

MENTAL HEALTH TRENDS



*at the
University
of Arizona*

COUNSELING & PSYCH SERVICES (CAPS)

2017 REPORT



CAMPUS
HEALTH



Introduction

- Utilization of Counseling & Psych Services (CAPS) by UA students is at an all-time high.
- Data shows that CAPS significantly improves mental health outcomes, increasing wellbeing and lowering markers for depression.
- Despite continued efforts by CAPS to address demand, there is still unmet need for mental health services among the UA student population.
- CAPS has continued to bring innovative programs to the UA to expand the reach of counseling services, providing multiple locations and formats through which students can receive services.

WELCOME TO CAPS



Background

COUNSELING & PSYCH SERVICES (CAPS), part of the UA Campus Health Service, has a longstanding history of providing brief therapy, crisis intervention, and psychiatry services to UA students. CAPS is an important support to students who need help coping with a variety of problems in order to help them achieve their academic potential. Operating under the premise that mental wellness is an important factor in creating a safe and healthy campus community for all, CAPS promotes wellbeing across the university – providing direct services, education and outreach, consultation, online tools and support, and other collaborations with the UA campus community.



CAPS Mission

CAPS/Oasis promotes emotional health, wellness, resilience, safety, and academic success by providing appropriate clinical services, consultations, outreach, and education for the diverse campus community.



Background *(continued)*

Licensed mental health professionals at CAPS provide a wide array of services for the UA campus community. CAPS **clinical** services for UA students include evaluation, treatment, care coordination and referral when needed. CAPS Triage provides students with same-day walk-in access to mental health services, with no appointment needed. CAPS provides a number of additional treatment services, including individual counseling, psychiatric medication services, support groups, couples therapy, online therapy services, and mental health screenings. Services for sexual assault, relationship violence, and trauma survivors are offered through CAPS' Oasis Program.

Elsewhere on campus, CAPS offers **outreach** services where providers may go to classrooms, departmental meetings, or other venues, providing education and programs on various mental health topics such as suicide prevention. CAPS outreach also includes student-driven wellness programs, such as the Mindful Ambassadors. CAPS **consultation** services provide an invaluable resource for UA faculty, staff, and family members, who need assistance with how to approach crises or other behavioral concerns involving a UA student.

For more information on how CAPS serves the UA community, visit health.arizona.edu/counseling-psych-services.

Want to **TALK?**



We'll listen!

COUNSELING & PSYCH SERVICES (CAPS)

- Stress
- Anxiety
- Substance Use Issues
- Relationships
- Depression
- Sexual Assault
- Trauma
- Eating & Body Image Issues
- Other Issues Impacting Personal & Academic Success

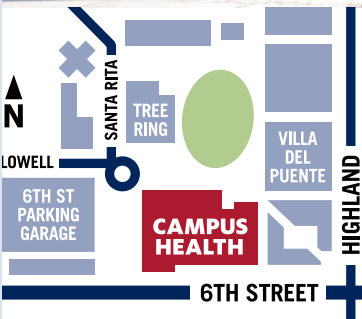
HOURS/LOCATION:

Monday, Tuesday, Thursday & Friday **8AM-4:30PM**;
Wednesday **9AM-4:30PM**; Closed University holidays

Highland Commons (3rd Floor, SE Corner)

“ Being able to talk to an unbiased source who has a professional understanding on how to help gave me coping strategies that I will use the rest of my life. ”

– UA Student, 2015



CAMPUS HEALTH

Counseling & Psych Services

Appointments and
After Hours Crisis Phone Line:

