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SS Program Review Reporting Year: 2017-18

SS 1a) Program Name: Psychological Services

SS 1b) Name(s) of the author(s) of this report: Siew Kuek and Michele Lebleu-Burns

SS 1c) Number students served annually & trend increasing, even, decreasing: Individual face to face clinical hours:

2010/2011 = 239 hours

2011/2012 = 342 hours

2012/2013 = 397 hours

2013/2014 = 671 hours

2014/2015 = 806 hours

2015/2016 = 839 hours

2016/2017 = 989 hours (15% increase over 2015-16)

Face to Face Individual Sessions:

Fall 2017= 271

Winter 2018=360

Spring to Date (5/21/18) =222 (we anticipate an additional 100 to 150 appointments by the end of the Spring Quarter)

Group Workshops in Fall/Winter:

Safezone = average 3 participants (3 sessions)

Knit for a Cause = average 25 participants (4 sessions)

SS 1d) Who are the typical students served by this program? : Psychological Services serves currently registered De Anza students.

SS 2a) What is the program Mission Statement?: To be a viable support service to De Anza students to help them achieve success in their academic career as well as to develop their character and abilities to become socially responsible members of our community.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: All services provided by practicum interns are supervised by licensed clinicians. Student learning outcomes are also collected on an annual basis from students served and from each batch of practicum cohorts as means of program evaluation.

SS 2c) In what ways and to what extent does program support College Mission statement?: Mental wellness is essential to student success so in this aspect our mission is in line with that of our college mission. By ensuring students have access to quality mental health care and support, Psychological Services provides opportunities for academic, personal and emotional growth and development.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?:

1. Any currently registered student has access to services.

2. The first five sessions are free of charge.

3. Each additional session (beyond the first five) is offered for a low administrative fee of \$10.00. This ensures continuation of services until a student is transitioned to access resources from outside mental health agencies or providers.

4. Outreach events every quarter to publicize our services. This include big events like "Art with Impact"



(330 student attendance), Meet and Greet (100 information packets distributed to staff and faculty about resources to refer students), various tabling events as part of overall Health Services Outreach, training for students and staff about issues of concern from resources provided by the California Community College Chancellor's Office for Student Mental Health.

5. Bilingual clinician (s) are available for students who are more comfortable communicating in languages other than English. For 2017/2018, we were able to offer Spanish, Korean and Mandarin as alternative languages of choice.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: Students who participate and receive services in Psychological Services are expected to adhere to program guidelines and make appropriate use of the services provided and take responsibility for working collaboratively with the therapist to enhance their mental health and wellness. These expectations are outlined for students during the intake process.

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: Practicum Interns are recruited through the Bay Area Practicum Information Collaborative (BAPIC). This is a consortium of all the professional schools of professional psychology in the Bay Area. Practicum interns train with us for hours towards graduation per their Ph.D or Psy.D program. They are evaluated twice a year on their performance of psychological and therapeutic counseling skills.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: 1. On the training of practicum interns, we offer a program that emphasizes a plurality of theoretical conceptualizations of human psychology in order that our practicum interns might be better equipped to help our De Anza students.

2. Our outreach is targeted at helping students of diversity (e.g. LGBTQQAI support group and training for helping Veterans transition to college).

Psych. Services has held events and activities targeted to educate a diverse student population about mental health issues and concerns.

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: Not Applicable.

SS 3f) State ways & extent program maintain student records securely & confidentially?: All charts are kept in locked files in secured rooms. We adhere to the American Psychological Association standards for record keeping.

