



**Salisbury University
Office of Student Affairs
Counseling Center
August 2023**

**The Counseling Center is accredited by
the International Accreditation of Counseling Services (IACS)**

TABLE OF CONTENTS

CONTENT	PAGE
Executive Summary	3
Section I: Department Overview	4
Section II: Service Delivery	7

Section III:



Continue to utilize best practices for clear and concise communication within the Center to ensure administrative and clinical services are provided utilizing appropriate input from all staff members.

2.2. *Listen with openness and allow others to express different views.*

Continue to utilize appropriate listening skills during interactions with staff and students. Model diversity, acceptance of all people, and act in ways that decrease stigma for staff and students with mental health or disability related diagnoses. Work within a structure that allows for respectful acceptance of differences while providing services to the community. .

2.3. *Understand the appropriate use of new technologies and media.*

Reinforce positive communication strategies during interactions with staff and students and assist in recognizing patterns of communication that may be maladaptive.

2.4. *Employ honest, respectful and responsible engagement with others.*

Facilitate dialogue within staff meetings and meetings with outside groups that fosters honest, respectful engagement.

2.5. *Demonstrate the ability to lead with confidence.*

Continue to develop leadership skills in clinical supervision and practice as well as in administrative roles.

Section III: Budget Allocations, Expenditures, and Revenue Generation

July 1, 2022 – June 30, 2023 Allocations

Budget Category	Allocation
01	604,627.00
02	75,551.00
03	174,901.00
Total	855,079.00

July 1, 2020 – June 30, 2021 Expenditures

Budget Category	Expenditures
01	594,368.55
02	49,265.72
03	310,160.32
Total	953,794.59

July 1, 2022 – June 30, 2023 Revenue Generated

Initiatives or Purposes	Revenue Generated
<i>Example: Student Success Grant from Foundation to purchase new laptops as loaners to low-income freshmen.</i>	\$12,250.00
Total	N/A

Comments related to budget decisions, concerns, cuts, reallocations, etc.

The Center maintained the experienced, professional staff while providing support to interns providing diverse clinical options for students. Offered more diverse counselor identities through contracted providers with TimelyCare.

Align the Performance Management Process (PMP) with university, division - and department-specific strategic plans.

Continued this process annually.

Stay abreast of and incorporate new research and best practices.

Attended professional training experiences and utilized professional networking platforms such as listservs to stay informed.

Goal 5: Enhance environmental, social, and economic sustainability.

Offer resources for students, faculty, and staff related to campus safety.

Kognito was available to faculty and staff and required for incoming students.

Served on the CARE Team and provided violence risk assessments, suicide assessments, and contributed information about safe handling of student disruptions to the community.

Worked with the SUPD to provide transportation for students who require an Emergency Petition that considers safety for the campus as well as the dignity of the student.

Continues to offer specifically created, supportive mental health training to Powerful Connections Mentors to better support students as they entered SU .

Section VI: Measuring Up – Research, Assessment, and Evaluation³

**Goals and Outcomes
July 1, 2022-June 30, 2023
(See Appendix A for Statistics)**

Department Goals	Summative Outcomes
<p>Create a structure of services that offers quick access to students while protecting staff well-being.</p> <p>Provide brief, solution-focused</p>	<p>New structure provides a daily triage clinician available for students in crisis or quick access appointments.</p> <p>Reduced the wait time for a first appointment to 2.2 days. Previous wait times have been as high as 11 days when a formal clinic structure was utilized.</p> <p>Staff maintained case loads that allowed time for completion of documentation, time for lunch and self-care, as well as time to attend campus events.</p>

**Student Learning Outcomes
July 1, 2021 - June 30, 2022**

Student Learning Outcomes	Mapped to University SLOs	Mapped to Division's SLOs	
----------------------------------	--------------------------------------	--	--

Section VII: Strategic Plan-Related Goals (July 1, 2021 – June 30, 2022)⁴

The following goals are intended to be SMART goals. Each goal should be linked to measurable outcomes and is consistent with

	Counseling Center					
	Students Served	Appointments Attended	No Show Rate	Average Sessions per Student	Psychiatric care Students/visits	Wait Time for First Appointment Average
22-23	313	1491	10%	4.7*	16\81	
21-22	170	736	13%	4.3		

NOTES

* The new structure implemented for AY 22-23 included a "brief therapy model" in which students were notified during their initial brief session that the counseling center model allowed for 5-6 sessions. Students who required extensive or specialized therapy were beyond the scope of services given the staff, resources, and expertise of the clinicians. The soft limit on sessions was set and conveyed to student to help set appropriate expectations for engagement in therapy. The number of sessions chosen as the target limit reflects years of data on student counseling usage at SU and other higher education institutions which shows an average number of sessions attended to be around 4 or 5. Data obtained after the brief model was formally adopted shows no difference in average attendance at session.

** Students are allowed up to 12 telehealth counseling sessions per year (August 1 – July 31) Some students completed 12 sessions and a couple students were given the opportunity to go beyond 12 sessions based on need. The statistic isn't the most helpful comparison because it doesn't differentiate between students who called once for the TalkNow quick access support and the students who scheduled counseling. However, it's clear that our campus utilization of the TimelyCare services is very limited (10% annualized utilization) and individual students who utilize TimelyCare do not routinely attend anywhere near 12 sessions.

*** Wait times numbers do not provide an equal comparison to past years due to significant service structure changes. All previous academic years utilized an INTAKE appointment as the first appointment. The shift to a new structure in AY 22-23 created a BRIEF NEEDS ASSESSMENT appointment that provided quick access to a brief initial meeting with a clinician for students on a walk-in or scheduled basis. Not all Brief Needs Assessment appointments resulted in an intake appointment and students referred for intake were scheduled for the first appropriate appointment.

The new structure created much quicker access to counseling for all students, at any time of the academic year, to meet with a clinician without the need to wait for an appointment or complete extensive forms. For AY 22-23 students attended . There were two outliers who waited 11 and 13 days for a Brief Needs Assessment and those outliers occurred because students scheduled before they were on campus or continued to reschedule their own appointment.

**** The data from TimelyCare include the number of students who attended scheduled counseling and a separate number of students who contacted TalkNow. The combined number probably includes counting students twice if they contacted both scheduled counseling and TalkNow.

SCOPE OF SERVICE

The Salisbury University Counseling Center strives to meet as many of our students' mental health needs as possible, ensuring equitable access to support for all enrolled students. As professionals in the field of collegiate mental health, our clinical staff is committed to offering every student the best treatment option for their needs. We reserve the right to determine which students will receive treatment through our services and which students will be referred to other resources that might better meet their needs. All such clinical decisions ultimately rest within our professional discretion. Assistance is provided, as requested or needed, to help students secure referral options outside of our Center.

The Counseling Center utilizes a brief-therapy model to help students resolve or effectively manage a specific concern or achieve a desired change in support of their mental health goals. Due to the high demand for our services, the Counseling Center operates according to a short-term treatment model in which the student and the clinician collaboratively identify and address the student's primary concerns. Consistent with the national average at university counseling centers, students typically average 3-5 sessions during a course of individual counseling. In addition to brief therapy, the Counseling Center offers walk-in appointments and one-time sessions that allow students access to counseling services to explore their needs and receive information about care options in the community and on campus.

The Counseling Center offers a wide variety of on-campus programming including education and support groups, educational programming and events, and consultative support for staff and faculty. Please check the website at Salisbury.edu/Counseling to learn more about our current services.

Common presenting concerns that we address include:

- Generalized and social anxiety
- Mild to moderate depression
- Relationship issues