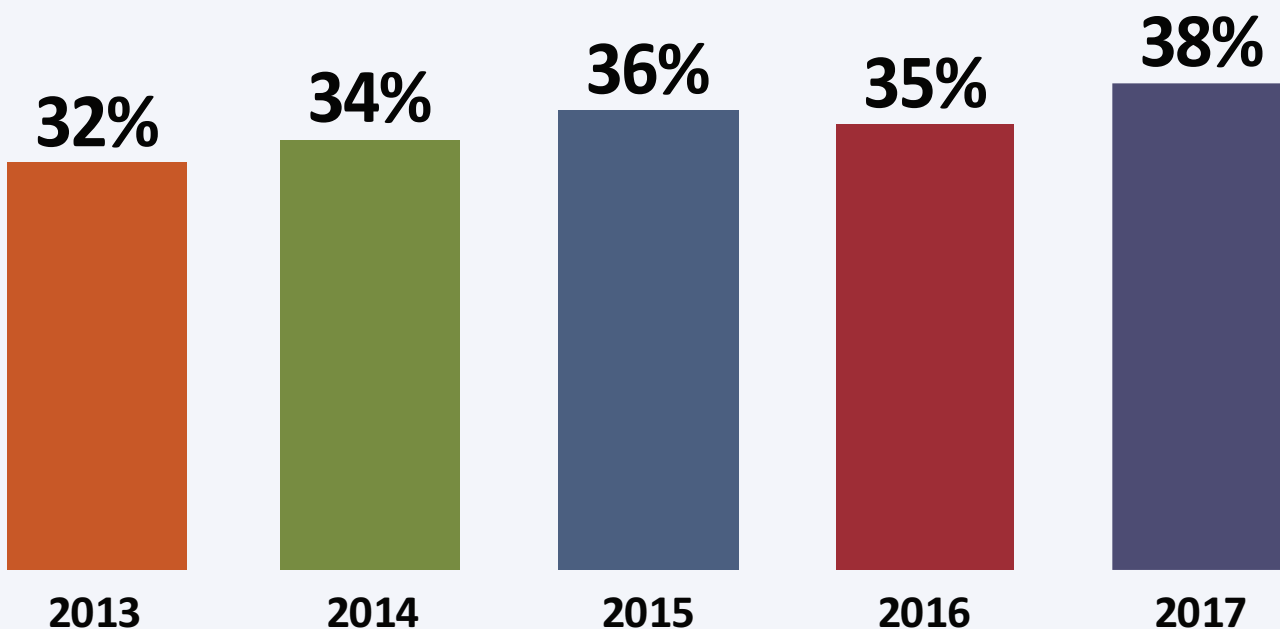
(520) 621-3334

**NO HEALTH
INSURANCE
NECESSARY**



There is substantial need for mental health services among UA students.

% who stated that depression or anxiety made it somewhat or very difficult to work, study, go to class or get along with people



CHS Annual Health and Wellness Survey, 2013-2017

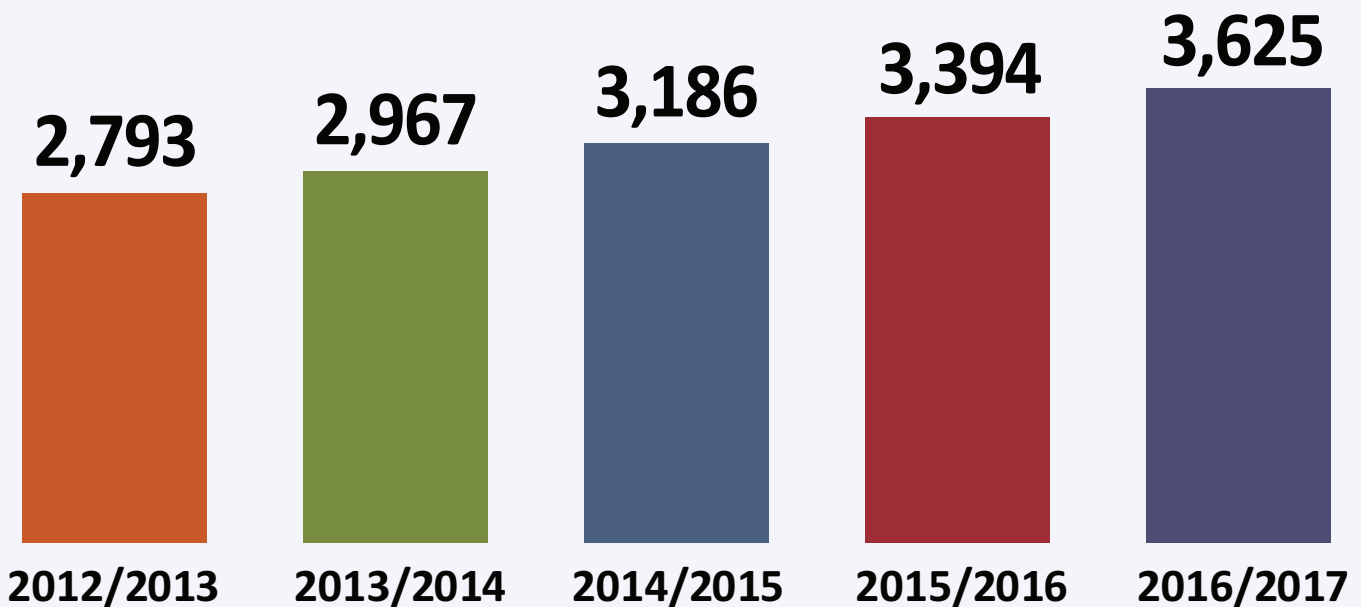
- CAPS served approximately **9%** of the total student population in the 2015/2016 school year, an all-time high. However, according to the annual CHS Health and Wellness survey, more than a third of UA students could actually benefit from using CAPS services.
- CHS Health and Wellness Survey data from 2016 showed that a substantial number of students experienced distress in the last 30 days:
 - **50.1%** felt overwhelmed by all they had to do
 - **48.0%** felt exhausted (not from physical activity)
 - **24.1%** felt overwhelming anxiety
 - **23.7%** felt very sad
 - **23.1%** felt very lonely
- A majority of students surveyed (**57.8%**) said that they felt more than average or tremendous stress in the last school year in the CHS Health and Wellness Survey (2016). This is similar to the findings from the National College Health Assessment (2016), reporting **54.7%**.
- Online depression and anxiety screenings were conducted last year, and indicated that:
 - **80%** of students who were positive for depression had never received treatment.
 - **79%** of students with symptoms of generalized anxiety disorder had never received treatment.
- CAPS has been seeing an increase in the severity of student mental health issues. This, along with the increasing utilization, highlights the importance of rapid evaluation and treatment options.
 - There have been consistent increases in mental health hospitalizations of UA students. Forty known hospitalizations for mental health reasons occurred in the 2015/16 academic year, of which 31 were initiated by CAPS. This represents a **63%** increase in CAPS initiated hospitalizations since 2011/12.