SS 4a) Have there been any significant staffing changes since the last CPR?: Yes. the addition of the following positions:

1. 2 part-time faculty Psychological Services Counselors for 2017/2018
2. One .5 FTE Case Management Coordinator providing support to some Psych. Services Cases
3. One TEA Front Desk Receptionist

We will also had three practicum interns provide counseling services in 2017/2018.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?: Psychological Services will need to hire an additional licensed Clinical Psychologist and a permanent, full-time Administrative Assistant within the the next year or so.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?:

SS 5a) Have there been any significant facility changes since the last CPR?: The Psychological Services department moved into a new, share facility during the summer of 2016. The new center currently houses Psychological Services and Veteran's services. While it was appropriate to move Psych Services out of the general counseling center, the size of the current space is completely inadequate for the type and level of service the program is striving to provide. In order to have adequate private rooms to see clients, a storage room has been converted to therapy space. Even with this "room" the lack of space limits the number of students the center can serve per hour (only 3 to 4 students per hour). In



addition, the space does not offer the level of privacy needed to ensure full confidentiality. Noise machines are used to reduce/ muffle the sound of clients and therapists speaking during counseling sessions, but this is just a stopgap and not always completely effective. In addition, there has been negative feedback from student Veterans about housing these two areas together due to the stigma Veterans face due to mental health issues. With some proposed facilities changes pending, this will hopefully change in time for Fall 2018.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: The Psychological Services department will need a stand alone facility that is not shared with others areas and large enough to meet the space needs. This will allow for more privacy, adequate rooms to see several clients per hour and the creation of a peaceful and soothing space conducive to supporting student mental health.

SS 6a) Have there been any significant equipment changes since the last CPR?: Psychological Services procured a copy, scan and fax machine.

SS 6b) Are there any significant equipment changes that will be needed over the next five years?: Unknown

SS 7a) Have there been any significant operational cost changes since the last CPR?: The Psychological Services department has added part-time TEA and faculty staffing.

SS 7b) Will any significant operational cost changes be needed over the next 5 years? : New furniture, fixtures and equipment will be needed when the department is in its own facility.

SS 8a) Have there been any significant organizational alignment changes since the last CPR?: An Case management Coordinator is a new position that has been created to provide support to students with behavioral issues and mental health concerns.

SS 8b) Are there any significant organizational alignment changes that will be needed over the next : Unknown

SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?: Not Applicable

SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.: California State Senate Bill 968 in currently circulating through the State Senate, This bill would require all publicly funded colleges and universities throughout the state to employ 1 full-time Psychological counselor per 1,000 students enrolled at the college. This would be a very difficult mandate fro De Anza College to meet due to facilities and funding issues.

SS 10a) State any significant professional development activities for the program since last CPR.: National Association of Student Personnel Administrator's Mental Health, Drug and Alcohol and Sexual Violence Prevention Conference

NABITA

CPA Supervision and training

SS 10b) State any significant professional development needs for the program for the next 5 years.: The Psychological Services Director , Case management Coordinator and Psychological Services interns will need ongoing training in areas pertaining to student mental health.

SS 11a) Have there been any significant curriculum since the last CPR?: Not Applicable

SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.: Not Applicable

SS 11c) State the aggregate student success rate in the instructional portions of the program?: Not Applicable

SS 11d) State gap of student success rates with targeted groups.: Not Applicable

SS 12a) Have there been any other significant program changes since the last CPR?: None



SS 2b) Are there any other significant issues that will affect the program over the next five years?:

Major significant issue that will need to be addressed is the ever increasing number of students seeking services and the limited number of appointments available due to lack of space and other resources.

SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?: Not Applicable

SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?: Not Applicable

SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.: Not Applicable

SS 14a) What are the current/active program outcome statements?: Student Learning Outcome

1. Two forms (to be signed separately) created by the Psychological Services Department specifying the terms under which services are provided.

2. The Counseling Center Assessment of Psychological Symptoms-62 (CCAPS 62) was utilized as a tool to assess for three areas of concern with students at intake:

Suicidality

Homicidality

Substance Abuse

SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?: Three SLOs have been Assessed since the last CPR.

SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR:

1. Two forms (to be signed separately) created by the Psychological Services Department specifying the terms under which services are provided.

