

**California State University, Chico**



***Division of Student Affairs***  
**Counseling & Wellness Center**  
**Annual Report 2010-2011**

*Special appreciation extends to all professional and administrative staff in the Counseling Center for their substantive input and assistance in preparing this report.*

## Mission, Values, Goals, Achievements

**Mission:** The Counseling Center holds the fundamental belief that a student's intellectual and personal development is inseparable, and that the University's primary academic mission is most fully served through the development of the whole person. The Center strives to achieve this through the delivery of a variety of services intended to enhance personal and academic effectiveness, interpersonal growth, emotional support in crisis conditions, and promote a healthy campus environment.

**Values:** It is our belief that systemic social inequalities exist and these impact the growth, development, sense of worth and wellness of students. It is our belief that responsible action must take place which addresses and strives to eliminate forms of oppression which diminish personal wholeness and effectiveness (e.g., racism, sexism, heterosexism, ableism, classism and other biases).

### General Program Goals

1. Provide psychological support and intervention to students experiencing various forms of personal and academic crises. *(University Strategic Priorities: 1, 4; Student Affairs Division Value: Growth, Student Affairs Division Goal II).*
2. Provide counseling for students to explore and change ineffective life strategies that are impeding academic success. *(University Strategic Priorities: 1, 4; Student Affairs Division Value: Growth, Student Affairs Division Goals II & III).*
3. Provide professional consultation to faculty, staff, administration, students, and parents on how to best handle situations with students who are having difficulty functioning within the University. *(University Strategic Priorities: 1, 2, 4; Student Affairs Division Values: Excellence, Growth, Student Affairs Division Goals I & II).*
4. Deliver preventative and developmental psychological education on a variety of important topics related to healthy and effective living through outreach presentations to students and other members of the campus community. *(University Strategic Priorities: 1, 2, & 4; Student Affairs Division Value: Growth, Student Affairs Division Goal I & II).*
5. Provide direct educational services in the form of teaching or clinical supervision to graduate students and interns learning advanced counseling skills. *(University Strategic Priorities: 1, 4; Student Affairs Division Values: Growth, Leadership, Student Affairs Division Goals I, II & III).*
6. Maintain top quality and current expertise in clinical and counseling skills through ongoing expectations of professional reading and opportunities for professional training. *(University Strategic Priorities: 1, 2; Student Affairs Division Values: Excellence, Service, Student Affairs Division Goal I).*
7. Engage in research and evaluation activities in order to monitor the efficacy and relevance of the counseling services being offered. *(University Strategic Priorities: 1, 5; Student Affairs Division Values: Excellence, Service, and Integrity, Student Affairs Division Goal I).*
8. Maintain an overall program that is efficient and effective in its organization and operation. *(University Strategic Priorities: 1, 5, 6; Student Affairs Division Values: Excellence, Service, and Integrity, Student Affairs Division Goal I).*

The above mission statement and goals guide us in meeting both Student Affairs' and California State University Chico's goals and mission in the following ways:

\*Recruitment, retention, graduation and satisfaction of students are outcomes associated with services provided by college counseling and mental health services (Illovsky, 1997, Turner & Berry, 2000; Wilson, Mason & Ewing, 1997).

\*As suggested by the Dynamic Model of Student Affairs (Pope and Reynolds, 1997) we continually work to create and maximize a supportive and culturally competent environment in which students are able to clarify and develop educational goals and bring these to fruition.

\*We provide valuable services which impact the North State region as well as our campus community. Personal counseling impacts and improves the lives of our students *and their families*. We serve the entire campus through our wellness and educational outreach programming. Our internship program trains future counseling professionals who serve our entire north state community.

### Departmental Accomplishments 2010-2011

\*Provided direct individual sessions to 7 percent of student body (15% more individual sessions than last year)

\*Increased number of students participating in counseling groups by 61 percent (over 100 students participated)

\*Maintained 30 year record of no client suicides.

\*Provided preventive outreach and education programs to 4,469 individuals in face-to-face sessions, and to nearly 8,000 on-line.