CAPS Trends in Mental Health Service Utilization

More students are getting help at CAPS each year. CAPS has seen a 30% increase in the number of students served each year over the last 5 years.

CAPS TOTAL STUDENTS SERVED 2012-2017





**CAMPUS
HEALTH**



“ Being able to talk about my worries and having a different point of view has helped me see my problems in a more positive way. ”

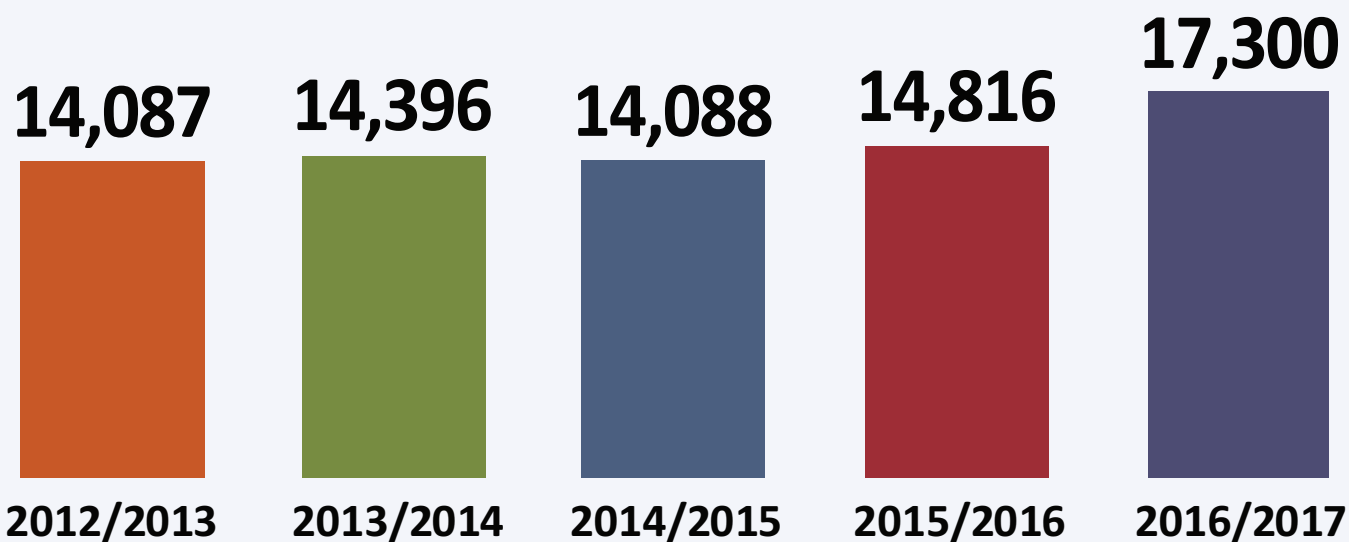
– UA Student, 2016



CAPS Trends in Mental Health Service Utilization *(continued)*

The number of total visits seen per year has risen steadily, increasing by almost 23% since 2012.

CAPS TOTAL YEARLY VISITS 2012-2017



NEVER, NEVER, NEVER GIVE UP.

– Winston Churchill

It's normal to feel down sometimes. But when feelings of depression, hopelessness, or anxiety persist, it may be more than just sadness. If you want to talk, there are people and resources that can help.



Suicide is preventable.



UA Counseling and Psych Services: 520.621.3334
National Suicide Prevention Lifeline: 1.800.273.TALK (8255)
Pima County Crisis Response Center: 520.622.6000
Suicide Prevention at the UA: preventsuicide.arizona.edu
Friend 2 Friend: f2f.health.arizona.edu



This poster was developed, in part, under grant number IU795M060532-01 from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies, and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.

