2015-2016 was a year of self-study for the University Counseling Service (UCS). We lent ears to hear the campus as you voiced a two pronged message: UCS clinical services are top quality AND UCS clinical services are insufficient in timeliness and quantity. To best understand and respond to high levels of overall satisfaction expressed simultaneously with more specific lower levels of satisfaction, the UCS turned to national benchmarks and accreditation standards to decide how to move forward to:

1. Create an economy of scale for mental health services on campus while 2. Capitalizing on the high quality of UCS services.

We benchmarked the UCS to other BIG 10 mental health services. Using a ratio of “number of counseling center staff to number of students on campus,” the UCS ratio was revealed to be the second lowest in the BIG 10. Using a simpler benchmark of overall “number of staff,” the UCS was the lowest in the BIG10. We also compared the UCS to International Association of Counseling Services (IACS) accreditation standards. IACS standards dictate campus counseling centers must be staffed at a ratio of no less than 1:1500 (one staff to every 1500 students). The UCS was staffed at a ratio of 1:2,750.

The two pronged message made sense: When clinical services are available, the quality is high . . . but they are not readily available enough. Concerns is not about the UCS itself, but about the “Gap” between the level at which mental health is seen as a public health concern on campus and how much resource there is to meet this concern.

The leadership of the University of Iowa Student Government (UISG), the leadership of Graduate and Professional Student Government (GPSG), and others made the case that resources were needed to have a service scaled to meet the level of public health concern around mental health.

The UCS will spend this year speaking with stakeholders, constituent groups, and interested parties to further develop a service scaled to narrow the gap with campus mental health needs. It is also not just a question of “more” but a question of what is needed and at what levels. We will be speaking with you as we hire new staff to continue the quality of clinical services and do so in the manner and at the levels the campus needs and desires.

Under the skilled direction of Paula Keeton, Ph.D., over the past three years, the number of students served has grown at an average of 12%. The UCS continues to develop new ways to deliver the most service to the most students in the best time possible!
A hallmark of any top-tier campus counseling center is a robust training program. Counseling Centers pride themselves in not only being part of student life, but also contributing directly to the academic mission of the campus by stewarding students through required practicum and internship training.

**PSYCHOLOGY PRACTICUM**
The UCS has a long and successful history of training, providing practicum training to Iowa Counseling and Clinical Psychology doctoral students.

In 2017, the UCS will extend its sphere of influence to include the College of Social Work with a new Social Work Practicum program.

**PSYCHOLOGY INTERNSHIP**
Internship is the capstone experience for students receiving their doctorates in Counseling and Clinical Psychology.

In the Winter of 2016, UCS accepted its 38th internship class via participating in the national matching service that connects intern candidates from all over the U.S. and abroad with internship sites. The UCS is one of the oldest “Accredited” internship programs in the country having its American Psychological Association Accreditation since 1979.

Under the steady guidance and nationally recognized leadership of Julie Corkery, Ph.D, Director of Training, the UCS Training Program remains a highly sought after and standard barer for campus counseling center training programs.

Read More About the UCS Training Program by Clicking HERE!
Individual Therapy Remains High & So Does The Response

FY16 saw a 13% increase over the previous 10% increase from last year. On average, students attend five sessions a year to achieve their counseling goals, with some receiving more and some being seen only once.

- Urgent service immediately via Same Day service.
- Initial Assessment within 10 days during the busiest time of the year.
- The shortest waits are in August and January and the longest waits are in October, March, and April.

### Enhanced Group Therapy Program

In 2016, UCS set the goal of enhancing Group Therapy allowing UCS to provide more service to more students. Group is also often the treatment of choice for students as interpersonal relationships commonly are the root of student concerns. Since the inception of the new groups program, UCS has had a 31% increase in group participation.

And... web visits to the UCS Groups webpage went from 121 unique visitors in FY15 to 2,404 unique visitors in FY16.

### Case Management: Part of An Integrated Treatment Plan

While UCS provides many services, the UCS is not always the appropriate “level of care.” Student persistence in pursuing outside referrals has been low nationally.