\*Offered training and supervision to 7 counseling interns and 10 wellness interns.

\*Implemented first full-year of paperless process (e.g., electronic check in, all records electronic, CCAPS assessment).

### Counseling Center Staff

1 MPP (12 months- interim director), 5 SSP-AR (AY) counselors (9 month), 1 SSP-AR counselor (12 months), 1 ASC (12 months- office manager), 1 ASA I (12 months-administrative support), 3 advanced MFT interns, 2 MSW interns, 2 MFT interns, 1 intern coordinator (Wellness Center), 9 volunteer wellness interns.

### Cost of Operation

Salaries and Wages	\$731,570.00
Supplies and Services	23,776.00
<b>Total Operating Expenses</b>	<b>\$755,346.00</b>

**Proposed Goals for 2011/2012**

1. Fill open counselor positions in order to maintain essential program services.
2. Provide substantive opportunities for staff professional growth and training.
3. Continue to focus on diversity training and competencies.
4. Provide preventative and educative outreach programming.

**Direct Client Services**

Direct services include individual, couples and group counseling, and crisis/walk-in intervention. **We provided face-to-face clinical services to 1,060 students this year, which represents approximately 7 percent of the student body.** Compared to last year, the center provided nearly 15 percent more sessions to clients.

**Crisis Services.** Although the number of crisis/walk-in sessions remained constant compared to last year, the severity of issues increased. More than 500 crisis sessions involved assessments for suicidality, homicidality, depression and anxiety, grief and loss, drug and alcohol, and other immediate concerns. A new innovative on-line assessment called CCAPS34 (Counseling Center Assessment of Psychological Symptoms) was completed by all clients to quickly assess their current status along with a more detailed questionnaire (called SDS – Standardized Data Set). These give us a richer picture of who our clients are. Also, a new walk-in structure allowed students with immediate needs to be seen much quicker than the old system.

Using self-reported student information from the SDS, **14.4 percent of student clients this year have considered suicide since beginning**

**college;** 3 percent have attempted suicide; 22.4 percent have experienced some harassment or abuse; and 15.3 percent had an unwanted sexual experience. Approximately 4 percent of clients were psychiatrically hospitalized since starting school. Thirty-five percent of clients have received counseling prior to starting college. Nearly 25 percent of clients have taken a prescribed medication for mental health concerns since beginning college. See table below for a more complete list of traumatic events endorsed by our clients.

**Traumatic Events Experienced by Clients**

Events	Percentage of student clients
Learned about the sudden unexpected death of a close family member or friend	28%
Sexual Violence (rape or attempted rape, sexually assaulted, stalked, abused by intimate partner,	19%
Learned that one's child or close loved one has a life threatening illness	18%
Physical Attack (e.g. mugged, beaten up, shot, stabbed, threatened with weapon)	16%
Childhood physical abuse	14%
Military combat or war zone experiences	3%

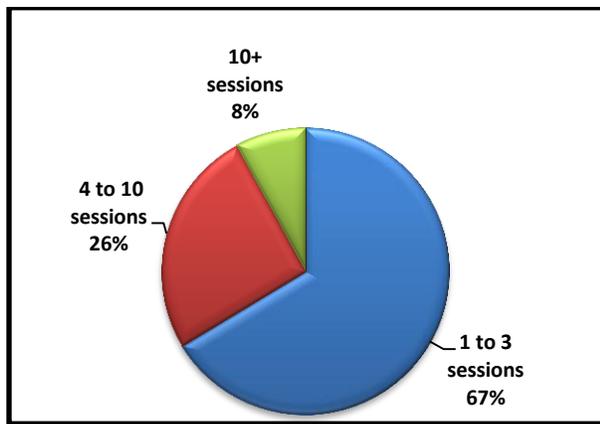
**Drug and Alcohol Concerns.** **Fifty-five percent of clients reported that they binge drank one or more times within the last two weeks.** Binge drinking is defined as having five or more drinks in a row (for males) or four or more drinks in a row (for females). Since college started, 32.4% of clients said they needed to reduce their drug and alcohol intake and 17.7% had others express concern about their drinking. More than 4 percent indicated that they had drug treatment since beginning college.