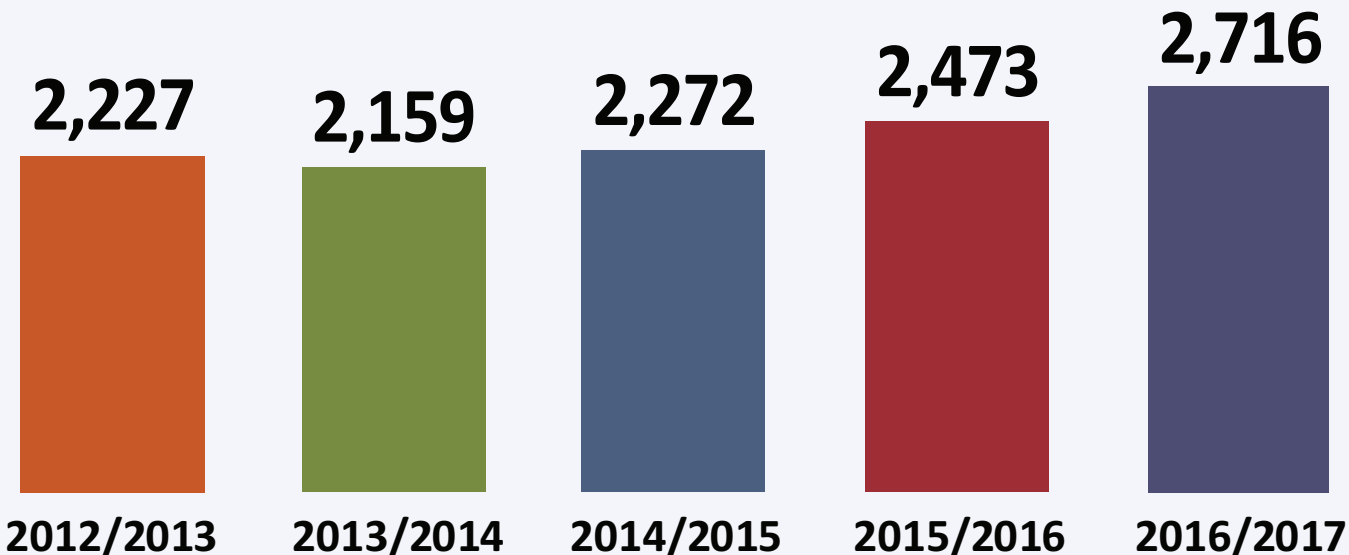
“CAPS has honestly exceeded my expectations – I think my experiences have been very helpful and are better than average for campus-based services that I’ve received at other universities.” – UA Student, 2016



CAPS Trends in Mental Health Service Utilization *(continued)*

More students are seeking help at CAPS. Triage visits, those in which students walk-in and are provided brief counseling and a follow-up appointment or referral, rose by 22% over the last 5 years, and was at an all-time high in 2016/17.

CAPS TRIAGE VISITS 2012-2017



falling down is
part of life.
getting back
up is living.®

#UAHopeNotes

Find. Snap. Share.

Look for UA Hope Notes posted by students around campus!



@UAHopeNotes
@UACampusHealth



www.health.arizona.edu

UA Counseling and Psych Services: **520.621.3334** • National Suicide Prevention Lifeline: **1.800.273.TALK (8255)**
Pima County Crisis Response Center: **520.622.6000** • Friend 2 Friend: **f2f.health.arizona.edu**
Suicide Prevention at the UA: **preventsuicide.arizona.edu**

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“ I had a great fear of being judged however I found CAPS to be judgment free and very welcoming/helpful. ”

