2017-2018.

Update, March 2018:
CAPS has continued its advisement of three student groups (Emory Helpline, Active Minds, and the Black Mental Health Ambassadors). Final numbers for Helpline calls and Active Minds events are pending the end of the academic year. The Black Mental Health Ambassadors (BMHA) have hosted or co-sponsored five events this academic year, including two Wonderful Wednesdays, two Let’s Talk About It events, and support for Black Ops (a two-day retreat that creates a space for Black students to discuss mental health, resiliency, and build community).

Updates, September 2018:

A. During the 2017-18 academic year, Helpline responded to 168 calls.

B. During the 2017-2018 academic year, Active Minds reached over 100 community members through two major programs in Spring 2018 (suicide prevention speaker Kevin Briggs, screening of Every Brilliant Thing). They hosted programs in Fall 2017 as well and participated in several Wonderful Wednesdays throughout the year.

C. During the 2017-2018 academic year, BMHA hosted or co-sponsored seven events, including two Wonderful Wednesdays, two Let’s Talk About It events, support for Black Ops (a two-day retreat that creates a space for Black students to discuss mental health, resiliency, and build community), and a people of color study break. BMHA also held its first organizational retreat, which focused on group bonding, support, and planning for community events that serve Black and African American students. BMHA reached over 100 community members through its programs and partnerships.

In addition to advisement of its three in-house student groups, CAPS staff served on the Commission on Racial and Social Justice’s Working Group for DACA/Undocumented students. Through partnership with students, faculty, and staff in the working group, CAPS staff provided mental health programming for DACA/Undocumented students.
**Objective 4.2:** Increase awareness of the mental health needs of Emory’s campus through outreach initiatives that promote CAPS resources and support a safe and healthy community.

A. Continued promotion of CAPS services through online media campaign using Facebook and other social media platforms.
   Target date for completion: 2017-2020.

B. Continued promotion of CAPS services through outreach initiatives that feature Beowulf, CAPS therapy dog.
   Target date for completion: Current and ongoing.

C. Improved communication from CAPS by creating consistency in branding and improved name recognition on website, flyers, business cards, and signage.
   Target date for completion: 2018.

*Updates, September 2017:*

CAPS has continued to increase awareness of the mental health needs of Emory’s campus through outreach initiatives that promote resources and support a safe, healthy, and more therapeutic community. This has occurred through a media campaign on Facebook and Instagram, with Beowulf (CAPS’ therapy dog), and by creating more consistent branding and messaging on all CAPS communications.

*Update, March 2018:*

CAPS has added a second therapy dog to the team: Finn. Finn is Beowulf’s sibling, and with his outgoing, friendly demeanor, he has begun working most of the CAPS outreach events this year that involve requests for a therapy dog.

*Update, September 2018:*

CAPS has created consistency in branding on all written materials, signage, and social media accounts.