**The Counseling and Wellness Center maintained its 30 year record of no client suicides this year.** This suggests that the wide spectrum of counseling interventions available to students helps to keep them safe while they are in school.

**Group Counseling.** More than 100 students participated in the substantive groups program this year. **This is a 61 percent increase in the number of students served in group compared to last year.** Ten percent of all student clients participated in one or more groups during the year. All staff members and trainees are actively involved in the groups program. Fifteen counseling groups were offered that provided support and specific skills that helped students to build better relationships, manage anger more effectively, learn stress and relaxation techniques, increase organization and efficiency, get support for sexual abuse issues, and enhance self esteem and assertiveness skills.

**Demographic and Usage Data.** In order to serve the maximum number of students, the Counseling and Wellness Center has adopted a short-term treatment model that helps to return students to their prior higher functioning levels. **The average student client was seen 3.1 times in crisis/walk-in, individual or couples sessions.** The graph below illustrates the range of counseling sessions individuals attended. Note that most students were seen one to three sessions.

**Session Utilization**



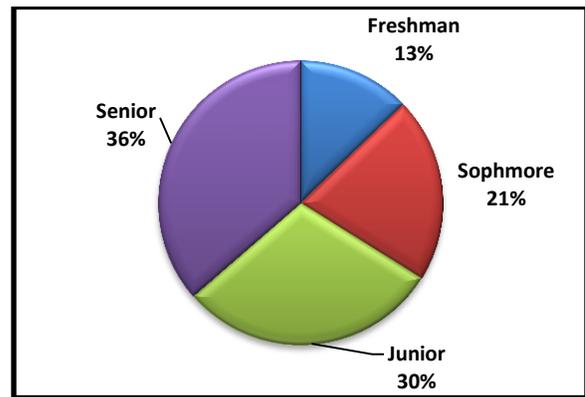
**Gender.** As is true in most personal counseling settings, more women than men use counseling services. On the CSUC campus there is a fairly balanced proportion of men and women (51% women and 49% men). Proportionately more students clients were male this year (33 percent) compared to last year (29 percent).

**Counseling Clients by Gender**

Gender	Counseling Center Clients	CSUC Students
Male	33%	49%
Female	67%	51%
Transgender	0.20%	No Data

**Age.** The age of counseling clients ranged from 18 to 63 with 75 percent falling into the 18 to 24 year-old range. The average age of clients was 22.7.

**Counseling Clients by Academic Status**

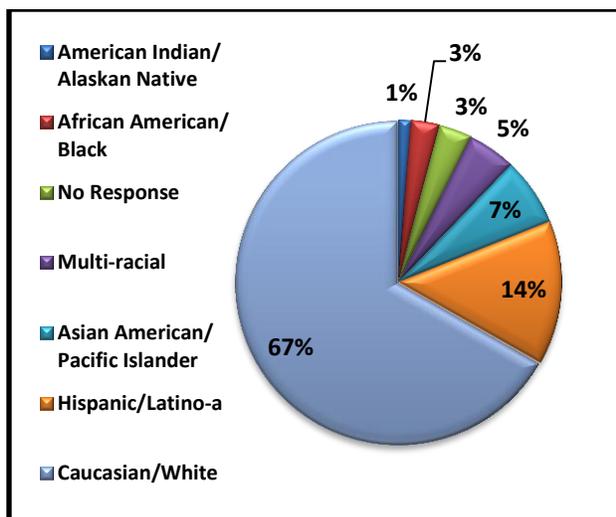


**Year in School.** The graph above shows that undergraduate student utilization rates for counseling services were roughly equivalent to the actual percentages for each class (CSUC Spring 2011 Data: Freshman – 14%; Sophomore – 17%; Junior – 27%; Senior – 42%). Sophomores and Juniors slightly over utilized services and Seniors under utilized services

compared to the actual percentage at university. Nearly 8 percent of the student body spring 2011 was graduate and professional school students. Eight percent of Counseling and Wellness clients were graduate and professional degree students.