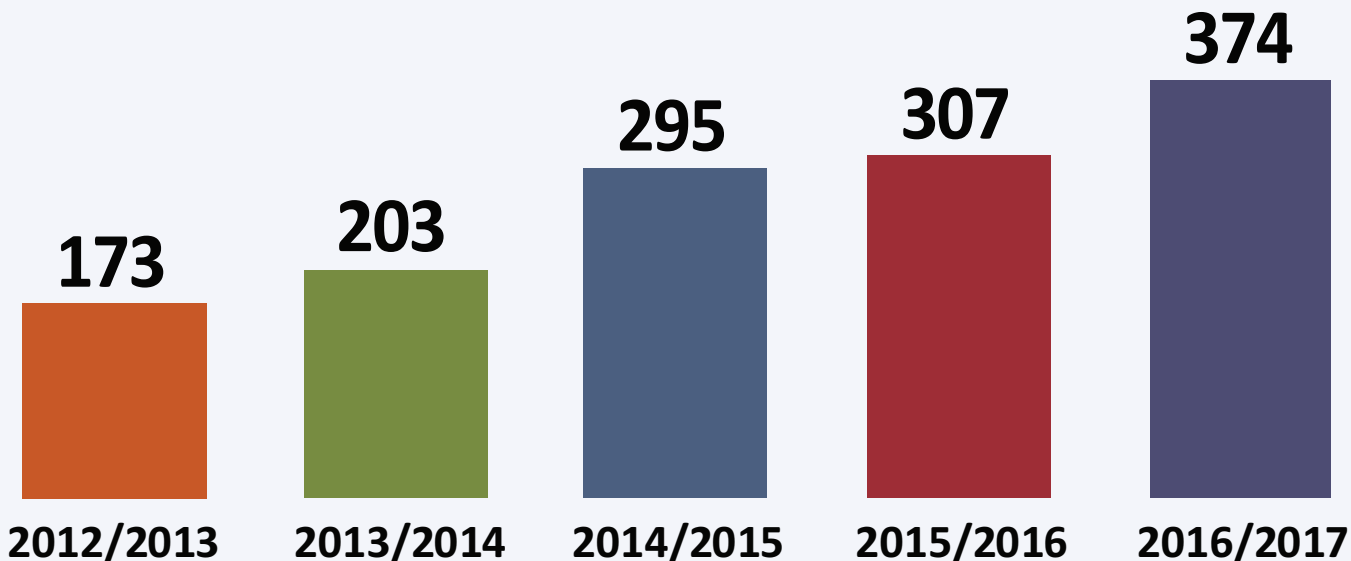
– UA Student, 2016



CAPS Trends in Mental Health Service Utilization *(continued)*

More students are using CAPS to deal with immediate emotional crises. Same-day crisis appointments, distinct from first time visits to the CAPS Triage walk-in, have risen 116% over the last 5 years.

CAPS SAME DAY CRISIS VISITS 2012-2017



breathe here now.

WANT TO: CALM YOURSELF?
REDUCE STRESS?
FALL ASLEEP?

Try the
4-7-8 relaxing
breath exercise:

{ It takes almost no time, requires no equipment and can be done anywhere. }

Do not do more than four breaths at one time for the first month of practice.

Once you develop this technique by practicing it every day, it will be a very useful tool and natural tranquilizer for the nervous system that you will always have with you.

Adapted from www.drweil.com



Place the tip of your tongue against the ridge of tissue just behind your upper front teeth, and keep it there during the entire exercise.

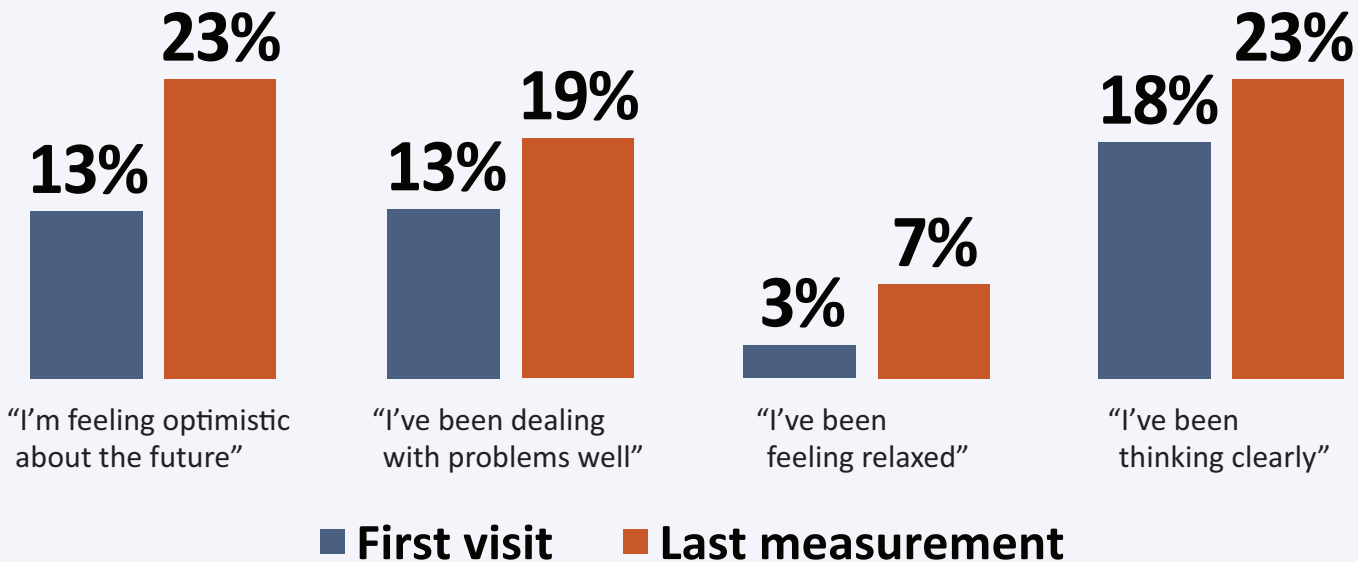
- 1 Exhale completely through your mouth, making a “whoosh” sound.
- 2 Close your mouth and inhale quietly through your nose to a mental count of 4.
- 3 Hold your breath for a count of 7.
- 4 Exhale completely through your mouth, making a “whoosh” sound to a count of 8.
- 5 This is one breath. Inhale again and repeat the cycle three more times for a total of four breaths.