This is the reason Case Management was developed. The UCS Case Manager works closely with students regarding insurance, transportation, and best fit with referrals in the community creating higher student persistence to referral!
Continued Relationships With All 11 Colleges

The UCS has worked deliberately to make a connection with our 11 colleges through outreach programming and training to students, staff, and faculty. The UCS also maintains formal Liaison Relationships within each College.

The outcome of these efforts shows in the continued flow of students for mental health services from each college.

Who Accesses Services?

The percentages of students of color mirrors percentages of students of color at Iowa and supersedes it in some cases.

Being a student of color at a predominantly white institution can carry a unique set of stressors. Where the UCS has been actively involved in outreach, we see gains in clinical service utilization.

As part of UCS’ planning, we continue to develop opportunities to best connect with our cultural communities through outreach efforts.

DEPRESSION & ANXIETY continue to be the most common presenting concerns for UCS clients accounting for over 2/3 of students!

Nationally, anxiety surpassed depression for the first time five years ago as the leading diagnosis at campus counseling centers.
Our Report Card: Students Grade The UCS

Twice annually, UCS surveys students utilizing services. We ask about student experience, satisfaction with each of our services, and the effectiveness of service on academic efficacy. Students continue to be highly satisfied with how the UCS helps them obtain their personal and academic goals!

Satisfaction with UCS Services-FY16

1. **Coping**: Helped me develop better ways to cope with concerns.
2. **Clarify**: Helped me clarify nature of my concerns.
3. **Understood**: Understood the concerns I brought to therapy.
4. **Stay in School**: My experience has positively affected the chances I will stay in school.
5. **Necessary**: I regard UCS as a necessary part of the University.
6. **Refer**: I would refer friend/family member to UCS.
7. **Return**: I would return in the future if needed.
8. **Better Prepared**: I am better prepared to work through future problems on my own.
9. **Achieve Goals**: Counseling helped me achieve the goals I had for myself.
10. **Sense of Hope**: Counseling improved my sense that things will get better for me.
11. **Confidentiality**: Strict enforcement is discussed.

1 = Strongly Disagree  2 = Disagree  3 = Neutral  4 = Agree  5 = Strongly Agree
The UCS engages in its commitment to Multiculturalism by engaging in informed clinical service, outreach, and internal development as a key agency priority.

**Multiculturalism**

**Embedded Programs**

On the principle of “One Student, One Service” the UCS has worked this year to continue extending the campus mental health service’s footprint to reach out to otherwise less serviced parts of our campus. The UCS worked this year to further develop its “Embedded Model” permanently housing UCS Staff in other locations to specifically serve cohort populations of students, staff, and faculty associated with the those locations. UCS Embedded Programs are located in:

1. University Housing & Dining
2. The College of Dentistry
3. Department of Athletics

The UCS is pleased to have committed partners within these areas working with the UCS to provide services to campus cohort populations who have historically less typically sought out service or who benefit from more specialized services.

**OUTREACH**

Of the 224 Consultation Service events provided to the campus in 2015-2016, 25% addressed issues of multiculturalism. Examples of groups to whom consultations were provided included:

- Black Student Union
- Campus Ministers
- Center for Diversity Enrichment
- Chief Diversity Office
- Chinese Student Christian Fellowship
- Heart Program
- International programs
- Iowa Edge
- ISSS
- Latino Council
- Native American Council
- REACH Program
- Student Disability Services
- Taiwanese Student Association
- TRiO
- WRAC

**INTERNAL AUDIT**

The UCS conducted its own internal cultural climate audit this past Spring. The UCS worked with the Center for Diversity Enrichment and College of Education Faculty to engage in “difficult dialogues” on issues related to power and privilege. The UCS remains committed to ongoing dialogue as a way to continually develop staff competence, comfort, and involvement with the social justice aspect of engaging in our own cultural development.

**STAFF EXPERTISE**

Staff members list on their staff bios their Multicultural areas of expertise and interest. The UCS knows effective counseling includes clinical knowledge, sensitivity, and awareness AND cultural knowledge, sensitivity, and awareness.

Students evaluated the UCS staff at a 4.7 out of 5 in response to the statement: “Shows respect and understanding for my unique cultural identities.”