**Race/Ethnicity.** The Counseling and Wellness Center does an excellent job of building bridges to groups of students who may traditionally under utilize mental health services. **Thirty percent of all clients were students of color**, while the university as a whole has 26 percent students of color. African American/Black, Asian American/Asian/Middle Eastern, and Multi-racial clients made up a higher percentage than those in the student body. American Indian/or Alaskan Native were served at comparable levels as represented in the student body (approximately 1 percent). Hispanic/Latino/a students were slightly underrepresented (15 percent in student body; 14.4 percent of clients). The pie chart below shows the percentage breakdown for students by race/ethnicity.

**Counseling Clients by Ethnicity/Race**



International students make up 3 percent of the student body at CSUC. This past school year, 4.1 percent of the student clients at CWC were international students.

**Sexual orientation.** Nearly 7 percent of the students seen at the CWC identified as lesbian, gay, bisexual, or questioning. The center has also served a number of transgender students. While the exact percent of LGBTQ students at CSUC is not known, it is clear that students who identify as LGBTQ are getting support through counseling at the Counseling and Wellness Center.

**A Snapshot of CWC Counseling Clients**

	Percentage of Clients
International Students	4.1%
LGBTQ	7%
Registered for a Disability	9.2%
No Health Insurance	20%
First Generation College Student	31%
Students w/ Financial concerns	44%

**Students on Academic Probation.** At CSUC there are usually 10 to 12 percent of the student body on academic probation at any given time (GPA < 2.0). Many of the counseling services at the CWC help students to focus more on their studies and improve their academic standing as they reduce symptoms of anxiety, depression, and basic mental health hygiene (e.g., eating, sleeping, exercising, socializing, support, self-care). This year 6 percent of the students seen were on academic probation and 17 percent had reported GPAs of 2.0 - 2.5.

**Health Insurance and Financial Stress.** Another group of students include those without health insurance or those with health insurance with no access in Chico (e.g., Kaiser). **Twenty percent of the students seen at the CWC reported having no insurance.** These clients

utilized 25 percent of the counseling appointments at the center. When students do not have options for ongoing care in the community, the CWC tries to meet the needs of these students with extended sessions (beyond the typical 3 sessions). Eleven percent of clients had Kaiser Insurance, which has no local service facilities. When students cannot be referred out for treatment of more serious and chronic issues, this strains the limited resources of the Counseling Center which is not staffed to follow clients for long-term care.

Given the impact of the economic crisis, many clients reported being stressed and concerned about financial issues. **This year 44 percent of the clients at the CWC reported that financial concerns are always or often stressful.**

Other Student Groups Served. More than 9 percent of the students seen were registered with Disability Support Services (DSS) with various conditions such as attention deficit/hyperactivity disorders, visual impairments, deaf or hard of hearing, learning disabilities, and other impairments.

First generation college students often need substantive support to be successful academically and socially at CSUC. EOP provides support for some of these students. **This year 31 percent of the clients at the CWC indicated that they were first generation college (first in their family to go to college).**

### ***Who Referred You to Counseling?***

<i>Percentage of Clients Referred by</i>	
Self Referral	56%
Friend	27%
Family Member	25%
Faculty/Staff	13%
Student Health	9%

Many students report being referred for personal counseling from more than one source. It takes everyone working together to bridge students to needed services. Most commonly clients reported being self-referred, with friends, family members and faculty/staff the next most common referral sources. Students often listed specific departments or services that referred them such as Student Health, Academic Advising, Disabled Support Services, Financial Aid, Housing, University Police Department, Student Affairs, Safe Place, and other departments.

## Outreach, Consultation and Wellness Services

The Counseling and Wellness Center offers an array of preventative and educative programs to improve and enhance the mental health of CSUC students. This year the staff presented over 86 workshops to students, faculty, staff, parents, and the community on a wide range of topics. Over 2,600 individuals were served. This is in addition to the programs provided by the Wellness Center.