Counseling and mental health programming makes a difference.

Comparisons at first visit and last measurement:
% who 'often' or 'always' experienced the following over the last 2 weeks



- **Using CAPS increases positive emotional states.** According to the Short Warwick-Edinburgh Mental Wellbeing Scale, which students complete at each visit, CAPS users showed significant ($p < 0.001$) improvements in their overall wellbeing score from first visit to their final measurement. Students also report a number of improvements in individual categories.
- **CAPS makes a difference for students.** Coming to CAPS is associated with an improvement in negative emotional states. Based on the CAPS Clinical Questionnaire, an assessment tool which is used to track clinically relevant outcomes among students who have used CAPS for two or more visits, significant improvements were found for depression, suicidality, and anxiety.
 - Of those who said they had thoughts of suicide at their first visit: **46% showed no signs of suicide** at their last visit and **77%** of those who were positive for 'severe' suicidality showed significantly improved or no risk over the course of treatment.
- **74% of students with severe depression indicated an improvement** to a lesser category of severity by their last visit; 68% with moderate-severe depression and 55% with moderate depression showed reduced severity in the same way.
- **60% of students with severe anxiety indicated an improvement** to a lesser category of severity by their last visit, and 55% with moderate anxiety decreased severity.
- **CAPS programs improve student wellbeing.** The Mindful Ambassadors program, a peer-driven program in which students trained in mindfulness practices provide experiential mindfulness workshops to the campus community, resulted in significant decreases in stress and several symptoms related to anxiety. Participants also reported feeling significantly more relaxed, focused, and calm immediately after a Mindful Ambassadors presentation. **90% of student participants felt that what they learned helped them reduce stress, and said they plan on continuing a mindfulness practice into the future.**



CAPS is important for academic success.

- A survey of CAPS users from 2015 found that:
 - **74%** said that using CAPS helped to improve both their overall academic success and their ability to focus
 - **86%** said it improved their motivation
 - **52%** said using CAPS positively impacted their decision to stay enrolled at the UA
- **75%** of students surveyed in 2016, right after their Triage visit, said that the problem they were seeking help for was interfering with their academic performance, and 78% agreed that a follow-up appointment would improve their academic performance
- Of UA students surveyed in 2016, **20%** said that CAPS helped them to remain a UA student (*CHS Health and Wellness Survey, 2016*)

- Of note, national data (NCHA, 2016) indicated that students received a lower grade on an exam or assignment in the past school year due to:
 - Stress (**22%**)
 - Anxiety (**15%**)
 - Depression (**6%**)

7 TIPS FOR FINDING BALANCE IN SCHOOL

HOW TO FIND BALANCE IN SCHOOL

TIP NO. 3

SUPPORTERS & RESOURCES

LESLIE RALPH, PH.D.
COUNSELING AND PSYCH SERVICES

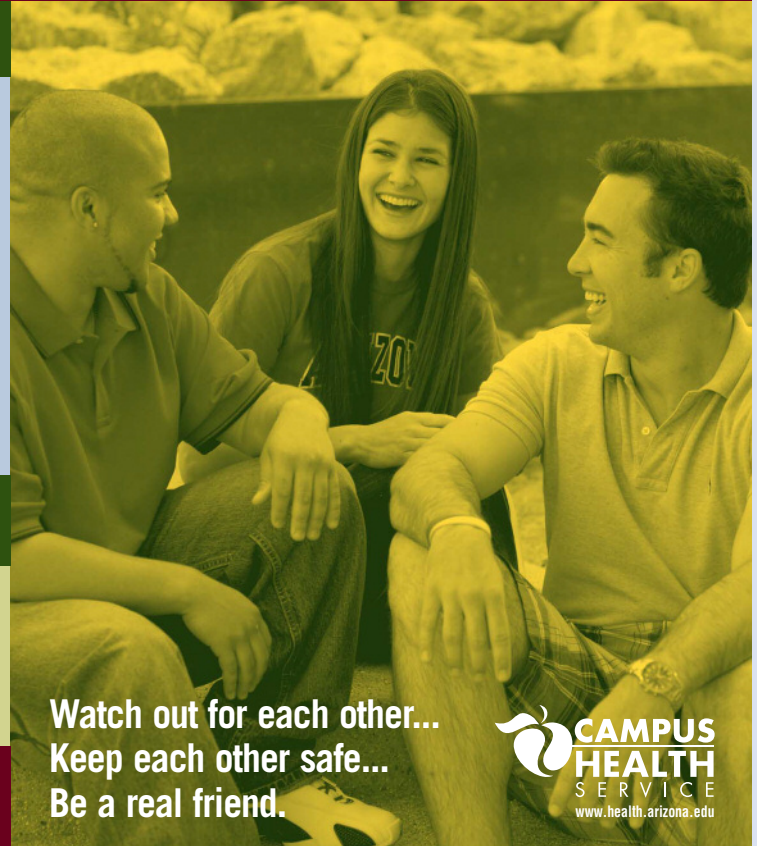


friend 2 friend

notice. care. help.