1.1 Target for Success: 90% of Forms will have signatures indicating knowledge for terms of treatment under HIPAA.

Comments/Notes: About 10% of students come in on Crisis Walk-Ins and there is often no opportunity for terms of treatment to be conveyed.

Date Added: 03/04/2015

Active: Yes and Ongoing

Result: We have been able to achieve this target since we hired a temporary Administrative Assistant in January 2017. Of the students seen, whether in crisis or those with appointments, less than 2% did not fill out the paperwork.

2. The Counseling Center Assessment of Psychological Symptoms-62 (CCAPS 62) was utilized as a tool to assess for three areas of concern with students at intake:

- Suicidality

- Homicidality

- Substance Abuse

2.1 Target for Success: 80% of intake will complete the forms for assessment.

Date Implemented: 07/01/2016

Active: Yes and Ongoing.

Treatment Outcome:

Improvement in mental health as a result of receiving psychological counseling provided by the Psychological Services Department.

Comments: We have exceeded the 80% target.



Psychological Services previously used the OQ-45.2: A self-administered, self-report questionnaire assessing current mental health status and functioning over a wide range of domains. The questionnaire was given twice: once during the first meeting with a therapist in the Psychological Services Department, and again part way through the treatment. The program has discontinued the OQ45.2 as of the end of academic year 2014/2015 as it was realized that it was too cumbersome to use and staff were having difficulties ensuring that the post tests were administered in a timely manner. Starting academic year 2016/2017, the program started collecting data using the Counseling Center Assessment of Psychological Symptoms-62 (CCAPS 62)

SS 14d) What are the program outcome assessment plans for the next five years?: Psychological Services plans to utilize the same outcome assessment instruments over the next two years. A reassessment of the relevancy of these methods will be reviewed in the 2019-2020 academic year to determine any adjustments that need to be made.

SS 15) Analysis of the program from last CPR to now to 2018-19.: The psychological Services Department has grown over the past four years with the addition of Post -Doc Graduate interns, a Case Management Coordinator, and a temporary Administrative Assistant. It has also evolved due to the space it currently occupies, which is a space shared with another active program. All in all, the students seeking services in the center have benefitted greatly from the emotional and mental health support. The hope is that the program will received its own separate, designated space in order to be able to better serve more students.

SS 16a) Name of the Division and the names of the programs.: Student Development Division:

- Health Services (Health Education and Wellness, Psychological Services, Clinical Services)

- Extended Opportunities Programs and Services

- College Life (DASB and ICC, Student ID, Eco Pass, Flea Market)

- Student Judicial Affairs

- HEART (Harm Evaluation Assessment Reduction Team)

- Americans with Disabilities Act (ADA)/504 Compliance

- Unlawful Harassment and Discrimination Coordination

Guardian Scholars (Foster Youth)

SS 16b) Who wrote the Divisional Perspective?: Michele Lebleu-Burns, Dean of Student Development and EOPS/CARE

SS 16c) Summarize the CPRs written by the programs of the Division.: The Student Development Division, which is comprised of Extended Opportunities Programs and Services, the Office of College Life, Health Services, Student Judicial Affairs and ADA/504. Has continued to grow over the past several years as program areas have been added or developed to address the educational, social, learning and development needs of a diverse student population, by cultivating strategic partnerships with other student services and instructional departments/divisions, faculty, staff and administrators. Due to the length of tenure of the division employees, changes in the form of employee retirements will be a challenge over the next several years. In addition, declining enrollment has and will potentially have a continued negative effect on department revenues. This is specifically true for College Life, which relies on student body card sales and Flea Market revenues to support clubs and student government and the many campus programs funded by the student body senate including student tutoring, athletics, Vasconcellos Institute for Democracy in Action (VIDA) and the Honors Program to name a few. Health Services, which includes Clinical Health Services, Health Education and Wellness and Psychological



Services have also seen declining revenues from the health fee as a result of the decrease of enrollment college-wide. Despite these challenges, the division has consistently provided high quality, student centered services to De Anza College Students.