The Counseling Center also provides professional consultations to parents, faculty, staff, administrators, and fellow students when they have concerns about CSUC students who may be in crisis or suffering psychological difficulties. The CWC consulting counselor helps to make referrals, bridges the student-in-need to counseling services if appropriate, and makes other suggestions that may be helpful.

### Wellcat Wellness Connection Program

The **Wellcat Wellness Connection** completed its first full academic year of implementation this year. Four collaborators came together in sponsoring this interactive prevention and education program: *Counseling and Wellness Center, Student Health Services, First Year Experience Program and Safe Place.*

WellCat Wellness Suites is a web-based program designed to promote the health and wellness of students. It is a custom made (looks and feels like a Chico State product) social networking site. It contains articles, videos and quizzes in a series of eight online modules which cover the following content: positive relationships, eating and body issues, trauma and loss, alcohol, drugs and smoking, mood and

self esteem, stress and anxiety, healthy lifestyle, and sexual health.

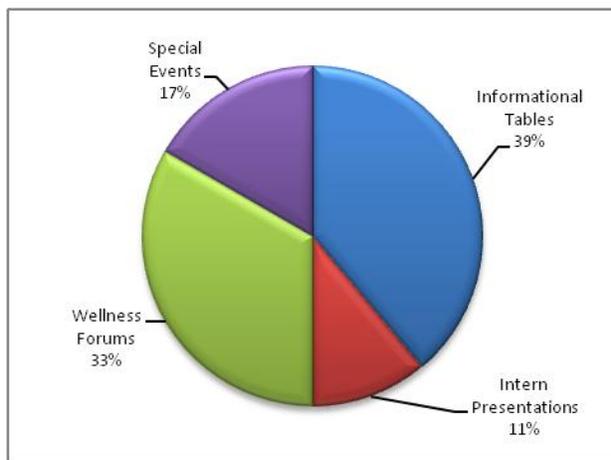
One of the goals of using the Wellcat Wellness Connection is to reach students who traditionally underutilize counseling services with preventative information about health and well-being, with an emphasis on emotional health. Underserved students the program is especially interested in reaching are 1) men 2) students of color 3) veterans and 4) first – generation college students. Since its launch in spring 2010, nearly 8,000 students have used the site and have completed nearly 17,000 on-line sessions (approximately 2 sessions per user). A large number of informational articles (n=22,400) have been read or perused by students. The chart below lists the top articles accessed and indicates how many students chose that article.

<u>Name of Article</u>	<u>Number of Students</u>
Can You Recognize Relationship Abuse?	2235
What Everyone Ought to Know About Facebook	1673
Rape Myths & Facts	1613
Surviving Sexual Assault	1483
Alcohol and Your Body	1364
What Does Healthy Eating Look Like?	744
Time Management: You Need It, Here's Why	714
When Someone You Love Hurts You	567
Romance 101: Where's This Relationship Going?	555
Party Smart Tips	535
Fighting Procrastination—Why Not Start Today?	515

### **Wellness Center Program Usage 2010-2011**

An important component of the Counseling Center's outreach and consultation efforts is the programming offered by the Wellness Center. As a peer education program, the mission of the Wellness Center is to educate the campus community about the eight areas of wellness (social, physical, emotional, life planning, cultural, spiritual, intellectual, and environmental) to help students make healthy choices and achieve a balance mind, body, and spirit.

**This year the Wellness Center served 1,852 students through a variety educational formats.** The graph below is a breakdown of the types of modalities used by the Wellness Center to reach out to students this year.



**Intern Presentations.** Throughout the year, the Wellness Center interns responded to requests from faculty, staff, and students for presentations on various wellness topics. The most frequently requested topic was an overview of wellness; other topics included stress management and body image.

**Forums.** Each semester the Wellness Center sponsors a series of forums facilitated by faculty, staff, and community experts. This year

the wellness interns offered an exciting menu of forum topics; most popular were forums on stress management, mindfulness, relationship issues, nutrition/cooking demonstrations, and sexuality.