A unique website for University of Arizona students that provides resources so you can help your friends stay safe and healthy.

F2F.health.arizona.edu



Watch out for each other...
Keep each other safe...
Be a real friend.



“ I have been affirmed and supported through multiple stressful experiences during my counseling sessions. My counselor has helped me believe in myself again and be more trusting. ” – UA Student, 2016



How We Are Helping Students

- CAPS provides a wide variety of services to help students improve their emotional and behavioral wellbeing. Some of these services include:
 - Counseling and brief therapy
 - Psychiatric evaluation and medication management
 - Oasis sexual assault and trauma counseling
 - Specialized counseling for substance abuse and eating disorders
 - A variety of support groups (e.g. Gender Spectrum, LGBTQ, Self-Compassion)
 - Mental health screenings for a variety of issues (e.g. depression,

- anxiety, eating disorders, substance abuse)
- Relationship counseling
- Collegiate recovery (substance abuse) programming
- Referral to outside services

CAPS uses a stepped care approach to provide the most effective treatment to the most students by ‘stepping up’ more intensive treatments when necessary and appropriate.

**HOPE
WILL
NEVER
BE SILENT.**

~ Harvey Milk
first openly gay man to be elected to the San Francisco Board of Supervisors and gay rights advocate

If someone you know is depressed or suicidal, there is hope.

Notice. Care. Help. Suicide is preventable.

Learn how to be a lifesaver. 520.621.5700

UA Counseling and Psych Services: 520.621.3334
National Suicide Prevention Lifeline: 1.800.273.TALK (8255)
The Trevor Project: 1.866.488.7386
Pima County Crisis Response Center: 520.622.6000
Friend 2 Friend: f2f.health.arizona.edu

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**WHEN YOU
ARISE IN THE
MORNING,
GIVE THANKS
FOR THE
LIGHT, FOR
YOUR LIFE,
FOR YOUR
STRENGTH.**

~ Tecumseh
Legendary Shawnee Native American Chief

If you or someone you know may be depressed or suicidal there is help. Choosing to help is your strength. Reach out and shine light on a life in need.

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**IT TAKES
THE
COURAGE
AND
STRENGTH
OF A
WARRIOR
TO ASK
FOR HELP.**

Have the courage to reach out to a veteran who may need help.

Notice. Care. Help. Suicide is preventable.

Learn how to be a lifesaver. 520.621.5700

UA Counseling and Psych Services: 520.621.3334
Veterans Crisis Line: 1.800.273.TALK (8255) – Press 1
Pima County Crisis Response Center: 520.622.6000
Friend 2 Friend: f2f.health.arizona.edu

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How We Are Helping Students *(continued)*

- CAPS uses a cutting-edge approach to **Clinical Care Coordination**, a crucial aspect of stepped care. The Care Coordination team works hard to follow up with student referrals and high-risk students, and works closely with CAPS providers to ensure that students are getting the best and most appropriate care at every level.
- CAPS has recently launched **WellTrack**, an online/smartphone based program, to provide mental health assessments, tools for managing depression and anxiety and ongoing mood check. It is available, at no charge, to all campus community members. This part of the stepped-care approach allows CAPS to extend helping resources not only to online students or those who cannot or choose not to come to the CAPS clinic, but to faculty and staff as well. Faculty and staff have proven to

be an important resource in enlightening students about the value of these tools.

To use WellTrack, go to the signup page (signup.mywelltrack.com) and enter the access code: UACAPS

- The **Therapist Assisted Online** program (TAO) allows CAPS providers to follow up with clients through a secure online meeting. This improves accessibility, allowing students to connect with their counselors before their next in-person appointment can be scheduled.
- CAPS works to ensure that students have access to help, even after clinic hours. Students can call the CAPS main phone number (520-621-3334) and speak directly with a licensed behavioral health professional whenever the clinic is closed.