For More Information About UCS Embedded Services Click [HERE!](#)
Active Minds at Iowa

With 466 chapters internationally, Active Minds is a national organization that coordinates the student voice to help change the conversation about campus mental health. UCS actively participates with the Iowa Active Minds chapter. Active Minds at Iowa is a registered student organization with dozens of active members and is now in its fifth generation of leadership.

As an example of Active Minds at Iowa’s excellent work, Iowa Active Minds staged a major suicide prevention initiative event on the Pentacrest that then served as the Iowa website homepage image.

The UCS has a close alliance with the Iowa chapter. This alignment allows for close collaboration on the variety of campus mental health issues and on the messaging of these issues. This close relationship allows the students to gain a perspective of the counseling center’s work. Finally, Active Minds allows the student voice to be part of the counseling center’s workings, a space often closed off for undergraduates seeking work opportunities. UCS is unique in its relationship with its Active Minds chapter as most counseling centers have a distant or non-existent relationship with their chapters. UCS has been involved with Active Minds for several years, serves as advisor, and would not have it any other way! Read more about Active Minds at Iowa HERE.

OUTREACH: UCS’ Third Direct Service

Campus mental health doesn’t limit itself to counseling. Therefore, UCS engages actively in its psycho-educational outreach role as its Preventive Service. Examples of UCS outreach on campus include:

- Providing information on campus and community mental health resources.
- Training staff and faculty on working with students having distress, anxiety, stress, anger, and depression.
- Assisting residence hall staff training:
- Planning strategies to avert potential crises.
- Managing suicidal ideation and intent.
- Crisis response.
- Managing group conflict.

In 2015-2016, under the energetic direction of Kathie Staley, Ph.D., UCS presented 336 psycho-educational programs and trainings to 22,894 individuals which is a 33% increase from the 15,480 individuals to which UCS presented in FY15.

UCS also has formal liaison relationships with special populations across campus, including the Cultural Centers, Athletics, all Colleges, and Student Life Services.

STUDENT ADVISORY BOARD

In its third year, this group of highly dynamic students advise the UCS and engage in outreach services on behalf of the UCS. The SAB works to keep the UCS “hip” and “cool” while also providing strong evaluative feedback and guidance to help the UCS maintain strong face validity with the student body!

2015-2016 Suicide Prevention Activities. Several hundred people attended two events UCS co-hosted with Active Minds; The Field of Memories and the Jordan Burnham Speaker Event.

Both events were focused on creating awareness, providing information about resources, and calling on members of campus to be actively aware of themselves and those around them for signs of distress and suicidal thinking. These events were co-sponsored by:

1. The Howell Family
2. Associated Residence Halls
3. Iowa Fraternity and Sorority Life
4. Student Health and Wellness
5. University of Iowa Student Government
6. Graduate and Professional Student Government
Mission Statement

The mission of the University Counseling Service is to provide compassionate psychological services, outreach, and training that foster the mental health of students, nurture student success, and contribute to a safe, welcoming, and multiculturally aware campus community.

Multicultural Statement

In all individual, group, and program services we strive to create an environment where all people feel welcome. As a staff, we attempt to facilitate mutual respect and understanding among people of diverse racial, ethnic, national, and cultural backgrounds, sexual/affectional orientation, mental and physical abilities, language, class, age, religion/spiritual beliefs, as well as other types of diversity.

Meet Our Staff

UCS is Proud of its Multicultural, Skilled, and Welcoming Staff!
For More Information About Staff Specializations, Click: HERE!

Front Row (L to R): Jeremy Kinser and Adam Hinshaw
Middle Row (L to R): Lanaya Ethington, Erica Behrens, Aubrette Kinne, Julie Corkery, Audrey Bahrick, and Cari Anderson
Back Row (L to R): Barry Schreier, Darrel Kirby, Paula Keeton, Patrick Galligan, Maria Bruno, Mercedes Santana, Scott Liu, Kathie Staley, Sally Robbins, Kelly Clougher, Jeff Knock, Katherine Donahue, Kyle Voltroubek, and Simone Young