**Informational Tables.** Tabling in the Free Speech area is another way Wellness Center interns reach out to students. This year the interns maintained the Wellness Center's reputation for designing colorful and interactive informational tables that promoted awareness about such topics as decreasing mental health stigma, suicide prevention, the benefits of practicing random acts of kindness, eating disorders/body image, and general wellness. Additionally, the Wellness Center was invited to table at a variety of events this year including Queer Week, Take Back the Night, Alcohol Awareness Week, Wildcat Welcome, the first annual Wellness Fair, and Chico's first annual Out of Darkness Community walk to raise awareness about suicide prevention.

**Special Events.** Every year the wellness interns plan, organize, and implement different special events that are designed to highlight different areas of wellness. De-stress Fest and Love Every Body Week, two standard events for the Wellness Center, were particularly well received this year. New events included a "Nap-in" to raise awareness about practicing good sleep hygiene. The wellness interns also collaborated with the WREC staff and brought their wellness message to students using the new Wildcat Recreation Center.

**Drop-ins** – Sometimes students take advantage of the Wellness Center's drop-in services. Students come into the center seeking information on a variety of wellness-related topics. The Wellness Center maintains a vast offering of handouts covering a range of topics

(e.g., recycling, managing emotions, time management, stress management, and relationship issues), and this year added about 50 newly donated books to the self-help library.

### Counselor Training Program

Counselors-in-training provide energy, new ideas, and direct clinical and outreach services to students. Each year several pre-Master’s Marriage and Family Therapy (MFT) and Social Work interns are selected into the training program and are paid as work-study students. A number of advanced interns who have completed their Master’s degrees, but are accruing hours for licensure, also work at the center. This year three advanced interns and four counseling interns were a part of the clinical training program. See a listing of all trainees in the counseling center staff section found at the end of this report.

This year the advanced interns provided 12 percent of the direct clinical appointments, and pre-Master’s interns provided 11 percent. All trainees provided nearly one quarter of the direct individual clinical appointments, and they also assisted with couples, group, and outreach programs.

The training program is coordinated by Lisa Quinn, Ph.D., and staff members participate in the supervision and training of interns.

### Student Satisfaction Survey

Each school year the anonymous Student Voice Student Satisfaction Survey is administered to clients via PDAs who have been seen three or more times at the counseling center. This year 114 clients completed surveys representing nearly 11 percent of our total counseling clients. Results showed that clients surveyed found the services useful as **97 percent said**

**they “strongly agree or agree” that the help I received during a difficult time was useful.**

Perhaps the strongest endorsement for our services come from the fact that **99 percent of clients agreed or strongly agreed that they would return to the Counseling Center, if needed and 97 percent said they would recommend the counselor they saw to a friend.**

The chart below summarizes other statements that were highly endorsed by clients.

	<i>Percentage who Strongly Agreed or Agreed</i>
My Counselor helped me be aware of strategies, alternatives, and/or resources.	99%
My Counselor helped me figure out the steps I can take to resolve my concerns or problems.	92%
My counselor helped me discern ways to get help.	89%
My counselor helped me better understand my reactions and behaviors.	89%
My counselor helped me resolve or deal with my problems.	88%

Clients also almost unanimously endorsed that they found the office staff to be courteous (98%) and helpful (97%).

**In terms of retention, 81 percent of clients said that counseling helped them to be able to continue/succeed at CSU Chico.** Students perceive a link between their personal problems and their academic performance, and also notice that their work in counseling has a positive impact on their academics.

Preliminary results from the Counseling Center Assessment of Psychological Symptoms (CCAPS34) data suggest that after only two individual counseling sessions at the CWC, **37 percent of students with depressive symptoms had reliably improved** compared to when they first came in.