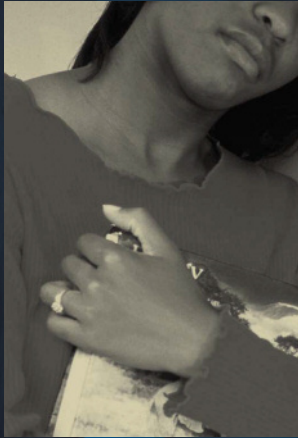
- **CAPS Consultation services** (Call and Consult, Parents Matter) provide direction and assistance to faculty, staff and families to help them respond and assist students with behavioral health issues and/or crisis situations. Call & Consult (faculty/staff) and Parents Matter (parents, family and friends) can be reached by calling the main CAPS line (520) 621-3334.
- **Outreach and Education** are an important part of CAPS services. CAPS providers often provide assistance in classrooms, campus events, or other cross-campus venues to offer knowledge, guidance, and resources around mental health issues. Some examples of these efforts include:
 - **Mindful Ambassadors**, a peer-led program providing workshops on mindfulness as a tool for stress management in the campus community.
 - **National Depression Screening Day**, an annual event that raises awareness of CAPS programs and services, while providing free depression screenings.
- The **Body Smart Initiative**, a student-led collaboration with Health Promotion and Preventive Services with the mission of enhancing self-worth and promoting positive body image among all UA students.
- A variety of collaborations with a range of **Cultural Centers** at the UA, tailored to offer education and resources on mental wellbeing to our diverse student body.
- General and specialized presentations on a wide variety of behavioral health topics for classrooms, departments and student groups across campus.
- You can access these resources and more online at our website, health.arizona.edu/counseling-psych-services



What CAPS Does for High-risk Students

- “High-risk” students are an important part of the population that CAPS serves at the UA. While many of our clients seek services to get help with issues such as stress, depression, anxiety, or academic issues, other students are dealing with more critical problems such as thoughts of suicide or harm to self or others. With regard to suicide, 9.4% of UA students reported having serious thoughts of suicide in the last year (CHS Health and Wellness Survey, 2016). This number represents more than 4,000 UA students.
- Depression screening and early intervention is conducted for all medical and counseling visits at CHS. Students are screened at every visit, regardless of the reason for the visit, and students with elevated scores are referred to CAPS. In the 2015/16 school year, more than a third of these students originally screened in the CHS medical clinics subsequently accessed CAPS. Over the past 8 years, this effort has helped to identify and reach many students who otherwise might not have received services for depression, anxiety or suicidality.
- CAPS prioritizes “high-risk” students to ensure that those in crisis or who have high need have rapid access to care. This includes:
 - Same-day access to CAPS Triage counselors
 - Same-day crisis appointments
 - After-hours telephone crisis line
 - Intensive care management for students at risk of suicide or harm to others
 - CAPS staff representation on the UA Behavioral Intervention Team. This team addresses students of concern who come to the attention of the Dean of Students Office, Residence Life or UAPD due to behaviors which potentially impact health and safety.

suicide...



Would you recognize the possible warning signs?

- Social isolation
- Hopelessness
- Depression
- Substance abuse
- Wrapping up loose ends
- Giving away important possessions
- Sudden change in mood

Notice. Care. Help. Suicide is preventable.

Learn how to be a lifesaver.
520.621.5700

Resources:

UA Counseling and Psych Services
520.621.3334

National Suicide Prevention Lifeline
1.800.273.TALK (8255)

Pima County Crisis Response Center
520.622.6000

Friend 2 Friend
f2f.health.arizona.edu



“ I would not be alive if it weren't for the care and understanding here at CAPS. ”

– UA Student, 2015



Conclusion

By investigating outcomes for students who use CAPS, we continue to learn more about the ways that CAPS' critical services help students to improve their wellbeing, so that they can achieve academic success and flourish at the UA. CAPS, as part of the UA Campus Health Service, is committed to utilizing evidence based approaches to meeting student mental health needs in both traditional and innovative ways.

CAPS is committed to improving the emotional wellbeing of UA students, as well as the entire campus community, through clinical services, consultation and educational outreach. Through programming collaborations within Campus Health and across campus, CAPS has continued to increase access to services, raise awareness about behavioral health and educate the campus community.

As demand for CAPS services continues to increase, we face the need for additional space, counseling staff capacity and development of new service delivery options. CAPS is committed to finding ways to ensure that students are able to receive the help they need to achieve their academic goals and maximize their potential as individuals.

WILBUR GOES TO CAPS



CAMPUS HEALTH

Counseling & Psych Services

This report was produced by the Counseling & Psych Services (CAPS) and Health Promotion units at The University of Arizona Campus Health Service.

For more information, please contact Marian Binder, Director of Counseling & Psych Services, at mbinder@email.arizona.edu.



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HEALTH**

Mental Health Trends at The University of Arizona • 2017 Report



**CAMPUS
HEALTH**

Counseling & Psych Services

(520) 621-3334

**[health.arizona.edu/
counseling-psych-services](http://health.arizona.edu/counseling-psych-services)**

Highland Commons
1224 E. Lowell St., Tucson, AZ 85721

HEALTH.ARIZONA.EDU