## **Counseling Center Staff**

### Senior Counseling Staff

**Mimi Bommersbach**, Ph.D.-Clinical Psychology,  
Counselor, Interim Director  
*Licensed Psychologist*

**Paul Morones**, MSW-Social Work,  
Counselor, Associate Director  
*Licensed Clinical Social Worker*

**Aldrich Patterson**, Ph.D.-Counseling Psychology,  
Counselor, *Licensed Psychologist*

**Lisa Quinn**, Ph.D.-Experimental Psychology/ Clinical  
Psychology, Counselor  
Counseling Intern Coordinator  
*Licensed Psychologist*

**Lana McKnight**, Ph.D.-Clinical Psychology,  
Counselor, *Licensed Psychologist*

**Deborah Genito**, MSW-Social Work,  
Counselor, *Licensed Clinical Social Worker*

**Stephanie Chervinko**, Ph.D.-Counseling Psychology,  
Counselor, Wellness Coordinator  
*Licensed Psychologist*

### Administrative Staff

**Langley Snyder**, Administrative Support Coordinator-  
Office Manager (12 month, Regular FT: 40 hrs/wk)

**Sorrell Bobrink**, Administrative Support Assistant I,  
(12 month, Temp. FT: 40 hrs/wk)

### Counseling Interns

The Counselor Training Program is coordinated by **Lisa Quinn**, Ph.D. (6 hrs/wk). The trainees are a combination of advanced interns (post-Master's) and counseling interns (pre-Master's in MFT or MSW programs). Counseling interns are paid work study students and advanced interns are hired as special consultants.

**John Topel**, MA, Marriage & Family Therapy,  
*Advanced Intern*, Summer, 2010; 2010-2011  
Academic school year (24 hrs/wk)

**Brent Henrikson**, M.A.-Marriage & Family Therapy,  
*Advanced Intern* Spring 2011 (16 hrs/wk)

**Patrick Noel**, M.A.-Marriage & Family Therapy,  
*Advanced Intern* Fall 2010 (8 hrs/wk)

**Sharon Morelock**, M.A. (candidate) *MFT Intern*  
2010-2011 Academic school year  
(15 hrs/wk, work study)

**Rocio Rosas**, MSW (candidate) *MSW Intern*  
2010-2011 Academic school year  
(15 hrs/wk, work study)

**Mariko Kanata**, MSW (candidate) *MSW Intern*  
Fall 2010 (15 hrs/wk, work study)

**Kalene Gorospe**, M.A. (candidate) *MFT Intern*  
Fall 2010 (15 hrs/wk, work study)

### Wellness Center Staff

The Wellness Center is coordinated by **Stephanie Chervinko**, Ph.D. (6 hrs/wk) and is staffed by an intern coordinator (work study) and volunteer student wellness interns.

**Sintia Garcia**, Intern Coordinator (15 hrs/wk, work-study)

**Sean Cutrer**, Presentations and Resources Intern  
(Fall 2010)

**Christina De Jesus**, Forums Intern (Fall 2010)

**Alison LaVelle**, Special Events Intern (Fall 2010)

**Julia Marchionna**, Public Relations Intern  
(Fall 2010)

**Kacey McCormack**, Tables Intern (Fall 2010) and  
Special Events Intern (Spring 2011)

**Sarah Gard**, Tables Intern (Spring 2011)

**Andrew Lowenhaupt**, Presentations and Resources  
Intern (Spring 2011)

**Lindsay Miller**, Public Relations Intern  
(Spring 2011)

**Lisha Zhu**, Forums Intern (Spring 2011)

**Professional Development.** We place a high priority on professional growth and development in order to remain current and competent in our work, but also to maintain our licenses to practice as psychologists and social workers in California. Every two years 36 hours of continuing education credits are required, and only a portion can be taken on-line. This year's budget cuts eliminated funding for essential professional development training for staff in essential areas such as drug and alcohol treatment.

**University/Community Service.** In addition to their regular duties, each year Counseling and Wellness Staff members participate in the life of the campus and community as well, participating functions that support the general university mission. The Counseling Center staff served on the following committees this year:

- Behavioral Assessment Team (BAT)- Paul Morones
- Wellness Initiative- Deborah Genito-Chair, Mimi Bommersbach, Stephanie Chervinko
- Active Minds-Mimi Bommersbach-Faculty Advisor
- Campus Climate Committee-Mimi Bommersbach
- Faculty Mentor-Stephanie Chervinko
- Transgender Task Force (TTF)-Lana McKnight
- Conversations on Diversity (COD)- Mimi Bommersbach, Stephanie Chervinko
- Veterans' Educational Support Team (VEST)-Deborah Genito
- Collective Response to Violence Committee-Mimi Bommersbach
- School of Social Work Advisory Board-Paul Morones
- Women's Center/Gender Equality Center Advisory Board-Lana McKnight, Stephanie Chervinko, Mimi Bommersbach
- Native American History Month-Lisa Quinn

- Freshman Safe Start- Pat Patterson, Deborah Genito, Lana McKnight, Lisa Quinn, Stephanie Chervinko, Mimi Bommersbach

Community service by staff members included:

- Leading community support groups for Anorexia Nervosa & Associated Disorders (ANAD)- Stephanie Chervinko
- Red Tent- Lana McKnight-Chair, Mimi Bommersbach, Stephanie Chervinko, Deborah Genito
- Pacific Cascade Psychological Association (PCPA)- Mimi Bommersbach, Lana McKnight, Stephanie Chervinko
- American Foundation for Suicide Prevention, North State Chapter- Mimi Bommersbach
- Testified for the Post-Secondary Commission for Higher Education re: College Mental Health Services- Mimi Bommersbach
- CSU Select Committee for Mental Health, Directors' Task Force-Mimi Bommersbach
- CalMHSA CSU Systemwide RFA Work Group-Mimi Bommersbach

## **Proposed Priorities for 2011/2012**

1. The Counseling and Wellness Staff has been down one staff counselor for a number of years. Special consultants and advanced interns have been hired to attempt to meet the increase direct service needs of students. A senior counselor who is also in the role of Associate Director will be retiring December 2011. It is essential that these open positions be filled as soon as possible to assure continuity of care and continued access to needed counseling services for students at CSUC.
2. This year the CWC saw more students with severe issues than in past years. Suicidality is one common symptom that is assessed at CWC. Students regularly present with alcohol and drug issues. Current levels of direct service must be maintained and perhaps increased in order to provide readily accessible direct counseling services to students in need.
3. Professional development is an essential component to any growing, thriving organization. Funding and support needs to be provided so that counselors can maintain their licenses to practice and they can be up-to-date on current treatments and research in the field.
4. The CWC has done an excellent job of attracting and maintaining a very diverse senior staff. It has also built bridges in the university community so that underrepresented groups are utilizing services at or above the percentage present in the university. This commitment to diversity training and competencies will continue to be a priority in the coming year.
5. With less staff, outreach, consultation and preventative programming decreases. Prevention outreaches and wellness education are key to helping students to be successful at CSUC. The WellCat Wellness Connection as well as the Wellness Center outreach programming with continue this year as funding is available.

## **Concluding Remarks**

Despite budget cuts and a continuing unsteady economy, the Counseling and Wellness Center has been resilient in providing substantive direct mental health services to an ever increasing group of students in need. This year not only were more individual counseling sessions filled, but more students began to utilize group counseling, a cost effective and efficient way of serving students. With the addition of the paperless check-in system for clients, the center has been able to get a clearer picture of the students that are being seen and the severity of issues and concerns are being documented. The clinical training program with 7 counseling interns this year provided nearly 25 percent of the direct service counseling. Although face-to-face outreach programs continue to be offered for prevention and education efforts for positive mental health, more focus is being placed on on-line interactive websites such as the Wellcat Wellness Connection in reaching out to all students. CSUC wellness interns continue to help the center to plan wellness programs and distribute useful information about positive mental health. In order to continue the successful contributions of the Counseling and Wellness Center, adequate staffing and professional development are essential. The continued efforts in serving underrepresented students helps to build inviting bridges for these students so they can access needed services and be more successful students at CSUC.

*An appreciation goes out to university and college counseling center directors who shared their annual reports to assist in the format and style of this report.*